



Norfolk Safeguarding Adults Board

NEWS ITEMS

- *NSAB website updates | 29 March 2019*
- *Quality of rough-sleeping stats needs to improve | 29 March 2019*
- *Providers warn: care homes 'ill equipped' to carry out new responsibilities under DoLS replacement | 29 March 2019*
- *Causes of homelessness and rough sleeping: feasibility study | 26 March 2019*
- *Joint SAR DHR published by Bournemouth & Poole Safeguarding Adults Board and Poole Community Safety Partnership | 25 March 2019*
- *Working with Adults in the Charity Sector: new DBS leaflet | 25 March 2019*
- *Blogs: Temperature check for MSP & mental capacity and social media | 15 March 2019*
- *CQC criticised for fine of Mendip House provider | 12 March 2019*
- *Don't forget | Board manager's March 2019 blog: Two cans and a piece of string - sending, receiving (and acting on) a message*

Please help promote the ***Train the Trainer Awareness Training*** to any small or medium size organisations you work with, thank you. [See news story 17 January 2019](#)

Please go to:

[Norfolk Safeguarding Adults Board \(NSAB\) then click on news](#)

**01 April
2019**

My April blog – ***The progress question: each piece of ‘straw’ helping break adult abuse*** – has just been posted on the NSAB website.

Please have a read, click on this link to download your copy:

[Norfolk Safeguarding Adults Board: from the homepage click on Board Manager’s Blog](#)

Please cascade to your colleagues, contacts and networks, thank you.

My apologies for any cross-posting.

You can follow NSAB on Twitter – @NorfolkSAB

Kind regards

Walter

Walter Lloyd-Smith, Norfolk Safeguarding Adults Board Manager | Business Lead

Adult Social Services

News from CQC

Newsletter

Our monthly update for everyone interested in health and social care

Variation found in quality of care provided by independent clinics and doctors

We've published a new report sharing findings from our comprehensive inspection programme of independent doctor and clinic services providing primary medical care in England.

We analysed a sample of 85 inspection reports for independent doctor and clinic services and themes from a review of inspection reports for 38 independent slimming clinics.

Although many services were providing good care, a number were not meeting the necessary regulations for delivering safe and effective care.

[Have a look at what we found](#)

Changing the way our website shows historic ratings

We're changing the way we display some ratings on our website to make the history of a care service clearer.

In April, we will start displaying the historic rating when a care service has to reregister because of a change in provider or address.

It means that, for example, if an outstanding care home is bought by a different company, you'll still find that rating on the new profile page on our site.

[Find out more about these changes](#)

Fees for 2019/20 confirmed

The fees that we will charge providers of health and adult social care in England for the year 2019/20 have been confirmed.

The changes see us complete our move to full cost recovery for all sectors, as required by HM Treasury. This means that our regulatory costs are paid for by provider fees, and no longer subsidised by grant-in-aid funding from the government.

The main changes see increases in fees for the community social care and dental sectors, and a decrease in fees for the residential care sector. The new fees will take effect from 1 April this year.

[More information about fees for 2019/20](#)

Join us! Work for CQC

Current vacancies include:

- Evidence Review Officer – National
- Digital Product Manager (Healthwatch England) – London or home based
- Regulatory Policy Manager – Location flexible

[Browse our current vacancies](#)

The state of care in independent ambulance services

Our new report analyses the findings from our comprehensive inspection programme of independent ambulance services in England.

The key findings from our comprehensive inspection programme are:

- the quality and safety of independent ambulance services varies greatly
- many services had a poor understanding of governance which often led to weak recruitment processes
- checks on employment references, Disclosure and Barring Service (DBS) certificates, and driving licences were not being enforced consistently

The report also raises concerns about those independent ambulance services that are exempt from CQC regulation.

[Read the state of care in independent ambulance services report](#)

Update

Our update for providers of adult social care services

March 2019

Interim Chief Inspector's column

In her column this month interim Chief Inspector Debbie Westhead discusses innovation in adult social care and the importance of learning from adult social care in other parts of the world.

[Read more here.](#)

Department of Health and Social Care national recruitment campaign: *Every day is different*

The Department of Health and Social Care (DHSC) launched a national recruitment campaign in February: *Every day is different*.

Visit the online [resource centre](#) where you can find guidance on how to post job vacancies online, as well as leaflets, campaign posters and other materials for providers to promote recruitment in adult social care.

You can find out more and view the roles available on the [Every Day is Different website](#), and on the [Facebook page](#).

EU Exit planning updates

We have recently shared a number of letters on behalf of the Department of Health and Social Care regarding EU Exit planning for adult social care providers.

If you did not receive this correspondence you can view the letters by using the following links:

[15 March letter](#)

[26 March letter \(1\)](#)

[26 March letter \(2\)](#)

EU Exit preparations blog

Des Kelly, EU Exit Planning Lead for the Care Provider Alliance, has written a blog on EU exit preparations for social care in which he discusses the challenges care providers are facing and what we have established so far.

Read the blog on the [Gov.uk website](#).

New blog series by Dr Paul Lelliott

Dr Paul Lelliott, Deputy Chief Inspector for Hospitals and lead for Mental Health, begins a new blog series this month in which he will update on the work he is leading in mental health.

This month Paul provides an update on CQC's progress so far on our review of restraint, prolonged seclusion and segregation for people with mental health problems, a learning disability and/or autism.

[Read more here](#).

We have a [dedicated page on our website](#) for the review where you can find more information and contact details.

Improvements to factual accuracy process and guidance

Following engagement with providers and inspectors over the last six months, we are introducing improvements to our factual accuracy process and guidance. The changes will be introduced from Monday 8 April.

The key changes for you to be aware of:

- New guidance on the factual accuracy process has been created. It defines more clearly the scope of factual accuracy and outlines how providers should respond.
- Providers will now access the factual accuracy form on CQC's website via the [Guidance for Providers](#). The form will not be sent to providers with draft reports.

Thank you to everyone who shared their views with us and helped us develop these improvements.

Caring about complaints: lessons learned from our independent care provider investigations



The Local Government and Social Care Ombudsman has published a [good practice guide](#) which shares lessons from complaints it has received to help adult social care providers improve their services.

The guide gives real life examples of the common problems the Ombudsman sees in care provider investigations – and offers ways to avoid the pitfalls.

Key areas include:

- clear information about fees, charges and contracts
- getting billing and invoices right
- ensuring people's belongings are looked after properly, and
- dealing with challenging behaviour from friends and relatives.

The report also shows how the Ombudsman works in partnership with CQC and includes a copy of the single complaints statement, Quality Matters, which was produced in partnership with organisations including HealthWatch England last year.

Reminder: Notifications of deaths

We were recently asked to confirm the process for notifying CQC of the death of a person using a service.

You must notify us if the person's death:

- took place while a [regulated activity](#) was being provided or
- may have been a result of the regulated activity or how it was provided.

You must notify us of the death without delay. Further information can be found on [our website](#).

All information and guidance for providers can be found within the [Adult social care guidance section](#) of the CQC website.

Local authority data profiles

[Updated data profiles for local authority areas in England](#) have been published on our website. They include updated data on areas such as delayed transfers of care, costs of adult social care, and A&E attendances.

The profiles bring together data to give an indication of how different services work together, providing a picture of the health and social care system in each local authority area.

Continuing regulatory histories

As part of our new approach to registration we are changing the way we display a provider's history. This will mean that the ratings information, inspection reports and details of enforcement action will stay with a location when it moves or changes ownership. This will ensure:

- Greater transparency for the public.
- Providers will not lose any existing ratings for their locations.
- CQC can take a more proportionate and efficient approach to inspecting after a change of registration.

This change will come into effect from 1 April 2019 and will apply to all registration applications completed after this date.

We have been working in coproduction with providers, the public and other key stakeholders to develop this approach, including [guidance for providers](#) which is now available on our website.

Other news

- We have published information outlining how we will calculate [provider fees in 2019/20](#).
 - CQC has published new guidance outlining [how we will work with Local Healthwatch](#).
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Follow us on Twitter!

Keep up with our work with professionals and provider organisations in England by following us on

Recording of CQC's inspections

In light of recent instances of CQC inspections being recorded by providers, we want to share the issues you should be aware of if you intend to record an inspection. CQC does not encourage the recording of our inspections by providers, but we will not object if it is carried out lawfully and appropriately as outlined below.

- Our [powers](#) under section 63 of the Health and Social Care Act 2008 allow us to interview people in private during an inspection. Making a recording which intrudes upon this privacy, without reasonable excuse, may be an offence under the Act. However, the person being interviewed may make a recording for their own purposes if they wish (we'd ask them to tell the Inspector if they are doing this).
 - You may also be in breach of the 2008 Act if you carry out a recording in a way which unreasonably interferes with the exercise of CQC's inspection duties. For example, by intimidating or discouraging people from speaking with Inspectors, or by obstructing Inspectors from being able to move around the service and observe.
 - To comply with the General Data Protection Regulation (GDPR) and other data protection law, you should not make 'covert' recordings of inspections. Providers making recordings are required to notify the people being recorded (including CQC Inspectors) of this, and provide them with various other information set out under Article 13 of GDPR. Secretly recording an inspection using hidden equipment, or not making inspectors aware that they are being recorded (e.g. by having adequate notices of CCTV and/or audio recording equipment) may therefore be a breach of GDPR.
 - You should also be aware that CQC Inspectors have their own rights under GDPR – including the right of access to recordings you make of them, and to complain to the Information Commissioner.
 - It is your responsibility to ensure that you do not breach the legal rights of any person – including people who use your service, visitors and your own staff. Seek legal advice if in any doubt.
 - Most importantly, any recording taking place must not interfere with the privacy and dignity, or the welfare and safety, of people who use your service.
 - CQC has published guidance on [using surveillance in your care service](#).
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Upcoming Open Workshops – Norfolk & Waveney

Run by an experienced diabetes specialist nurse who also works within the NHS

Diabetes Awareness Training, £50pp:

April/May 2019; Norwich area - please contact us if interested*

Diabetes Update for Registered Nurses, £65pp:

23 May 2019; Beccles House, Beccles, NR34 9BN

(to coincide with national INSULIN SAFETY WEEK 20-26 May 2019) **£58pp**

Diabetic Foot Screening, £50pp:

April/May 2019; Norwich area – please contact us if interested*

7 June 2019; St David's Nursing Home, 52 Common Lane, Sheringham, NR26 8PW

Sept 2019; Beccles House, Beccles, NR34 9BN - please contact us if interested*

* More dates are planned for Norfolk for all our open workshops in 2019 – please register your interest so that we can ensure venues are suitable for those looking to attend.

More information, including the content of all our workshops, can be found at

<https://www.duetdiabetes.co.uk/workshops>

Or contact us: info@duetdiabetes.co.uk 01799 584178

Additional workshops for the Norwich area are currently being arranged for April, May and June – if you are potentially interested please get in touch.

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

Events

Insulin Safety Week (ISW) 20-26 May 2019

The organisers of this national campaign are keen to reach out to care providers looking after people who require insulin. After a very successful inaugural year in 2018, we would encourage care homes to get involved by registering and take part to raise awareness amongst colleagues, families and patients/residents/service users. Like hospitals and GP practices, care homes can run events and activities to improve understanding and reduce insulin errors. Organisations who register will receive various resources (both on-line and printed items) to support their events, as well as balloons and t-shirts to help promote their actions. #THINKINSULIN

<https://insulinsafetyweek.com/>

