



## News from Norfolk Safeguarding Adults Board

**NEW** news items have been posted on Norfolk SAB's website  
*Please cascade to your colleagues, contacts and networks thank you.*

### New NEWS ITEMS

- *It was like a nightmare – the reality of sofa surfing in Britain today* | 30 January 2020
- *London records tenfold rise in modern slavery cases* | 30 January 2020
- *One CCG for Norfolk – briefing* | 30 January 2020
- *APPG report on safeguarding in faith settings - Positions of Trust* | 29 January 2020
- **# IMPORTANT UPDATE for CVS partners #**
- *New digital portal to strengthen safeguarding guidance for charities* | 23 January 2020

**NSAB Board Manager's January blog is now available (sorry it's a bit late)**

*Drive the learning*

Please go to: [Norfolk Safeguarding Adults Board \(NSAB\) then click on news](#)

# Newsletter

Our monthly update for everyone interested in health and social care

## Declare Your Care: Learning disabilities

Our Declare Your Care campaign is encouraging people with learning disabilities, their family, carers and advocates to speak openly about their experience of care, good or bad.

Research shows people with a learning disability are more likely to regret not complaining about poor care than those without. They are also twice as likely to have concerns about maternity services and mental health services.

Lack of information given about health conditions and treatment options were revealed as the main reasons for people with a learning disability or their carer to want to raise a concern.

**[Find out more about the campaign and hear people talk about how they shared their experience of care](#)**

## CQC Connect: Our new podcast series

CQC Connect is the brand new podcast series from CQC. It gives inside information about the work that we do, and also discusses some of the issues we uncover from our unique position in the health and social care landscape in England.

Episode 1 talks about our Give Feedback on Care project and improvements we've made to the ways we collect public experiences of care.

Episode 2 looks at some of the topics raised in our most recent State of Care report, including issues around access and the availability of appropriate services.

Episode 3 has just been released, covering innovation in health and social care and the work that CQC is doing to support it.

**[Listen now via Apple Podcasts, Spotify, Soundcloud, or your podcast player of choice](#)**

## Maternity survey: Find the results for your local trust

We asked over 17,000 women who gave birth early last year about their experience of maternity care.

Nationally, we found improvement across a number of questions compared to the previous survey. The most positive results relate to experiences interacting and communicating with staff in maternity services, particularly during labour and birth.

We also saw upward trends in areas such as feeding choices and partner involvement.

But we also found that there remains scope for improvement in postnatal care, as women consistently report poorer experience for this than for the care they received during pregnancy and labour. The quality of information around changes to mental health could also be improved.

**[See the survey results for your local trust](#)**

**[Read the press release](#)**

## [Find out more about the 2019 maternity services survey](#)

## Have your say: Help shape our work

We're using a new service that will help you shape the work that we do.

Our participation platform gives you an easy way to get involved with our work and share your ideas and opinions. We use it to collect your views, conduct surveys and run quick polls.

At the moment, the topics we're asking for feedback on are:

- Adult Social Care new style inspection reports
- Our new podcasts

## [Sign up and get involved](#)

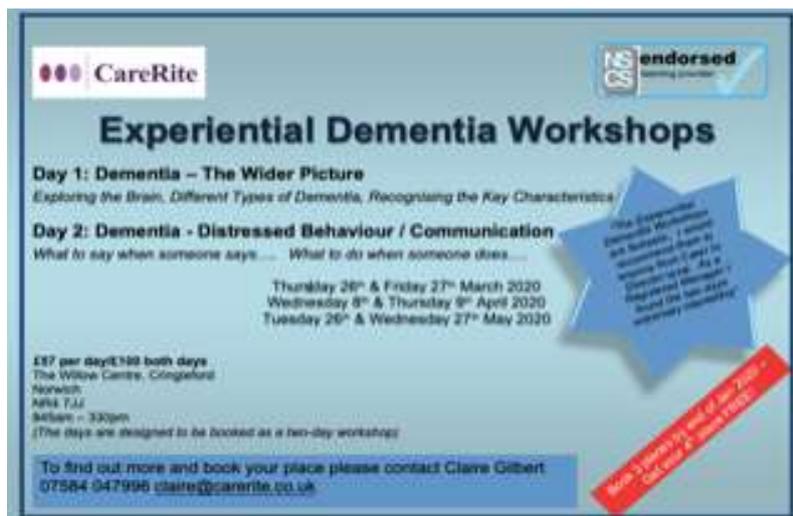
## Join us! Work for CQC

Current vacancies include:

- Specialist Advisor (Hospitals – Emergency Medicine) – Flexible
- External Affairs Manager, Healthwatch – London
- Capacity Planning Analyst – Newcastle
- Training, Events and Network Administrator, Healthwatch – London, United Kingdom

## [Browse our current vacancies](#)

## [Training](#)



The poster is for CareRite's Experiential Dementia Workshops. It features the CareRite logo at the top left and a 'CQC endorsed' badge at the top right. The main title is 'Experiential Dementia Workshops'. Below this, it lists two days of workshops: Day 1: 'Dementia – The Wider Picture' and Day 2: 'Dementia - Distressed Behaviour / Communication'. The dates for each day are provided. A blue starburst graphic contains text about the workshop's focus on understanding dementia and communication. A red banner at the bottom right says 'Book your place now! Limited places available'. Contact information for Clave Gilbert is provided at the bottom.

**CareRite** **CQC 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 dies...*

Thursday 26<sup>th</sup> & Friday 27<sup>th</sup> March 2020  
Wednesday 8<sup>th</sup> & Thursday 9<sup>th</sup> April 2020  
Tuesday 26<sup>th</sup> & Wednesday 27<sup>th</sup> May 2020

**£57 per day/£100 both days**  
The Willow Centre, Cringeford  
Norwich  
NR6 7JJ  
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 Clave Gilbert  
07564 047996 [claire@carerite.co.uk](mailto:claire@carerite.co.uk)

**Book your place now! Limited places available**

## Duet Diabetes

“DUET diabetes helps care and health providers to **upskill and increase the confidence** of their staff when looking after adults living with diabetes.

We can run workshops exclusively for your organisation (at your location), or alternatively individual places can be booked for our open workshops held at various venues across Norfolk & Suffolk (please see attached flyers).

Whether you have some questions or would like to make a booking, please get in touch and one of the team will be happy to help.

DUET diabetes Ltd has learning provider endorsement from Norfolk & Suffolk Care Support Ltd.”



### Upcoming Open Workshops – Norfolk & Waveney

*Run by either an experienced diabetes practitioner/nurse educator 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:

27 Jan 2020; Beccles House, 1 Common Lane North, Beccles, NR34 9BN **2 places left**

\*followed by Blood Glucose Monitoring and Glucometer Training after lunch (£40pp – including competency assessment) **4 places left**

**Diabetes Update for Registered Nurses**, £70pp:

24 Feb 2020; Beccles House, 1 Common Lane North, Beccles, NR34 9BN **5 places left**

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

24 Jan 2020; St Nicholas House Care Home, Littlefields, Dereham, NR19 1BG **2 places left**

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

**Diabetes & Healthy Eating**, £32pp:

24 Jan 2020; St Nicholas House Care Home, Littlefields, Dereham, NR19 1BG **full**

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

[info@duetdiabetes.co.uk](mailto:info@duetdiabetes.co.uk)

[www.duetdiabetes.co.uk](http://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



## Upcoming Open Workshops – Suffolk

*Run by either an experienced diabetes practitioner/nurse educator or podiatrist*

More dates are planned across Suffolk 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:

March 2020; Ipswich & Newmarket/Bury St Edmunds

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

**Diabetes Update for Registered Nurses**, £70pp:

13 March 2020; Avocet Court Care Home, Monmouth Close, Ipswich, IP2 8RS

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

10 March 2020; Seckford Care, Seckford Street, Woodbridge, Suffolk, IP12 4NB

- 5 places left

25 March 2020; Avocet Court Care Home, Monmouth Close, Ipswich, IP2 8RS

**Diabetes & Healthy Eating**, £32pp:

14 February 2020; Avocet Court Care Home, Monmouth Close, Ipswich, IP2 8RS

Feb/March 2020; West Suffolk venue

[info@duetdiabetes.co.uk](mailto:info@duetdiabetes.co.uk)

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## 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:

Wednesday 12<sup>th</sup> February at 18:00

Thursday 5<sup>th</sup> March at 14:00

Tuesday 14<sup>th</sup> April at 18:00

Wednesday 6<sup>th</sup> May at 14:00

Tuesday 2<sup>nd</sup> June at 10:00

For more information or to reserve a place please email Mark Johnston at [mark.johnston@homeinstead.co.uk](mailto:mark.johnston@homeinstead.co.uk) or call 07776 060837