



## **What a caring workforce!! 6th Norfolk Care Awards celebrating excellence in Norfolk**

A night of celebrating some of Norfolk's care heroes, took place on the 21st February 2019, Reverend Richard Coles of Strictly Dancing fame, was the master of ceremony.

The best of the best received recognition for the hard work and dedication they demonstrate day in, day out, whilst delivering care and support to the people of Norfolk. The awards demonstrated a wealth of dedication, inspiration and innovation.

Claire Nelson from Cozens-Hardy LLP, "The Norfolk Care Awards is, without doubt, an exceptional trailblazer event for adult social care in our county. The opportunity to celebrate the inspirational work of individuals and businesses in this vital but under-appreciated sector is priceless. We are immensely proud to have sponsored the 'promoting dignity and respect in everyday life' category for a second consecutive year"

Karen Knight from NorseCare said, "we are delighted to be able to support the 6th Norfolk care awards. A great evening to celebrate everything that is good about great care services in our County."

"It is a privilege to have NorseCare involved in the Norfolk Care Awards', says Tracy Wharvell events organiser, they as an organisation have worked hard for all their services to be CQC rated 'Good' or 'Outstanding', this is no mean feat."

The winners of the Harold Bodmer Outstanding Achievement Award were Jan and Tim Leadbeater of Sun Court Nursing Home in Sheringham, who have been involved in social care for over 35 years. Being instrumental in bringing over 60 nurses into social care in Norfolk as part of a national 'Back to Nursing' campaign. They have had a big impact on the local sector over the years Chairing Registered Nursing Homes Association and on the Committee for Norfolk Independent Care representing nursing home providers. Norfolk County Council presented them with a £1000 training bursary.

Cllr Shelagh Gurney, Norfolk County Council, presented the TEAM Award, and presented a £1000, training bursary to the winner of the category Chiswick 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.

The winners of the awards are:

Delivering Excellence Through Learning And Development:

- Athena Care Homes

Effective Coordination of End of Life care:

- Ford Place

Excellent Person Centred Care and Support:

- Kevlin House

Excellence in delivering dementia care:

- Independence Matters (Harford Hill Hub)

Motivational Leadership:

- Stacey Smith (Allcare Community Support)

Promoting dignity and respect in every day life:

- Sun Court Nursing Home

Collaborative Working:

- Hassingham House

Rising star:

- Dean Forbes (Olive House)

Team Award – Together Everyone Achieved More:

- Black Swan (Chiswick House)

Harold Bodmer Outstanding Achievement Award

- Tim and Jan Leadbeater – Sun Court Nursing Home

The Norfolk Care Awards team would like to thank Norfolk County Council, City College Norwich, Gordon Barber Funeral Homes, Cozens-Hardy LLP Solicitors, Norse Care, Norfolk Independent Care, National Care Association, Anglian Training, Norfolk and Waveney's Sustainability and Transformation Partnership, Boots, University of East Anglia (UEA), Archant, Ashton Legal, Athena Care, Libby Ferris Flowers and Wedding to Remember, for supporting this year's Awards.

**Media enquiries:**

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To see photos of the Event follow links below:-

**Winners and winners presentation gallery**

<http://www.paulmacro.com/client-gallery/2019-nca-winners>

**Highly commended and remaining images**

<http://www.paulmacro.com/client-gallery/norfolk-care-awards-2019>

**[News from Safeguarding Adults Board](#)**

I am very pleased to announce **Norfolk Safeguarding Adults Board** is organising 3 seminars with **Luke & Ryan Hart** on domestic abuse and coercive control

15 April: Norwich

17 May: Great Yarmouth

21 May: King's Lynn

Luke and Ryan's mother and sister were murdered by their father in the car park of the leisure centre in Spalding on 19 July 2016. Luke and Ryan will tell their story of growing up in a family in which their father bullied them as children, and harassed, oppressed and tyrannised the rest of the family on a daily basis, but never physically abused them.

Booking is now open

Early booking for this **FREE\*** seminar is *strongly* advised.

Places are limited, and we anticipate that these seminars will

be very popular.

**\* PLEASE NOTE:** A late cancellation/non-attendance fee of £75 will apply to: cancellation within 72 hours of the event or non-attendance on the day. Delegates unable to attend can provide a substitute up to 48 hours before the event.

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

Please go to:

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

## Training



Contributes significantly towards Subjects 1, 4, 5, 7 and 8 on the Dementia Standards Training Framework 2019

# EXPERIENTIAL DEMENTIA TRAINING

**Day 1: Dementia - The Wider Picture**  
Exploring the Brain, Different Types of Dementia, Recognising the Key Characteristics (including Signs and Symptoms)

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

**Dates:**  
13<sup>th</sup> & 15<sup>th</sup> March 2019  
16<sup>th</sup> & 17<sup>th</sup> April 2019

**Price: £57 per day or attend both days for a reduced price of £100.**  
8.45am - 4pm each day at The Willow Centre, Cringleford, Norwich NR4 7J  
(The days are designed to be booked as a two-day workshop)

To find out more and to book your place please contact Claire Gilbert on 07584 047996 or email [claire@carerite.co.uk](mailto:claire@carerite.co.uk)





## Upcoming Open Training Workshops – Norfolk

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

**Diabetes Awareness Training, £50pp:**  
Dates for 2019 - please contact us if interested\*

**Diabetes Update for Registered Nurses, £65pp:**  
Dates for 2019 - please contact us if interested\*

**Diabetic Foot Screening, £50pp:**  
8 March 2019, Beccles House, Beccles, NR34 9BN

\* 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.

[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

“**Diabetic Foot Screening** workshop in Beccles, 8 March 2019 – only 4 places remaining.

We have had some enquiries to run this workshop in the Norwich area and also in North Norfolk – please email [info@duetdiabetes.co.uk](mailto:info@duetdiabetes.co.uk) to register your interest so that you can be informed directly once dates and venues have been arranged.”

### News from CQC

The independent regulator of health  
and social care in England

## Update

Our update for providers of adult social care services

February 2019

### Interim Chief Inspector's column

In her column this month interim Chief Inspector Debbie Westhead talks about the national recruitment campaign from the Department of Health and Social Care, along with her BBC Breakfast interview and changes to reporting.

[Read more here.](#)

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## New guidance on relationships and sexuality in adult social care services

This month CQC published new guidance for both CQC inspection staff and registered providers. The guidance sets out how care providers should consider people's relationships and sexuality needs in adult social care services, as well as helping them to understand the associated risks.

The guidance was developed with a range of public and provider representatives and hopes to help providers to understand the importance of enabling people to manage their sexuality needs. Topics in the document include how the subject will be reported in inspection reports, what the term LGBT+ means, and many others.

The guidance can be found on the [guidance for providers section](#) of our website.

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

On 12 February the Department of Health and Social Care (DHSC) launched a national recruitment campaign titled 'Every Day is Different' which aims to help fill the 110,000 vacancies in adult social care. The campaign hopes to attract new people with the right values and increase the interest in adult social care careers.

The campaign has an online [resource centre](#) where you can find recruitment guidance, 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](#).

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## Monitoring the Mental Health Act

Throughout 2017/18, CQC carried out visits to mental health wards to meet patients, review their care and speak to frontline staff to inform its annual report to Parliament on how health services in England are applying the Mental Health Act.

While there has been an overall improvement in some aspects of care, concerns remain about the quality and safety of mental health wards. [Visit our website to read the full report.](#)

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## EU Exit planning update

We recently shared a letter 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 it [here](#).

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## Guide to fire safety in specialised housing from the National Fire Chiefs Council

With an ageing population there is an increasing number of people living in sheltered housing, extra care sheltered housing and supported living accommodation. Statistics show that these residents are more likely to be caught in a fire and are unable to escape easily because of reduced mobility. Sadly this leads to a disproportionately high number of avoidable deaths and injuries with far reaching consequences for the victims, their families, carers and the community.

The National Fire Chiefs Council (NFCC) has produced the easy to use guide which includes recommendations to help protect vulnerable residents. The guide's recommendations are specifically aimed at:

- Commissioners of care services or housing placements
- Owners, landlords and operators of specialised housing
- Providers of care or support to residents
- Fire Risk Assessors and those who give advice on fire standards

A summary of the guide, plus the full guide itself and useful resources can be downloaded free of charge or purchased from [the NFCC website](#).

## NICE social care quick guides

The National Institute for Health and Care Excellence (NICE) has a series of 'quick guides' which are often referred to by CQC inspectors in inspection reports to either encourage improvement or to reflect why a service may be rated outstanding.

The guides cover topics such as helping to prevent infection and helping to prevent pressure ulcers. They can be found [here](#).

NICE also have a database of shared learning examples, which demonstrate where an improvement has been made in quality due to using a NICE resource. You can search these and submit your own [here](#).

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## Continuing regulatory histories

As part of our new approach to registration we are changing the way we display a location's history. This will mean that the ratings information and inspection reports will stay with a location when it moves address 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 on or 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. This will be available on our website from next month. Keep a look out in the next issue of our bulletin for more information.

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## Care Management Matters column

Head of Inspection for London Alison Murray talks in this month's Care Management Matters (CMM) 'Inside CQC' column about our work on dementia and what is coming up.

Read the full column on the [CMM website](#).

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## CQC refreshes its human rights approach to regulation

Since 2014 CQC has embedded a human rights approach in our regulatory framework to promote equality and human rights and ensure everyone using health and social care services receives safe and good quality care.

In order to reflect the changes within CQC and the wider health and social care system over the last four years, we have reviewed this approach and engaged with stakeholders about how to develop our human rights approach in future.

Our new priorities include applying our human rights approach to our work at a local area level, strengthening our intelligence and enforcement around human rights and continuing to support and empower our staff to consider human rights in their work. [Read the report](#) to find out more.

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We've launched our **#DeclareYourCare** campaign, a year-long campaign encouraging people to share their experiences of care with us – not just poor care, but good care too! New research we commissioned shows people regret not raising concerns about their care – but those who do raise concerns see improvements.

We are now focusing on how we can better support people with a long-term condition to share their experiences. You can [keep up-to-date with our campaign by visiting our website](#) for more information and by following us on Twitter [@CQCProf](#).

We are looking for you to support people to share their experiences of care and have developed some resources to help you do that - you can find these in our [Declare Your Care stakeholder toolkit](#).

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## Revised method for gaining the contact details of people who receive care and support in their own homes

As part of our improvements to the inspection process of care at home services we have revised the method for gaining the contact details of people who receive care and support in their own homes.

This means that providers will no longer receive an online form with their Provider Information Return (PIR). In place of this, we have developed a new approach that is more flexible to fit with our risk-

based approach to inspection. Inspectors will send a cover letter with instructions and a contacts details spreadsheet directly to providers, rather than it being sent centrally.

The new/updated tools that inspectors and providers will be using are:

- **Cover email with instructions:** This will be sent to the provider along with one or more of the documents below.
- **Revised contact details spreadsheet:** We have reduced the confidential personal information we are requesting in line with GDPR.
- **Contact details spreadsheet with address details:** Inspectors will send this to providers if they intend to visit people in their own homes or if they will ask NCSC to send a letter introducing the Expert by Experience supporting the inspection.

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## Other news

- On 19 February we published an updated version of our joint working protocol which sets out how we work with councils. You can find a news story [here](#).
- CQC will be exhibiting at the [Dementia, Care & Nursing Home Expo](#) on Wednesday 27 March. Alison Murray, Head of Inspection of London, will be a keynote speaker, discussing Beyond Barriers: Meeting the care needs of older people.

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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](#).

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## **Information/Events**

# **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 1.5 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 to run a session. Workshops are being run on the following dates:**

**Wednesday 20<sup>th</sup> March at 14:00**

**Wednesday 17<sup>th</sup> April at 14:00**

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

## **Learning Disability Study Day**

**Learning Disability Study Day: 5th April 2019, 9:30-4pm at the Bob Champion Conference Centre (opposite A&E department at the Norfolk and Norwich Hospital).**

**Aims of the day: to hold workshops to improve awareness and knowledge of key healthcare issues; including sepsis and swallowing problems, affecting people with learning disabilities, with a view to improving health outcomes in the future.**

People with learning disabilities, their paid carers, family and hospital staff are all welcome to attend.

To book a place or for more information, please email: [tara.webster@nuh.nhs.uk](mailto:tara.webster@nuh.nhs.uk)