



Norfolk Safeguarding Adults Board

Due to popular demand, NSAB is pleased to announce details of a further seminar on [self-neglect and hoarding](#) to be held on

Thursday 31 October 2019

Dereham Football Club

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

This valuable **FREE*** opportunity will provide updates on the difficult issue of self-neglect and adult safeguarding. It will include county updates, practical case studies and opportunity for interagency discussion to strengthen our partnership approach for developing best practice.

Early booking for this seminar is strongly advised. Places are limited, and we anticipate that this seminar will again be very popular. Don't miss out on this opportunity book on without delay.

This seminar will be of interest to all frontline staff, including social workers, acute and community health staff, mental health services staff, commissioners, district council staff including environmental health officers, primary care and housing staff.

*** 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.

[Click here to read more & to book a place](#)

[Click here from the NSAB website news page](#)

News from CQC

EU Exit planning update

Letter to adult social care providers from Jonathan Marron, Director
General of Community & Social Care

This letter is being shared with you by CQC on behalf of the
Department of Health & Social Care

Jonathan Marron
Prevention, Community and Social Care
39 Victoria Street London
SW1H 0EU
020 7210 4383

To: Adult Social Care Providers

09 October 2019

Dear Colleagues,

Brexit: Actions to help adult social care get ready for Brexit on 31 October 2019

I am writing to you to update you on steps the Department of Health and Social Care (DHSC) has been taking to get ready for Brexit on 31 October 2019, and to provide some practical information on what you can do to support your preparations.

Steps we have taken:

Over the last year, DHSC has been working across the health and social care system, with adult social care providers, local authorities, commissioners, regulators, and other national, regional and local partners to understand emerging areas of risk in the adult social care sector, and ensure that robust contingency plans are in place.

I would like to welcome the recent report from the National Audit Office (NAO) into the Department's preparations in the event that the UK leaves the EU without a deal. I am grateful that the NAO recognises the enormous amount of work already undertaken by the Department, and our partners in industry and the health and care system, in preparation for leaving the EU. To add to this, Government and industry continue to work together on raising assurance and this in turn enhances

our knowledge of readiness. We are better prepared for leaving without a deal than many realise, and on 31 October we will be ready for Brexit, whatever the circumstances.

Our approach to continuity of supply for adult social care has followed the same principles as our contingency approach for the NHS. However, given the structure of the adult social care market is fundamentally different to the NHS there are differences. For medicines, clinical consumables and medical devices, our stockpiles cover people within both the NHS and the adult social care system. For non-medical supplies, we have been working with major suppliers on their contingency plans regardless of whether they supply directly to NHS services or adult social care providers.

We have taken a multi-layered approach to support the continued supply of medicines and medical products if the UK leaves the EU without a deal. As part of our assurance process and, as recognised by the NAO, the latest findings from our medicines data collection exercise show that:

- 96% of medicines suppliers within scope of the programme have responded;
- this represents 98% of the market;
- 82% of products within scope have a 6-week stockpile in place

These numbers are constantly rising and will do so until 31 October 2019, providing an ever-clearer picture and greater levels of assurance.

Steps we recommend you take:

In line with existing guidance for the adult social care sector, we recommend that you:

- ✓ **Check with your local suppliers about their contingency plans in the case of disruption – e.g. food suppliers**
- ✓ **Update your business continuity plans accordingly to prepare for any disruption**
- ✓ **Do not stockpile any medicines or medical products**
- ✓ **If you have any maintenance of machinery or equipment (e.g. lift services) due in the next few months, consider bringing this forward before 31st October, if your contractual / leasing provisions allow, where you think there may be an EU touchpoint – e.g. lift parts that come from Germany**
- ✓ **Review your contracts with suppliers to identify any potential Brexit issues**
- ✓ **Encourage your employees and the people receiving your services to consider whether they should apply for the EU Settlement Scheme**
- ✓ **Contact your local authority to identify relevant Brexit leads (this may include your Director of Adult Social Services and/or Brexit Lead Officer)**
- ✓ **Make contacts across your region or local area to share best practice and ways of working ahead of 31 October. Essential individuals/organisations could include your local Association of Directors of Adult Social Services (ADASS), Local Government Association (LGA), local care regulator, local authority commissioners, NHS partners, trade body associations, or local care associations**
- ✓ **Stay abreast of any local or regional adult social care events which may be taking place in your area to offer guidance and support on how to prepare for the UK leaving the EU**

Further detail is provided below on vital areas where you should consider taking action at a local level, as well as a brief outline of the steps taken by Government nationally.

I am extremely grateful for your engagement and cooperation on Brexit planning and preparation to date. I hope this information is useful and provides direction to further inform your own preparedness

planning and arrangements.

Please ensure you cascade this letter to your staff, principal stakeholders, and any other interested parties.

Yours sincerely,

JONATHAN MARRON

Director General, Prevention, Community and Social Care

Medicines and medical products

The Government has been working directly with suppliers and pharmaceutical companies to help ensure there is a continued supply of medicines and medical products such as syringes, wheelchair parts and incontinence products to the UK if the UK leaves the EU without a deal. There is no reason for you to stockpile any medical products or devices.

If you experience a disruption in supply:

- ✓ For medicines, you should continue to manage medicines supply issues as per your current processes. You should continue to report any issues via your community pharmacist and they should know the latest on any supply disruptions.
- ✓ For medical devices and clinical consumable products, in the first instance you should follow any business as usual processes. In practice, this means checking with the supplier or where relevant, with other branches in your organisation, to make alternative arrangements. In the event of any disruption, have you considered if alternative products are available – e.g. alternative incontinence products?

Workforce

The Government hugely values the contribution of the 169,000 EU staff currently working in the NHS and adult social care sector. The Prime Minister has made it clear that we not only want them to stay but feel welcomed and encouraged to do so. We have taken steps to ensure existing EU staff are able to remain working and living in the UK post Brexit, through the launch of the EU Settlement Scheme, and steps to ensure qualifications from the EU will continue to be recognised. EU nationals working in the NHS and adult social care can obtain their long-term status in the UK through the simple and straightforward EU settlement scheme. This will remain open until December 2020, even if we leave the EU without a deal, for all EU citizens who have arrived in the UK before 31 October 2019.

In preparation for the UK leaving the EU:

- ✓ Have you ensured your staff are aware of whether they need to apply for Settled Status and how they can do this?

- ✓ Have you familiarised yourself with the EU Settlement Scheme Employers Toolkit, which has practical advice on how to support employees with applications? This is available at the following link: <https://www.gov.uk/government/publications/eu-settlement-scheme-employer-toolkit>

Food

The Government are working closely with the food industry to support preparations for leaving the EU. If we have to leave the EU without a deal, we believe there will not be an overall shortage of food in the UK. However, if key trade routes are temporarily disrupted, there may be reduced availability and choice of certain food products, including some of the fresh produce we import from the EU.

We recognise that the NHS and adult social care providers already adapt to seasonal variations and short-term shortages for food items and ingredients, for example in the case of a poor harvest. While we continue to engage with national suppliers, we recommend that you check with your local supplier about the contingency plans they have put in place in the event of disruption.

To prepare in advance of disruption in supply:

- ✓ Have you contacted your local food supplier to discuss their specific operational requirements with their suppliers about any anticipated supply disruption of specific food items or ingredients?
- ✓ If you are not fully satisfied by the contingency plans that your usual supplier has put in place, have you checked whether there are other local suppliers that you could use in the event of any disruption?

If you experience disruption in supply:

- ✓ Are you developing flexible menus to compensate for any shortage of specific ingredients or food items in the event of disruption? We advise substitutions reflect the Government's nutrition advice to ensure you continue to provide a balanced diet to those in your care. This guide can be accessed online at: <https://www.gov.uk/government/publications/the-eatwell-guide>
- ✓ When using substituted food items, have you considered those in your care who may have special requirements (e.g. specific dietary requirements or allergies)?

Other goods and services

DHSC continues to engage with a range of providers of other non-clinical goods and services at a national level – e.g. we know that some suppliers source their lift parts from Germany and Spain. DHSC has also engaged with a range of suppliers both internally and externally to the health and care system. These engagements have covered linen stocks, detergents, machinery spares, packaging and logistics.

To prepare in advance of disruption in supply:

- ✓ If you have any maintenance of machinery or equipment (e.g. lift services) due in the next few months, have you considered bringing this forward before 31 October, if your contractual / leasing provisions allow, where you think there may be an EU touchpoint (e.g. lift parts that come from Germany)? Does your local area have any plans in place to provide support or assistance if a piece of equipment fails?
- ✓ In the event of a disruption to laundry-related services and products, have you identified local suppliers that could provide products such as detergents and linen? Have you considered whether your laundry washing and processing equipment require maintenance in the near future and whether your contractual / leasing provisions allow this to be brought forward before the end of October if

there is an EU touchpoint?

Contract management

DHSC's general advice is that, given the market has been aware of Brexit and its potential implications for some time now, organisations may wish to consider limiting their response to any contractual performance or pricing issues raised. Requests to increase pricing should be underpinned by evidence of the additional costs being incurred, and organisations may wish to consider limiting additional payments to those exceptions that sit outside of the normal balance of risk assumed by the contract.

Contractual positions with respect to force majeure will depend upon the circumstances and relevant contract clauses in each case. In most cases, however, it will be difficult for suppliers to make a case for relief of performance (under force majeure provisions) or frustration of contract as the likely consequences of Brexit have been widely aired in public for some time – and accordingly suppliers have had ample time to plan for the continuation of service, and the performance of contracts should still be possible in most cases.

To prepare in advance of disruption in supply:

- ✓ Have you reviewed the position with respect to your specific operational requirements with suppliers?
- ✓ Have you reviewed your contracts with suppliers to identify any potential Brexit issues (particularly if the UK leaves the EU without a deal)?
- ✓ Have you considered your ability to make use of additional or alternative suppliers where contractual performance may be at risk?
- ✓ You may wish to consider a pragmatic approach to the performance management of Brexit related issues, potentially recognising suppliers' efforts to maintain continuity through substitution etc. by (for example) providing temporary relief from specific performance measures.
- ✓ Have you considered whether you need to seek legal advice with respect to specific contractual queries or risks?

National Supply Disruption Centre

The Department has established the National Supply Disruption Response (NSDR). This will include a 24/7 call centre that will coordinate between suppliers, health services, adult social care organisations and central Government. It will specifically monitor the supply situation and coordinate actions to address supply disruption incidents that occur after Brexit where normal procedures are unable to provide a resolution and offer logistics trouble-shooting to suppliers whose consignments are stuck in border disruption.

We will issue communications to Care Providers in mid-October to advise on how to access the NSDR.



Host announced for Norfolk Care Awards 2020

SIOBHAN PHILLIPS

Siobhan recently wowed audiences as the only female finalist in Britain's Got Talent 2019. Described as "The love child of Peter Kay and Victoria Wood" her hilarious self-penned songs really struck a chord with the nation who could totally relate to a selection of her observational daft ditties... covering subjects from becoming a first-time Mum at 40, tantrum throwing toddlers and the frustrations of mother daughter relationships, we were treated to an insight of her life which she presented with exceptional candour and warmth.

"You're hilariously funny but more than that you have this tremendous warmth....we love you" DAVID WALLIAMS

"Very natural, very relatable, you're a great writer and an absolute breath of fresh air" ALESHA DIXON

"You always get this massive crowd reaction...you light up the room and you're very funny" SIMON COWELL

"I'd just love to go on a girls night out with you, you're a riot!!" AMANDA HOLDEN

The show was not Siobhan's first foray into the world of entertainment. She started her career at the age of 16 taking to the road playing gigs up and down the UK which was a tough apprenticeship but invaluable experience in dealing with audiences. Back then, she was a vocalist, treating the crowds to every style from pop to Opera. The Stage newspaper declared her as having "one of the great British voices of this, or any other time" but she soon found her personality shone through and Ken Dodd deemed her "a sunny new star with the voice of an angel and a natural comedic ability"

In 2003 she was a finalist on Channel 4s classical singing competition "Operatunity" dazzling with a version of Nessun Dorma. After this exposure she was in great demand performing at major sporting events, belting out this classic Puccini crowd pleaser on the pitch in front of thousands of spectators! She met Frank Skinner, surprisingly an opera fan himself, at the London Coliseum and he generously gave her a spot on his TV show.

Offers from major cruise lines came flooding in (pardon the pun!) and Siobhan has performed all over the world to every nationality imaginable, proving that her appeal is universal. Australia and Antarctica are her all time favourite cruise destinations.

She has appeared on "This Morning", "Loose Women", "Lorraine" and "Good Morning Britain", each time custom-writing amusing songs in a matter of minutes, all about the shows presenters. This is indicative of her spontaneous quick wit and her natural ease in live television situations.

Siobhan has strong Irish roots but grew up in Yorkshire where she lives with her partner and 3 year old daughter. She should probably cultivate some worthwhile high brow hobbies... however in her spare time, of which there is very little, she is a self-taught gin and red wine taster!

Siobhan brings her own inimitable charm to any event and leaves her audiences feeling like they've made a new life-long friend.

Nominations are open for The Norfolk Care Awards 2020

The Norfolk Care Awards team are pleased to announce nominations for the 7th Norfolk Care Awards are now open and will close at 12 noon on the 15th November 2019.

Claire Gilbert and Tracy Wharvell from the Norfolk Care Awards team, says:

'It is incredible to think this is our seventh year of putting on this event, which raises the profile of working in care and supporting people to live their lives. We are humbled and impressed each year when we visit services – there is some great practice in Norfolk. This event enables us to 'give back', to the care sector, which we are both incredibly proud to be associated with, allowing us to say a big 'Thank You' to all the unsung heroes.

This event could not take place without the support of organisations who understand the importance of the work undertaken in social care. We are delighted Gordon Barber Funeral Homes, UEA, City College Norwich, Athena Care, Libby Ferris Flowers, Birketts, Grant Thornton UK LLP, Norfolk County Council, STP, Food Care Systems, Ashton Legal, Organ Donations and Boots recognises the care sector's fantastic workforce by supporting this event.

Norfolk County Council is delighted to support the Norfolk Care Awards once again. We want to celebrate the excellent work carried out every day by Norfolk's carers and care providers. It is important to acknowledge the expertise and commitment of carers, and we are proud to be sponsoring two awards: the Team Award and the Harold Bodmer Award. We have introduced a special bursary, of

£1000, for the award winner of the categories we are sponsoring, which is for the further education and training for the award winners and their organisation.

The Norfolk Care Awards will take place at Sprowston Manor on 20th February 2020, 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 have ten categories:

- 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 or unpaid carer
- Rising Star
- Team Award – Together Everyone Achieved More
- Harold Bodmer Outstanding Achievement Award

Media enquiries:

Norfolk Care Awards

Claire Gilbert claire@norfolkcareawards.co.uk

Tel: 07584047996

Training

Contributor significantly exceeds Subjects 1, 4, 5, 7 and 9
in the Dementia Standards Training Framework 2018

DEMENTIA DETECTIVES:
Finding the person within

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:

Tuesday 30th July & Wednesday 31st July 2019
Tuesday 28th August & Wednesday 29th August 2019
Tuesday 22nd October & Wednesday 23rd October 2019
Tuesday 26th November & Wednesday 27th November 2019
Tuesday 3rd December & Wednesday 4th December 2019

Price: £57 per day or attend both days for a reduced price of £100.
8.45am – 4pm each day at The Willow Centre, Singleford, Norwich NR4 7JL
(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@carents.co.uk

ORAL CARE TRAINING

The CQC June 2019 report on Oral Health in Care Homes recommends all care staff are trained in oral care



Smiling matters

Oral health care in care homes

Oral Care Training for Care Settings delivered by Joy Hynes a practicing Dental Hygienist & Dental CQC Inspector

NORWICH

21st October

The Oaklands
89 Yarmouth Road
Norwich
NR7 0HH

£55pp + VAT

09:00am - 11:15am

11:30am - 13:45pm

14:15pm - 16:30pm

IPSWICH

14th October

Greshams
312 Tuddenham Rd
Ipswich
IP4 3QJ

CAMBRIDGE

22nd October
Venue TBC

CHELMSFORD

15th October

Ashwells Sports
& Country Club,
Ashwells Road
Brentwood
CM15 9SE

LINCOLN

29th October
Venue TBC

01508 447311 / 01603 574079

info@angliantraining.co.uk www.angliantraining.co.uk



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

Thursday 14th November 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

Events

Senior Friendship Group



Come along and make new friends, have a cup of tea and enjoy new activities each month. We welcome all including those with memory loss or other health conditions. There is no charge for attending.



The group is organised and facilitated by Mark Johnston

Date	Activity
12 th June	Come and meet us. Looking at reminiscence kits and quiz
10 th July	Board and card games
14 th August	Holiday photo's and making holiday collage
11 th September	Musical based games and activities
9 th October	Pets and animals theme
13 th November	Visit from local school children
11 th December	Making Christmas cards and Christmas carols

Second Wednesday of each month from 10:30am to 12:00 noon at Hellesdon Library.

Please contact Home Instead Senior Care on 01603 482116 for more information.



Norfolk County Council

Information

“NCH&C End of Life Care—‘Ambition One: Each person is seen as an individual’

Under the heading of ‘Each person is seen as an individual’, Norfolk Community Health and Care NHS Trust has explored the benefits of identifying when a service user may be at risk of dying in the next year; and advance care planning. We continue by looking at: ‘what if?’ with regard to advance care planning. What if the person is unable to plan ahead, is unable to communicate their wishes, does not wish to participate?

It is a matter of choice if a service user wishes to engage in the advance care planning process. If they are unable to engage, a best interests decision by the multi-disciplinary team, and in consultation with the family, may be considered to support the person in the future when an anticipated event occurs. The purpose of this is to support the person to have optimum treatment and/or symptom control at home or in hospital, whichever is in their best interests, and without the need for a ‘knee-jerk’ reaction.

Thinking about this ahead of time allows those people involved to think it through; for those important to the person to discuss their worries and concerns; and for GPs to communicate with the out of hours service when a plan is made. The plan needs to be clearly communicated and accessible to care home staff, especially out of hours. Just like advance care plans, if the service user’s condition or circumstances change, decisions should be reviewed.

More information is captured in NHS England 2018 My future wishes: Advance Care Planning (ACP) for people with dementia in all care settings, available here: <https://www.england.nhs.uk/wp-content/uploads/2018/04/my-future-wishes-advance-care-planning-for-people-with-dementia.pdf>

For more information on NCH&C’s End of Life Care team, contact Lesley- Ann Knox, Care Home Facilitator: lesley-Ann.Knox@nchc.nhs.uk “