



NEW news items have been posted on the Norfolk SAB website

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

- *Changes to domestic violence evidence requirements come into effect*
- *LEEWAY Volunteering Opportunities*
- *Domestic violence and abuse: help from DWP*
- *Care worker jailed for abuse of “incredibly vulnerable” elderly people with dementia: EDP*
- *‘Our plan to tackle labour exploitation’*
- *GP dilemma: Safeguarding a vulnerable elderly patient*

- *Home Affairs Committee takes evidence on police and industry response to online fraud*
- *Loneliness and safeguarding*

Please go to:

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

Don't forget

- *NICE consultation on guidance around mental capacity and decision making:
see 27 December 2017*

please follow NSAB on Twitter – @NorfolkSAB

The Public Health Team invite you to attend an

HIV MASTERCLASS – NORFOLK LATE DIAGNOSIS STUDY

“Don’t miss the Opportunity!”

Wednesday 24 January 2018

14.00-17.00 John Innes Centre Norwich, NR4 7UH

Free parking and light lunch

A free learning event to develop professional understanding of the importance of 'spotting the signs' of HIV

14.00	Registration, Networking Marketplace, light lunch
15.00	Presentations
17.00	Finish

HIV can affect anyone regardless of sexual orientation, race, ethnicity, gender or age

- *Norfolk has a higher than national average of late HIV diagnosis which leads to increased morbidity and premature death*
- *Help prevent onward transmission of HIV and prompt diagnosis for treatment and care of those infected with HIV.*

Certificate of Attendance will be awarded

All conference attendees **MUST** park on the grassed "Event Parking" area which is shown on the attached map. Access to this area is via the Hethersett Lane entrance, also shown on the map. There will be Marshals on hand to direct you. If you arrive late to the conference and the Marshals have left site then please copy other conference attendees to find a space on the same grassed area.

You **MUST NOT** attempt to park in the main or visitors car park. This area is warden controlled and if you do park there then you will receive a fine. The John Innes Conference Centre will accept no responsibility if visitors incur a fine for parking there.

Sent on behalf of RadcliffesLeBrasseur

Care homes briefing

January 2018

CQC report: The state of adult social care services 2014-2017

The CQC's recently published report 'The State of Adult Social Care Services 2014 to 2017' presents findings from adult social care inspections between October 2014 and February 2017. During that time the CQC completed over 33,000 inspections of around 24,000 adult social care homes.

The inspectors considered whether services were safe, effective, caring, responsive and well-led.

The outcome was that 77% of adult social care services in England were rated as Good with 2% assessed as

Outstanding. Nearly 20% were rated as Requiring Improvement with 2% rated as Inadequate.

Key elements of good care

The most successful services had three common key elements that made their care Good or Outstanding: good leaders, a positive culture and person-centred care.

Good leaders

Good leaders have an important role in helping to shape a positive culture in a care home. This involves creating a supportive environment for staff, other professionals, people using the services and their families, listening to and communicating well with them.

Strong leadership is not restricted to managers. They are supported by directors in communicating a strong vision and values to staff and by robust quality assurance systems and processes. This encourages a culture of openness and transparency.

Culture

A culture of improvement based on good practice and feedback, coupled with staff who were well-trained, caring, skilled, dedicated, enthusiastic and focused on positive outcomes. Examples of positive culture include:

1. Staff not wearing uniforms in recognition that they were in a home and viewing themselves as 'guests'
2. Involving people who use the services in training
3. Staff designated as 'champions' in particular areas

Person-centred care

Staff getting to know people and creating relationships with residents. Working together with families and seeking their input in order to create meaningful goals.

Common factors in poor care

Two factors were common in the service of providers rated as Inadequate or Requiring Improvement:

Staffing

Insufficient staffing levels particularly at peak times and staff without the necessary skills

Medicines management

Medicines not being administered properly, staff lacking knowledge of medicines and their side effects, issues with record keeping, a lack of medicines audit and medicines being out of date or incorrectly stored.

What can providers do?

In light of the CQC's civil and criminal enforcement powers, providers should give careful consideration to appropriate staffing levels, rotas and training, medicines management, record keeping and how staff interact with residents and their families.

The report published by the CQC shows that high quality care is the responsibility of everyone in the social care sector and that there are many providers offering high quality services. However, there are still a large

number of people experiencing care which is not of an acceptable quality and in this respect there is still much to do.