



Last Call

Nominations close this week, 12 noon, 17th November

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

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.

Media enquiries:

Norfolk Care Awards

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Norfolk County Council

Market Engagement event – Loneliness and isolation in Norfolk – 6 November 2017

As part of wider changes to housing related support, Norfolk County Council is holding a market engagement event on **22 November** to discuss proposals for a service to help combat loneliness and isolation in Norfolk.

The impact of loneliness and social isolation is significant. Norfolk Public Health estimates that there are 38,000 lonely people in Norfolk aged 65+, with more who are lonely through isolation caused by physical or mental health problems at any age. This is an opportunity for potential providers to meet and discuss how they might work together to provide the services as a consortium to ensure that all specialist aspects of the service can be provided in a joined up manner.

The event will be held at the West Costessey Hall, Queens Hill, Norwich, NR8 5BP.

For more information about the event, click [here](#).

To book a place, please click [here](#) and register on Norfolk County Council's procurement system, express an interest in the opportunity (NCCT41483) and send correspondence through the system letting us know who plans to attend. Places are limited to two per organisation.

Invitation to Join the Norfolk Strategic Workforce Development Partnership

The Norfolk Strategic Workforce Development Partnership is keen to encourage increased representation from providers in the care sector. The partnership group provides a system wide approach to workforce planning and development. Working together ensures the activities of all partners are better targeted, shared and duplication avoided. If you are able to share your expertise and knowledge in this area please let jane.hanrahan@norfolk.gov.uk know before the end of November. We will collate interest, and will either invite you to the next meeting on 7 December, or if we have a high level of response, ask the current group to identify at that meeting the best cross-sector representation.

The partnership group meets approximately 3-4 times per year on Thursdays between 2-4pm at County Hall.

Sent on behalf of the Norfolk Directory

Christmas Day Lunches

Hello All

I am hoping that this year we can have information for all Christmas day lunches, I will contact them and they can either put the Christmas lunch details on the Norfolk Directory themselves or I will add them (as a one off). I will add details such as what volunteers are needed, those that provide transport, prepare meals, help to serve and those that would like to act as hosts.

The aim is that no-one will be alone this Christmas unless they choose to.

Can you help please by sending me any details of Christmas lunches you become aware of, or give my contact details for them to contact me directly. I have attached the Norfolk Directory guidelines to anyone who is happy to add the events themselves.

I appreciate all your support in advance and please pass this onto all your contacts.

Kind regards

Debs

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Remote Worker

www.norfolk.gov.uk/directory



The Norfolk Directory (www.norfolk.gov.uk/directory) is an online directory that anyone can search for community clubs, groups and services across Norfolk.

People can search using keywords or their location. They can narrow the results to get a list of organisations within 1, 5 or 10 miles of their postcode or include the whole of Norfolk.

If you provide a service or run a club or group, you can:

- Create listings for your club/group/service
- Promote your events
- See where there are gaps for a particular club/group/service and set one up
- See what is available in an area already before setting up a similar club/group/service

How to get listed

Register for an account to get listed in the Directory. It's a free service.

Visit www.norfolk.gov.uk/directory and click 'Register/ Sign In' on the green band at the top right of the page. Enter your name, email address and telephone number.

The contact details you register with are private. Only the information you provide when you create a listing in the Directory is shared with the users.

Once you've registered, you'll receive an email with a code to activate your account.

Activate your account then sign in to create and manage your directory listings.

Before you create your first listing, you'll need to apply to become a record owner.

Once the Directory team has approved your request, usually within a day or two, you can go ahead and create as many listings as you need.

Help people to find your listing

Here are some tips to help make your listing easier to find:

- Keep the description **short and to the point**
- Check for **misspellings**
- Use **keywords and key phrases** that describe what you do. Think about the words or phrases that people might use when they are searching. For example, if you provide a day service for people with dementia, make sure you use the word dementia in your description
- Keep your information **up to date**

Keeping your information up to date

Every 3 months we'll email you and ask you to let us know that your record is up to date. It's easy to do. Just sign in, check your record(s) and click 'Update'. (You need to do this whether your information has changed or not.)

If you don't do this, we'll send you some reminders but if you haven't updated after a few months we may remove your information.

This is to ensure the Directory is kept up to date. You can always contact us for help.

Rate and review

Rate and Review lets people leave feedback about a club/group/service.

As the listing owner, you would have the opportunity to reply to any feedback before it goes on public view.

The Norfolk Directory team monitor and check for safeguarding issues.

Don't have an email account?

Family and friends might be able to help you set up your own email account.

The library service has volunteers who can help with computer skills using the library's computers or your own mobile device, like a smartphone or tablet. Ask at your local library.

Need some help?

If you can't use an email account or if you need help to register contact Debra Lawrence-Bell at debra.lawrence-bell@norfolk.gov.uk or call 07770 432858.



Norwich Older People's Forum – Tuesday 21st November 2017

Norwich Older People's Forum's next neighbourhood meeting will be held as part of an initiative to raise awareness of activities and services for older people in Lakenham which our friends at Age UK Norwich are also involved in. It will be held on

**Tuesday 21st November between 1.00pm and 3.30pm at
Old Lakenham Community Centre, Harwood Road, Norwich, NR1 2NG**

As always, everyone is most welcome, but Norwich Older People's Forum is particularly keen for older people living in the Lakenham area to attend. You will be able to try out some fun activities like Zumba Gold, Rebound Trampolining and Boccia bowling, and there will be information about the activities and services available for older people in Lakenham.

To get there by bus, you will need First Bus numbers 39 or 39a and get off at the first stop after the bus turns off Barrett Road into Mansfield Lane. Then cross the road and take the footbridge to Harwood Road. Turn right along Harwood Road and the Community Centre is on the left-hand side before you come to the Church.

You do not need to book a place or let anyone know you will be attending, just turn up if you can and do please let your friends and neighbours know about the meeting, or even better, bring one of them along with you.

It may be possible to arrange transport to this event. Please call Charlotte at Age UK Norwich on 01603 496330 for details.

**DUE TO POPULAR DEMAND
MORE DATES ADDED!!!**

 Dementia
Friendly
Norfolk

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:
17th & 18th January 2018
7th & 8th February 2018
21st & 22nd March 2018

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





Criminal liability for healthcare providers accepting informal payment arrangements for care?

Providers of adult social care are often presented with the practical problem of how to support family members of service users to arrange payment for care services.

A familiar scenario is where a resident's family member has been asked to arrange payment for care as the client cannot get access to their finances. The family member has been provided, in good faith, with the client's PIN number or an online banking login. The family member dutifully logs on and carries out the necessary transaction.

Surely, there is nothing wrong here? The transaction is with the account holder's consent and there is no dishonest intent?

Regrettably, it is not so straightforward.

In this scenario, the family member's actions may well constitute an offence under S.1 or S.2 of the Computer Misuse Act 1990. The Act prohibits gaining unauthorised access to 'computer material', this nebulous term includes online banking records.

Merely acquiring the account holder's consent is insufficient to authorise a transaction, as critically the bank must also consent. The terms and conditions of online banking services specifically prohibit the sharing of login details or passwords.

So much for the acts of family members, what is the liability of the care provider?

When a care provider, 'knows or suspects' that a service user's fees have been paid through unauthorised transactions, an offence of acquiring criminal property pursuant to Section 329(1) of the Proceeds of Crime Act 2002 may well be committed. It would be very difficult to defend such an allegation when an online payment transaction was conducted on a computer located many miles from a care home where a resident was located, without access to a PC.

The sentencing powers of the courts for offences of this type are draconian, such offences carry a maximum sentence of 14 years imprisonment and in some cases can lead to confiscation proceedings for sums far in excess of the unauthorised payment.

Given the real dangers of facilitating informal payments for care, care providers should seek guidance and legal advice. Wherever possible, Lasting Powers of Attorney (LPAs) or the

appointment of a Court of Protection Deputy should be used which allow for lawful delegation of banking transactions.

Care Workers Charity – Grants available

<https://www.thecareworkerscharity.org.uk/grant-criteria>