



News from CQC

Update

COVID-19 update: new guidance for adult social care

13 March 2020

New guidance issued for adult social care providers

The Department of Health and Social Care has issued new guidance to councils and care providers as the Government works to delay the spread of COVID-19.

The guidance covers situations found across residential care settings and where care is delivered in people's own homes. It is designed to ensure people who receive care are well supported.

The guidance is available on the [Public Health England website](#). There is separate guidance for the following types of provision:

- [residential care](#)
- [supported living](#)
- [home care](#).

Guidance on residential care provision

This guidance is aimed at local authorities, clinical commissioning groups (CCGs) and registered providers of accommodation for people who need personal or nursing care. This includes registered residential care and nursing homes for people with learning disabilities, mental health and/or other disabilities. [Access the guidance here](#).

Guidance on home care provision

This guidance is aimed at local authorities, clinical commissioning

groups (CCGs) and registered providers, who support and deliver care to people in their own homes, including community health services.

It takes account of latest government advice on self-isolation, set out in [guidance issued by Public Health England](#). There will also be separate guidance setting out arrangements for people in prisons.

Provision of care and support in people's home is a high priority service, in that most care and support cannot be deferred to another day without putting individuals at risk of harm. It is therefore vital that these services are prioritised and this guidance will support you in doing this. This guidance will be regularly updated. [Access the guidance here](#).

Follow us on Twitter!

Keep up with our work with professionals and provider organisations in England by following us on Twitter [@CQCProf](#).

Additional information on coronavirus

<https://www.mencap.org.uk/advice-and-support/health/coronavirus>

<https://brochure.norfolklivingwell.org.uk/product/coronavirus-wash-your-hands-more-often-for-20-seconds-a4-poster>

<https://www.local.gov.uk/social-care-provider-resilience-during-covid-19-guidance-commissioners?fbclid=IwAR1c8zaEdNI7z5QxJixzJdkuAQy-O726SNiE6d3ZLJaj3h8TX2FksTBysE>

News and updates from Norfolk Care Association (NorCA)

News from Norfolk Care Association (NorCA)

Your Care Association Needs You!! Recruiting NorCA Directors

Now that NorCA has been formally established, we are looking to expand our Board and are currently seeking further Board members. This is an exciting opportunity to help shape the future of adult social care across Norfolk and Waveney.

The Director's role is to oversee and support the achievement of the aims, objectives and social purpose of the Norfolk Care Association Ltd, representing the voice(s) of adult social care and ensuring robust financial management to maximise the use of available resources.

Directors are responsible to the membership and represent the interests of the social care sector as a whole.

The current NorCA directors are

- Sanjay Kaushal – Norfolk Independent Care (NIC).
- Michael Millage – Association Representing Mental health Care (ARMC).
- Christine Futter – Norfolk and Suffolk Care Support Ltd (N&SCS).

- Jonathan Clemo – Community Action Norfolk (CAN).
- Maria Plumb – Voluntary Norfolk (VN).

If you are interested in contributing, and fit the Director profile below, we would be delighted to hear from you. Please send your CV with a short statement outlining your experience and explaining why you are interested in being a Director to Fiona Denny (fiona.denny@norfolkcareassociation.org) by 30 March 2020. For an informal discussion please contact Fiona on 07776184097.

Director Profile

Directors should have:

- Experience in one or more areas of adult social care, preferably as a provider/owner or senior manager.
- Expertise in one or more of the following areas:
 - Operational Management
 - HR
 - Finance
 - Strategic/Policy development
 - Audit/Quality Assurance
 - Workforce Planning and Development
- High levels of interpersonal skills – able to build trust, credibility and relationships based on mutual respect with all social care providers, NorCA Ltd members and directors, commissioners across health, housing and social care, politicians, the media and the general public
- Excellent communication skills: able to listen, advocate, negotiate, represent and influence at all levels including at strategic planning and commissioning meetings and when facilitating discussions with providers.
- Capacity to commit up to two days a month to Norfolk Care Association business.

Please note that this is not a paid position.

News and updates from Norfolk Care Association (NorCA)

Now that Norfolk Care Association is formally established we are beginning to look at how we can fully engage with the sector. These plans are still developing but in the meantime we know there are many pressing issues that won't stand still. To that end we have arranged our first meeting of the Joint Consultative Forum (JCF) which will take place on the 31st March 2020. This is where Norfolk Care Association (NorCA), the new voice for adult social care providers, will meet quarterly with health and

social care commissioners. Agendas will vary so that we can respond to important and urgent priorities but will include:

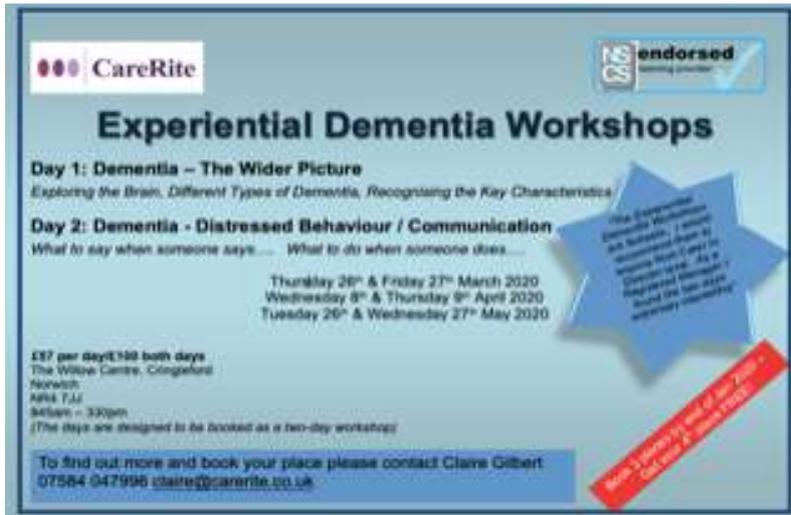
- the cost of care;
- the review and development of strategy, policies and guidance; and
- the standardisation of systems and procedures.

Going forward these meetings will be preceded by face to face Care Association provider forums so that you can help shape the agenda and to ensure your views are understood and represented.

In the meantime, we have given below the proposed agenda for the JCF meeting on 31st March and would welcome any comments, feedback or suggestions for other items. Please send them to the NorCA Project Officer, Fiona Denny, at fiona.denny@norfolkcareassociation.org

- Terms of Reference
- Update on the role/function of NCC Commissioners following re-structure
- Update on Integrated Commissioning function
- Cost of Care – engagement and timescales
- Quality Improvement matters
- JCF provider subgroups
- Strategy Development – consultations and programme oversight
 - ❖ Temporary beds strategy
 - ❖ Dementia strategy
 - ❖ Workforce strategy – Adult Social Care and *#WeCareTogether* People Plan
- Home Care – registered nurse links
- Emerging issues
- Any Other Business

Training



Duet Diabetes

Diabetic Foot Screening training (including a competency assessment)

This workshop is particularly useful for the ‘**diabetes champion**’ of any care setting. It goes beyond the everyday foot care / foot health check all carers should be familiar with when looking after someone living with diabetes. NICE recommends that people living with diabetes receive a diabetic foot assessment on diagnosis and at least annually thereafter.

As well as the theory and importance behind a diabetic foot assessment, the ‘hands on feet’ practical session allows the learners plenty of time to familiarise themselves with performing a diabetic foot assessment. In line with NICE and CQC guidance, this workshop provides the tools/processes that are used to undertake an assessment and result in a risk score; the person performing the foot assessment is not required to make a clinical judgement.

Next date: 19 March 2020

Venue: Lydia Eva Court, 16 Peterhouse Avenue, Gorleston-on-Sea, NR31 7PZ

Time: 9.30am – 1.30pm

Cost: £55 per person (includes delegate pack, certificate, refreshments)

For further information or to book a place email info@duetdiabetes.co.uk or call Lynne on 01799 584178

This workshop will be delivered by an **experienced HCPC registered podiatrist**



Upcoming Open Workshops – Norfolk & Waveney

Run by an experienced diabetes practitioner/educator (nurse) or podiatrist

More dates are planned at various locations across Norfolk for all our open workshops in 2020 – please register your interest so that we can ensure venues are suitable for those looking to attend.

Diabetes Awareness Training*, £50pp:

April/May 2020; Norwich & North Norfolk

*followed by Blood Glucose Monitoring and Glucometer Training after lunch (£40pp – including competency assessment)

Diabetes Update for Registered Nurses, £70pp:

24 Feb 2020; Beccles House, 1 Common Lane North, Beccles, NR34 9BN

May 2020; Dereham

Diabetic Foot Screening (including competency assessment), £55pp:

19 March 2020; Lydia Eva Court, 16 Peterhouse Avenue, Gorleston-on-Sea, NR31 7PZ

Diabetes & Healthy Eating, £32pp:

20 March 2020; Beccles House, 1 Common Lane North, Beccles, NR34 9BN

May 2020; Norwich & North Norfolk

info@duetdiabetes.co.uk

www.duetdiabetes.co.uk

01799 584178

The full range of our workshops can be found on our website.

Our workshops can also be delivered in house at your place of work for up to 12 people, please contact us for prices

FREE DEMENTIA TRAINING WORKSHOPS

For family carers and those who come into contact with people with dementia through their work

The training workshop consists of one 2 hour session covering:

1. Alzheimer's Disease & Other Dementia's – gives participants a good basic understanding of the condition, its symptoms and impact on behaviour.
2. Capturing Life's Journey – introduces the benefits of recording information about the life of the person and shows how this can be used to provide high quality care.
3. Techniques to Manage Behaviours – demonstrates how some understanding together with a number of simple techniques can have a very positive impact on the individual and carer alike.
4. Activities to Encourage Engagement – provides understanding, ideas and techniques to help the carer engage the person with dementia.

The workshops are run from the Home Instead Senior Care training suite in Norwich and are free of charge. Places are limited to provide a friendly, comfortable and welcoming environment. Alternatively, we can come out to your organisation or venue to run a session. Workshops are being run on the following dates:

Tuesday 14th April at 18:00

Wednesday 6th May at 14:00

Tuesday 2nd June at 10:00

For more information or to reserve a place please email Mark Johnston at mark.johnston@homeinstead.co.uk or call 07776 060837