

Dear Provider

Please find below items which may be of interest to you:-



Nominations are now open for The Norfolk Care Awards

The Norfolk Care Awards team are pleased to announce that nominations for the 5th Norfolk Care Awards are now open and will close on the 17th November 2017.

Tracy Wharvell and Claire Gilbert from the Norfolk Care Awards team, says: *'We are excited about seeing all the great practice from across Norfolk, we love organising this event and having the opportunity to say a big Thank You to all the unsung heroes, who support people to live their lives. We are delighted that Norfolk County Council continues to recognise the care sector's fantastic workforce by supporting this event.'*

We are proud to introduce the renamed '**Outstanding Achievement Award** in memory of **Harold Bodmer**, the nationally acclaimed and celebrated Director of Adult Social Services in Norfolk who sadly passed away last year

'It is important to celebrate and share good practice, whilst recognising the passion and commitment of our care professionals in Norfolk. I would encourage people to put themselves forward placing high quality care on the map' says James Bullion Executive Director of Adult Social Services.

In addition, we are introducing a new category for this year's awards - **Collaborative Working**, to showcase how health and care services work together to improve a person's quality of life, or access treatment that avoids hospital admissions and delayed discharge. Examples of collaborative working are - care service and GP surgery or community health team and collaborative working between different care services. We know there is lot of great practice out there and we think it is time to shout about it!

John Bacon Chair of Norfolk Independent Care said *'The Care Awards sets Norfolk apart as a great demonstration of how good care can be recognised and valued, and a celebration of all the great work that is done, day-in and day-out by our county's committed care workforce. We can all look forward again to a great evening.'*

The Norfolk Care Awards are also supported by Gordon Barber Funeral Homes, Cozens-Hardy LLP, UEA, City College Norwich, Athena Care, Norse Care, Libby Ferris Flowers and Archant.

The Norfolk Care Awards, will take place at Sprowston Manor on 22nd February 2018, and will be 'streamed live', to ensure everyone across Norfolk can celebrate with you.

To make a nomination visit www.norfolkcareawards.co.uk

The Norfolk Care Awards categories are:

- Delivering excellence through learning and development
- Effective coordination of End of Life care
- Excellent person centred care and support
- Excellence in Delivering Dementia Care
- Collaborative Partnership
- Motivational leadership
- Promoting dignity and respect in everyday life
- Rising Star
- Team Award – Together Everyone Achieved More
- The Harold Bodmer Outstanding Achievement Award

Media enquiries:

Norfolk Care Awards

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LAST FEW PLACES LEFT - 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:

4th & 5th October 2017 – **FULL**

8th & 9th November 2017 – **Only 4 Places Left**

6th & 7th December 2017 – 11 Places Left

Get Booking so you don't miss out!

Price: £57 per day or attend both days for a reduced price of £100.

9am – 4pm each day, at The Willow Centre, Cringleford, Norwich NR4 7JJ.

To find out more and to book your place please contact Claire Gilbert

on 07584 047996 or email claire@carerite.co.uk

Update

Our update for providers of adult social care services

August 2017

Chief Inspector's column:

Chief Inspector Andrea Sutcliffe discusses the importance of learning, candour and accountability when CQC's actions are called into question.

[Read more here.](#)

Independent investigation announced into CQC's actions in relation to Hillgreen Care Ltd

On Thursday 27 July The Times published an article alleging that CQC was involved in the 'cover up' of the rape of a resident in a service for people with learning disabilities in November 2015. The article also questioned the nature and timeliness of CQC's enforcement actions against the provider.

In response, CQC's Chief Executive Sir David Behan has commissioned an independent investigation which will report publicly to the CQC Board and identify what happened; what we should have done differently; and recommendations to strengthen our future work.

[You can read more here.](#)

Healthwatch reports on the experiences of people living in care homes and using home care services

Healthwatch has published two reports that explore the experiences of people who are living in care homes or using home care services.

Between January 2016 and April 2017, local Healthwatch staff and volunteers across England visited 197 care homes across 63 different local authority areas to find out what day to day life is like for many of those living in care homes. Their findings are published in the report '*What's it like to live in a care home?*'. [You can read the report here.](#)

The report '*Home care services: What people told Healthwatch about their experiences*', analyses the experiences of 3,415 people, their families and front line staff across 52 local areas between August 2015 and June 2017. [You can read the report here.](#)

Risk of death and severe harm from ingestion of superabsorbent polymer gel granules

A Patient Safety Alert has been issued around the risk of death and severe harm from ingestion of superabsorbent polymer gel granules.

Superabsorbent polymer gel granules are widely used in health and social care, typically as small

sachets in urine and vomit bowls. On contact with liquid, the small sachet opens and the granules absorb, expand and solidify the liquid. This can protect people's bedding and clothing and reduce the risk of slipping on liquid.

If the gel granules are put in the mouth they expand on contact with saliva risking airway obstruction. This has happened where people have mistaken the sachets for sweets, or sugar or salt packets, but some incident reports also describe attempts of deliberate self-harm.

The alert asks providers to review their overall approach to using these products. [Read more here.](#)

Get involved with upcoming Public Health England campaigns

Public Health England are launching two campaigns this October and we encourage you to support both initiatives by sharing key messages with your local community.

Stay Well This Winter - 9 October

The campaign will encourage at-risk groups to get their free flu vaccination and to take simple, easy-to-achieve actions to stay well this winter. This includes speaking to their pharmacist at the first signs of feeling unwell, heating their home to at least 18°C and keeping active indoors on cold days.

Keep Antibiotics Working - 23 October

Keep Antibiotics Working aims to increase awareness of antibiotic resistance to support local doctors and pharmacists in reducing inappropriate prescribing.

[Visit the Campaign Resource Centre](#) for more information and webinar recordings for both campaigns.

Paraffin-based skin emollients on dressings or clothing: fire risk

Emollient cream including water based products can contain varying concentrations of paraffin. The paraffin in these products can be absorbed into clothing and bedding and accumulate to concentrations where they can act as an accelerant in a fire.

The risk from emollient creams is increased by the fact that washing below 60°C will not remove paraffin from the affected material. Paraffin may also become ingrained in any medical device including wheelchair batteries, hoists, defibrillators and oxygen apparatus. The highest risk is to older people and people who smoke and/or require supplemental oxygen.

The Medicines and Healthcare products Regulatory Agency has issued advice for professionals:

- Advise people not to: smoke; use naked flames (or be near people who are smoking or using naked flames); or go near anything that may cause a fire while emollients are in contact with their medical dressings or clothing.
- Change people's clothing and bedding regularly—preferably daily—because emollients soak into fabric and can become a fire hazard.

[Read more here.](#)

Could you be an adult social care inspector in Surrey?

We are currently recruiting for four adult social care inspectors to join our team in Surrey. If you are interested in this opportunity please note the closing date for applications is Sunday 3 September.

[Find out more here.](#)

What to do when a care home resident who consented to be a body donor has died

Individuals donating their bodies to a medical school are giving an invaluable gift. These donations are an important resource for training healthcare professionals or for research. The Human Tissue Authority is raising awareness of what care home staff should do when a resident who has consented to become a body donor dies

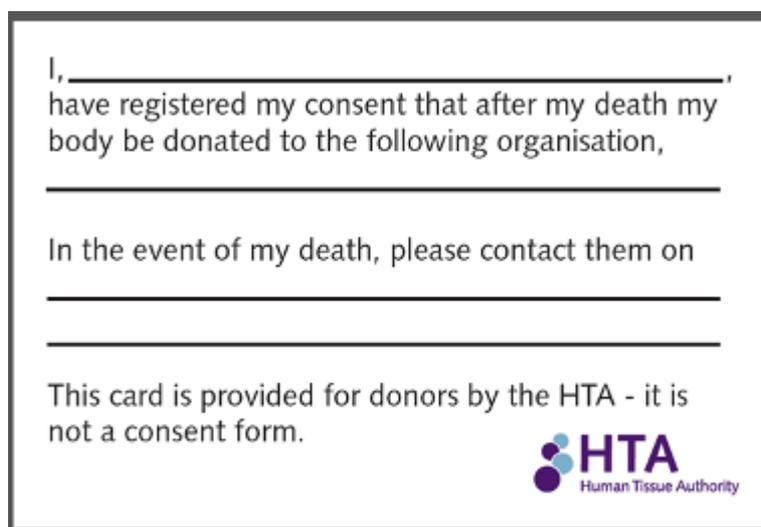
To become a body donor an individual has to give consent during their lifetime. Potential donors need to contact their local medical school and sign a consent form.

Some medical schools provide cards to show a person wants to donate their body. Alternatively a donor can fill out and carry a body donor card from the Human Tissue Authority.

When someone you think is a body donor has died:

1. Confirm that they have consented to become a body donor during their lifetime. The person may have confirmed this to staff at the care home before their death, as body donors are encouraged to talk to those around them about their decision before they die. If you are unsure you can check this by asking family or carers who may be aware of their wishes. The person may also have a donor card.
2. Check which medical school they have contacted. This will be listed on their donor card, as shown in the image below.
3. Contact the medical school as soon as is practically possible after their death.

[Find out more information about body donation here.](#)



I, _____,
have registered my consent that after my death my
body be donated to the following organisation,

In the event of my death, please contact them on

This card is provided for donors by the HTA - it is
not a consent form.



Events

You can speak to CQC staff on our exhibition stand at the [United Kingdom Homecare Association England Conference](#) in London on Friday 8 September.

We will be attending [NHS Expo 2017](#) on Monday 11 and Tuesday 12 September in Manchester. CQC staff will be available to talk to on our exhibition stand. Chief Inspector Andrea Sutcliffe will be speaking at a number of theatre sessions:

- [Quality matters: what does adult social care quality have to do with you?](#) - Monday 11 September, 10.00am, PUU8 theatre.
- [The value and contribution of adult social care](#) - Monday 11 September, 11.00am, Future

NHS Stage.

- [Crossing the boundaries of integrated care](#) - Monday 11 September, 1.00pm, Innovate Stage.
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We hope you find the above information useful. If you have any queries please do not hesitate to contact me.

Kind regards

Caroline

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Please note: my normal working days are Monday and Wednesday

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