



The 7th Norfolk Care Awards

Celebrating everything good about great care services in Norfolk

A night of celebrating some of Norfolk's care heroes took place on the 20th February 2020, Siobhan Phillips of Britain's Got Talent did an excellent job as master of ceremony.

The opportunity to celebrate the inspirational work of individuals and businesses in this vital but under-appreciated sector is priceless. The best of the best-received recognition for the hard work and dedication they demonstrate day in, day out while delivering care and support to the people of Norfolk. The awards demonstrated a wealth of dedication, inspiration and innovation.

Barry Wells from Foodcare said, 'It was a huge privilege for Foodcare to have been invited to sponsor the category 'Promoting Dignity and Respect in Everyday Life' at the Norfolk Care Awards 2020. Managing Director Barry Wells was delighted with the opportunity to honour the many dedicated carers, thanking them personally for their professionalism and hard work, at the evening event.

I met with knowledgeable professionals and operators during the evening, which was beneficial for new product ideas and business development. Foodcare will certainly accept any future invitations for sponsorship.'

James Bullion (Executive Director of Adult Social Services, Norfolk County Council) and Julie Bodmer announced the winner of the Harold Bodmer Outstanding Achievement Award was Karen Knight former Managing Director of NorseCare. Karen has worked in the sector for over 40 years. Starting as a cleaner in one of Norfolk County Council's residential homes and then going on to shine in several senior management roles with Child and Community Services, her leadership made her the obvious choice for taking over the councils responsibility for residential and housing with care schemes, under NorseCare in August 2011. NorseCare became

the largest care provider in East Anglia achieving CQC ratings of 'Good', with five 'Outstanding' ratings across all 36 homes and housing with care schemes, putting them as one of the top-rated quality care home providers in the UK.

Karen Knight from NorseCare said, 'I am very proud of everything NorseCare has achieved in the past nine years the outstanding achievement award is accepted as a testament to hard work love and care that everyone working together has provided for the people living in their homes. I have been fortunate enough to have worked in social care for nearly 40 years

I have also had the pleasure during this time to have worked with Harold as a colleague - so this also makes this award very special to me.'

Cllr Shelagh Gurney, Norfolk County Council, and Chairman of People & Communities Select Committee presented the TEAM Award, and a £1000, training bursary to the winner of the category Meadow House. She asked for the winners of the training bursary to keep in touch, as she would be interested in hearing how it was used and what impact it had. Shelagh outlined the bursary had a significant impact on continuous professional development at Chiswick House, last year's winners.

The winners and highly commended of the awards are:

Delivering excellence through learning and development

Winner - Ford Place Nursing Home

Highly Commended - Healthcare Homes Group
The Assist Trust Ltd

Effective coordination of End of Life care

Winner - St Martins (Webster Court)

Highly Commended - Badger Corner Supported Living (Independence Matters)

Excellent person-centred care and support

Winner - Christies Care

Highly Commended - Nightingale Lodge (Black Swan Care Group)
Robert Kett Court (NorseCare)

Excellence in Delivering Dementia Care

Winner - Kevlin House (Hollycoombe Healthcare Ltd)

Highly Commended - Home Instead Senior Care West Norfolk
Munhaven Care Home (NorseCare)

Collaborative Partnership

Winner - The Vineries Care Home & East Coast Community Health

Highly Commended - Hassingham House Care Centre, Norfolk and Suffolk Care Support, North and South Norfolk CCG, City College Norwich, Great Yarmouth & Waveney CCG, Norfolk Community Health and Care Trust, Norfolk County Council.

Motivational leadership

Winner - Helen Jackson (Overbury House)

Highly Commended - Jo Bolton (Westfield Care Home)
Leon Smith (Nansa)

Promoting dignity and respect in everyday life

Winner - Westfield Care Home (NorseCare)

Highly Commended - Badgers Wood Care Home
Brooklands Care Home

Rising Star

Winner - Charlotte Hardy (The Mayfields Care Home)

Highly Commended - Monique Buckley (Home Instead Senior Care – Norwich)
Vicky Wightman (PSS Shared Lives)

Team Award – Together Everyone Achieved More

Winner - Meadow House (Healthcare Homes Group)

Highly Commended - Ford Place Nursing Home
Goodwins Hall Care Home

The Norfolk Care Awards team would like to thank Norfolk County Council, City College Norwich, Gordon Barber Funeral Homes, University of East Anglia, Foodcare, Yes I donate – Organ Donation, Birkett LLP, Grant Thornton UK LLP, Norfolk and Waveney's Health and Care Partnership - In good health, Boots, Archant, Ashton Legal, Athena Care, Libby Ferris Flowers, Sprowston Manor and Wedding to Remember, for supporting this year's Awards.

Media enquiries:

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Training

CareRite **Dementia endorsed**

Experiential Dementia Workshops

Day 1: Dementia – The Wider Picture
Exploring the Brain, Different Types of Dementia, Recognising the Key Characteristics

Day 2: Dementia - Distressed Behaviour / Communication
What to say when someone says... What to do when someone does...

Thursday 26th & Friday 27th March 2020
Wednesday 8th & Thursday 9th April 2020
Tuesday 26th & Wednesday 27th May 2020

£87 per day/£169 both days
The Willow Centre, Congford
Norwich
NR4 7JF
9.30am – 3.30pm
(The days are designed to be booked as a two-day workshop)

To find out more and book your place please contact Clare Gilbert
07584 047996 clare@carerite.co.uk

Now a priority for all of our care homes

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:

Thursday 5th March at 14:00

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

Update

Our update for providers of adult social care services

February 2020

Chief Inspector's column

In this month's column Kate talks about our new report *on sexual safety and the support of people's sexuality in adult social care*

Read the full [column](#).



Promoting sexual safety through empowerment: A review of sexual safety and the support of people's sexuality in adult social care

We have published our *Promoting sexual safety through empowerment: A review of sexual safety and the support of people's sexuality in adult social care* report.

We developed the report using CQC data from statutory notifications of sexual incidents or incidents of alleged abuse and through conversations and engagement with people who use services and their families and carers, including those who have been involved in sexual safety incidents, providers and their representatives, voluntary sector organisations and other stakeholders.

We want this to be the start of an ongoing conversation about a sensitive topic that many people report feeling uncomfortable or poorly equipped to discuss.

You can read the full report [here](#).

CQC Connect!

Our new podcast series is now available, with episodes looking at:

- How we collect people's experiences of care
- State of Care
- Innovation in health & social care
- Outstanding General Practice

New episodes coming soon, listen now via your [favourite podcast provider](#).

COVID-19 guidance for health professionals

The government is currently coordinating the national response to the outbreak of COVID-19, and Public Health England (PHE) has published a range of [COVID-19 guidance for health professionals](#) – including guidance on the assessment and management of suspected UK cases, and specific guidance for [social or community care and residential settings](#). The NHS website also has updated [coronavirus pages](#), bringing guidance for the system and healthcare professionals in one place.

At this challenging time it is important that all health and social care providers continue to operate good hygiene and infection control practices, and we would ask that you check and monitor the official guidance from the NHS and PHE as the situation develops.

When you care, every day makes a difference

The second phase of the Department of Health and Social Care's campaign 'When you care, every day makes a difference', launched in October. Key highlights from the first three months are:

- An average of 26,600 visits to the campaign website each week
- 60% of visitors to the website are searching jobs
- 30% of care providers surveyed have seen an increase in enquiries, applications, interviews or vacancies filled

But the campaign still needs your support to close the vacancy gap

The national campaign is turning heads. But to convert this interest into quality applications, care providers play a vital role. Here's a reminder of how you can get involved:

- Keep downloading and using the [free campaign resources](#)
- Keep listing your vacancies on the DWP Find a Job website by using these [instructions](#)
- Keep encouraging your staff to share the [campaign Facebook posts](#)
- Evaluate your local recruitment marketing activity and share your data at everydayisdifferent@dhsc.gov.uk The more evaluation data we get, the better future campaign funding bids will be

Taking a whole-system approach to winter pressures

The Care Quality Commission has a unique view of the entire health and social care landscape, and over the next few weeks we will examine the impact of winter pressures across all sectors; share examples of where we are seeing good practice; and highlight the need to take a whole system approach to planning for and managing heightened demand.

In the second of our new blog series, Chief Inspector of Primary Medical Services and Integrated Care, Rosie Benneyworth discusses the impact on primary care and where we've seen integration and innovation address some of these. Read the blog in full [here](#).

Help improve recruitment and job search in adult social care

In order to improve recruitment and job search tools and services across the Social Care sector, the Department of Health and Social Care and Diffrent are, over the next few weeks, conducting some user-centered research.

As a key part of this research we are keen to talk with Social Care professionals (across all roles), Job Seekers, Agencies, Employers as well as subject matter experts on Social Care at all levels across England.

We are especially keen to talk to anyone who is currently looking for work in the Social Care sector or

has just started a role as a carer or front line care staff. For job-seekers, we can offer an Amazon or multi-store gift card to take part in our research.

We are also looking to talk to any providers who are struggling to recruit staff to see how the SHSC can help them with recruitment and retention of staff.

If you are interested in taking part in the research, please email Martin Lampen on martin.lampen@difrent.co.uk

Webinar: Regulation in a system

Join our webinar as part of [integrated care in action week](#). We'll be talking about our current regulatory approach and what we've done at a system level, including looking at our work on local system reviews. We'd also like to hear your views on what good quality regulation in a system would look like to you. Join us from 1-2pm on 10 March. [Register via Eventbrite](#).

Tell us your views on our online guidance

We would like to know what you think about the guidance for providers on our website. Does it meet your needs? Is it helpful? Do you use it? We're asking all providers to tell us through an [anonymous survey](#). Your feedback will help us develop better guidance for you to use.

Improving our registration processes for sole traders & partnerships

CQC is trying to improve our registration process. We want to get it right, and we think the best way to do that is to talk directly to the people involved. That's why our research team are trying to reach providers who are registered with us as a **sole trader or a partnership**.

We categorise sole traders as individuals who are registered with us in their own name and partnerships as when two or more individuals provide a regulated activity without setting up an organisation to do so (such as a company).

We know that if you are operating as a sole trader or partnership you will have a unique experience of dealing with CQC. We'd really like to understand how that works from your perspective. We think it's the best way for us to be able to provide you with what you need.

If you can help us with this work please contact experience.research@cqc.org.uk quoting reference RE1

Working Together Events

Improve quality by working together across health and social care at these two **free** events. Hear good practice and have conversations with people from across the health and social care sectors about delivering better services by working together on:

- Getting support right for people receiving medicines support
- Reducing inequalities for people with learning disabilities

These events support the **Quality Matters initiative** and are being led by NICE and Skills for Care.

Registration is now open;

- 'Managing medicines: working together to get support right', 19 March 2020, Central London. Hear about good practice and have conversations about working together to deliver better medicines support. [Register here.](#)
- 'Healthy and happy: working together to reduce inequalities for people with learning disabilities', 31 March 2020, Central Leeds. Join to hear good practice and have conversations about working together to improve lives for people with learning disabilities and complex needs. [Register here.](#)

Targeted Inspections in Adult Social Care

We have now summarised what you told us about proposals for a third, narrow inspection type in adult social care and set out the next steps.

You can see the slides [here](#). If you are not already signed up, follow the instructions on the [sign up page](#).

Spotlight on Medicines

This month we are reflecting on what good leadership and governance really means in terms of medicines optimisation. It really is fundamental in getting medicines right.

Good leadership means having an oversight on what tools staff have to carry out their roles safely. As recommended by [NICE](#), staff supporting people to take their medicines should be appropriately trained and competent to carry out this task with an annual review of knowledge, skills and competency. Our [FAQ](#) for providers is there to guide you right from induction.

An effective governance framework will demonstrate how audits are outcome based and used to drive good practice as opposed to systems-driven. Always ask yourself what are the outcomes for people? The actions you take are equally important to the audit itself.

CQC and accessing data

Under data protection laws, providers are required to be clear with people about how and why any data they hold on them might be accessed and used. This is often done through privacy notices on websites. We would encourage providers to ensure that notices of this type include reference to CQC and a link to our [privacy notice](#), as we may access care records and other personal data as part of our regulatory activity.

Monitoring the Mental Health Act in 2018/19

Services need to improve how they provide care and treatment for people detained under the Mental Health Act (MHA) in a way that respects their human rights, according to findings in our annual report on the use of the MHA.

Positively, there has been an improvement in the number of people being given information about their rights and being offered the support of an independent Mental Health Advocate.

Read the [full report](#) and [news story](#) on our website.

ICO data protection fee

The [Information Commissioner's Office](#) (ICO) recently [launched a campaign](#) to remind organisations of their legal responsibility to pay a data protection fee.

If you received a letter from the ICO, you should pay your fee or advise them you are exempt. You

can check if you are exempt by taking an [online self-assessment](#).

Anyone holding, recording, storing, updating or sharing personal data for business purposes on any electronic device is likely to need to [pay a fee](#). If you are exempt, complete the ICO's online [form](#). For advice and guidance on data protection compliance for SMEs, visit the [ICO hub](#).

Other news

- There is still time to complete the free [The Data Security and Protection Toolkit](#) (DSPT) which is an online self-assessment tool for data security. The Department of Health and Social Care recommend that all Social Care Providers complete the Toolkit as they will hold, process or share personal data. Webinars will be running over the next few months, [join](#) to watch a demo and to have your questions answered.
 - Don't forget to read the latest Care Management Matters column by Debbie Ivanova, Deputy Chief Inspector, Adult Social Care [here](#)
 - Our *Declare Your Care* campaign is drawing to a close but you can still [find out more about the campaign and hear people talk about how they shared their experience of care](#).
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Follow us on Twitter!

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