



Norfolk County Council

23 October 2019

Cllr Harry Humphrey
Chairman
Chairman's Office
Democratic Services
County Hall
Martineau Lane
Norwich
NR1 2DH

Tel: 01603 222237

Email: chairman@norfolk.gov.uk

Dear Sir / Madam

I would like to invite you to become a Carer Friendly Employer.

As Chairman for Norfolk County Council I have chosen to spend the year promoting our Carers' Charter which aims to make life better for unpaid carers in Norfolk.

Thousands of unpaid carers across Norfolk are also in paid employment, and we know that that this can be a struggle. Having an employer that understands this struggle is vital in ensuring these people are supported and their own wellbeing looked after.

With that in mind I am writing to businesses across Norfolk and asking you to make a pledge to take the first step in becoming Carer Friendly. I believe that all employees can expect a workplace which:

- Adopts carer-friendly practices
- Has a carers policy that helps them balance their wellbeing, work and caring
- Has managers who are well trained and skilled to talk with carers about their caring roles and take suitable action to meet carers' needs
- Has a positive approach that helps carers identify themselves and understand the help and support available

It's time to recognise the personal qualities and value that these selfless and dedicated individuals can bring to your organisation.

Click here to make your pledge today www.norfolk.gov.uk/carerpledge

If you believe you are already a fully 'Carer Friendly Employer' then let us know in the pledge form and we can refer you to be approved with the Carer Friendly Tick. [Find out more about becoming Carer Friendly here.](#)

Yours sincerely

Harry Humphrey
Chairman of Norfolk County Council

Carers People's Policy

Background

1 in 9 of the UK workforce combine caring responsibilities with work (Employers for Carers, 2018)

This figure is set to increase due to:

- An ageing population - more people living longer with disabilities
- An ageing workforce, with fewer young people entering the job market and later retirement ages
- Tighter public sector budgets for care and support

Therefore, supporting carers helps to attract and retain staff, reduce recruitment and training costs, reduce stress and sickness absence and increase resilience and productivity.

Reviewing Policies & Procedures

Statutory entitlements (right to request flexible working, right to time off for emergencies, parental leave)

Additional support provided (additional leave arrangements, options to buy extra leave, flexibility around working hours)

Consider introducing a specific Carers Policy – this confirms the organisation's commitment to supporting carers and ensures easy access to all relevant information and support (we are happy to share ours)

Get views from stakeholders on any draft policies and incorporate feedback before finalising

Consider other support – Employee Assistance Programme, Wellbeing initiatives, Carer Networks etc

Communicate

Develop a clear communications plan

- Launch of the new policy and any support available

- Support Carers week with communications and activities

Ensure that managers are trained in how to support carers within their team
Consider joining Employers for Carers and assessment for the Carer Friendly Tick Award (<https://www.caringtogether.org/professionals/carer-friendly-tick-award>)

Contact:

Tony Elliott, Team Manager Awareness, Caring Together
Tony.elliott@caringtogether.org

News from Norfolk Safeguarding Adults Board

NSAB will be making an exciting announcement on Monday 28 October – please watch the website and Twitter feed for details

NEW news items & important updates have been posted on Norfolk SAB's website.

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

NEWS ITEMS

- ***Board Manager's October 2019 blog: Champions | 23 October 2019***
- *Independent Anti-Slavery Commissioner: strategic plan 2019 to 2021 | 23 October 2019*
- ***MSP for commissioners and providers of health and social care | 23 October 2019***
- *Domestic Abuse Bill 2019: factsheets updated | 21 October 2019*
- *Hate crimes figures for 2018/19 | 21 October 2019*
- *Free online safeguarding resources for voluntary organisations | 21 October 2019*
- *New Mental Health Campaign Announcement - Every Mind Matters | 7 October 2019*
- *Help make Norwich a City of Wellbeing | 7 October 2019*
- *No Homeless Veterans Campaign | 2 October 2019*

Please go to: [Norfolk Safeguarding Adults Board \(NSAB\) News](#)



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.

Just over 2 weeks to submit your nominations – don't miss out!

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

Contribute significantly towards Subjects 1, 4, 5, 7 and 8
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 2018
 Tuesday 28th August & Wednesday 29th August 2018
 Tuesday 22nd October & Wednesday 23rd October 2018
 Tuesday 26th November & Wednesday 27th November 2018
 Tuesday 3rd December & Wednesday 4th December 2018

Price: £57 per day or attend both days for a reduced price of £100. SASans – 4pm each day at The Willow Centre, Cringleford, 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	IPSWICH	CHELMSFORD
21st October	14th October	15th October
The Oaklands 89 Yarmouth Road Norwich NR7 0HH	Greshams 312 Tuddenham Rd Ipswich IP4 3QJ	Ashwells Sports & Country Club, Ashwells Road Brentwood CM15 9SE
£55pp + VAT	CAMBRIDGE	LINCOLN
09:00am - 11:15am 11:30am - 13:45pm 14:15pm - 16:30pm	22nd October Venue TBC	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
From CQC

EU Exit planning update

Letter to adult social care providers from Jonathan Marron, Director General of Prevention, 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

23 October 2019

Dear colleagues,

Brexit contingency planning update for adult social care providers and local authorities

Ahead of 31st October, I am writing to remind you of the steps that you can take locally to respond to any instances of supply disruption that might affect you, your organisation, or the people receiving your services, after the UK leaves the European Union (EU). This letter will also include information on how you can contact the National Supply Disruption Response (NSDR) if the UK leaves the EU without a deal.

This information follows a letter dated 8th October with information on what adult social care providers and local authorities can do in advance of 31st October to help ensure the continuity of services.

Managing supply disruption issues after Brexit

If you are an adult social care provider and you experience a problem with the supply of a product, service, or anything else important to your business, such as fuel, that might affect your ability to

continue providing services, we recommend that you:

- Raise your concern with your relevant local authority representative as soon as you are able. This may be your local authority commissioner, contract management contact, or quality assurance team. If there is a significant risk to the safety or wellbeing of service users, you should also alert your local adult safeguarding hub.
- Remember that you should raise your concern with your local authority whether or not you are directly commissioned by them to carry out services.
- If you provide services across multiple local authorities, please contact your host local authority who should be able to alert other interested parties.
- Where relevant, raise your concern with your local care provider association or trade body representative. They may have mitigation plans in place for supply disruption.
- Where relevant and if your service is part of a larger business group, also ensure that operational management and the business owners are made aware of the issue.
- Contact other branches in your organisation where appropriate to try and make alternative arrangements.
- Consider making contact with your supplier to source alternatives or put in place mitigating actions. Remember that your supplier will likely already be aware of the supply issue and may have already taken steps to resolve it.
- If the issue relates to the supply of medicines, also alert your community pharmacist who should know the latest on any supply disruption.

If you are a local authority and you have been alerted to an instance of supply disruption by one or multiple adult social care providers, we recommend that you:

- Consider whether you will be able to manage the disruption locally as part of your business as usual processes and/or Brexit contingency plans.
- Make sure to alert any other local partners that might be affected by the issue. This could include neighbouring local authorities, your local CCG commissioner, or other relevant NHS contacts.
- If the issue cannot be resolved at a local level, link in with your [Local Resilience Forum](#) (LRF) through the usual channels, i.e. via the local authority representative on the LRF. They may mobilise the major incident response arrangements for your area.
- At this stage, you will need to alert the issue to the NSDR, and escalate it to relevant EU exit leads within your local authority (this will likely include your Brexit Lead Officer and EU exit regional lead for the Association of Directors of Adult Social Services (ADASS)).

Managing supply disruption via the National Supply Disruption Response (NSDR)

DHSC has established the NSDR to monitor the supply situation across health and social care and coordinate actions to address supply disruption incidents that occur after Brexit, where normal procedures are unable to provide a resolution. It will coordinate between suppliers, health services, adult social care organisations, local authorities, and central government.

A wide range of organisations across the health and social care sector can contact the NSDR at any time to report an incident of supply disruption. However, the NSDR can only provide support where normal procedures are unable to provide a resolution. We recommend that

you only contact the NSDR if, after taking appropriate steps to resolve the issue at a local level, you are still experiencing severe disruption to your supplies, or if you feel that there is the potential for severe disruption which will impact your ability to provide services.

If you are an adult social care provider or local authority, we strongly recommend that you take the steps outlined above to try to resolve the issue locally ahead of contacting the NSDR.

The NSDR will be available from 24th October 2019 and can be contacted on:

Freephone number in the UK: 0800 915 9964

Direct line: 0044 (0) 191 283 6543

Email: supplydisruptionsservice@nhsbsa.nhs.uk

If you need to contact the NSDR please ensure that you have the following information available where possible:

- ✓ Details of the disruption and causes;
- ✓ Anticipated disruption and causes;
- ✓ Products or services affected;
- ✓ Criticality of products or services for care;
- ✓ Potential alternative products or service providers;
- ✓ The likely impact of the disruption;
- ✓ How many providers and/or people in care that could be affected (by region/country where applicable)

I hope this information is useful and provides direction to further inform your own preparedness planning and arrangements.

For further information on the steps that you can take now to prepare for Brexit please visit our dedicated [adult social care guidance page on GOV.UK](#).

Please ensure you cascade this letter to staff in your organisation you have nominated to deal with supply issues, and any business critical stakeholders.

Yours sincerely,

JONATHAN MARRON

Director General, Prevention, Community and Social Care

Colourful 'Home First' Campaign launches across Norfolk and Waveney

The benefits of recovering in your own bed after surgery or other hospital treatment are being promoted in a new campaign being launched across Norfolk and

Waveney.

To find out more details please use the link below, there is also a lovely colourful YouTube video to watch.

<https://www.norfolk.gov.uk/news>

Norfolk First Response

Norfolk First Response has a range of services that aim to improve a person's independence whenever possible to enable people to return, and remain, at home for as long as they are can.

Accommodation Based Reablement is for people who are not able to return home now, but with intensive support for a period of time, could build up their skills, strength and confidence to return home. Support can be provided by a range of professionals including social worker, occupational therapist, physio therapist, development worker, assistive technology practitioner and support workers depending on the needs of the person.

Norfolk First Support

The Norfolk First Support Service provides support and reablement in a person's own home for up to six weeks to help them regain the skills and confidence to live independently.

Supported Care Service

The Supported Care Service includes professionals from Norfolk Health and Community Care and Norfolk First Support and operates in North and South Norfolk. The service is for people who are medically stable, however still require some support from health professionals such as a nurse or therapist on discharge or to prevent admission.

Norfolk Swift Response – 0344 800 8020 – option 1

Norfolk Swift Response provides support to residents of Norfolk over the age of 18 who do not need services everyday but may need unplanned help. This could be in the event of a fall where there is no injury but assistance is needed to get up or unexpectedly unable to manage personal care The service is free and operates 24 hours a day, 365 days a year.

