



## Winter Planning for Home Support

Our vision for Norfolk is to have sufficient, reliable, sustainable home support that is of excellent quality.

Over the winter cold temperatures and pressures in the health and social care system can often result in people failing to get the care they need when they are discharged from hospital – this has a detrimental impact on people’s health and is distressing for families and individuals.

All businesses should have measures in place to manage the pressures experienced over the winter period and such resilience steps are outlined in information which can be accessed via the following link: <https://norfolkpwah.com/category/winter-planning/>

NCC has been working closely with home support providers to try and ensure that Norfolk has the home support provision it needs over the winter period – as a result of this work we have identified that paying home support providers a premium for picking up new care packages over this pressured time would support both the people coming out of hospitals and those carers who are providing care.

We understand the difficulties of operating as a care provider or working as a carer during the winter holiday period and want to recognise that by offering a financial premium for home support providers.

To find out more about how this will work and when this premium will be paid, please see our page here: [www.norfolkpwah.com/winter-planning-for-home-support](http://www.norfolkpwah.com/winter-planning-for-home-support)”

## Norfolk County Council Wants Your Views on Market Engagement

Norfolk County Council is launching a survey for organisations involved in social care and support as part of our work on market engagement. We want to hear your experiences, ideas and feedback on a number of the ways we communicate, engage with and support you in order to improve the structures we have. Your responses will help shape this important piece of work.

The survey should take 6-10 minutes to complete. You can start the survey by clicking on the following link: <https://www.smartsurvey.co.uk/s/NorfolkMarketSurvey/>

Your responses will be completely anonymous and we cannot trace back any comments to you. We are not collecting any personally identifiable information unless you include any personal information in any of the comment boxes. We will combine your responses with those of many others, and they will be summarized in a report to further protect your anonymity. We will only use the data we receive to help us shape the market engagement plan and will not share it with anyone else.

**The survey will remain open until 12 January.**

We hope you will take this opportunity to contribute your views and help us shape the future of market engagement in Norfolk.

## Norfolk Safeguarding Adults Board

**New** news items have been posted on the Norfolk Safeguarding Adults Board's (NSAB) website

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

Please go to:

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

- *Western adult early help: 'We're going to need a bigger room!'*
- *The tricks fraudsters will use in the run-up to Christmas*
- *#Tell2 over a brew - Protect many*

- *Community Care: Safeguarding adults who have mental capacity: key principles*
- *Yarmouth Mercury: Fake police officer preys on elderly woman who is defrauded out of £8,000*
- *Norfolk Domestic Abuse Newsletter - [November 2017](#)*
- *National Crime Agency report on County Lines*

**Also see the training page:**

- *Open courses 2017-18: Mental Capacity Act & Safeguarding Adults - places still available*

[Norfolk Safeguarding Adults Board: Training](#)

**Help with finding parking**

If you are looking for parking, especially for those doing care calls in built up areas take a look at the link below.

<https://en.parkopedia.co.uk/>



**Working in the Care Sector**

Please see the links below to see an insight into the different roles and what motivates people to work in the sector.

Paste them into your website or social media, an image should appear and then click to view.

What motivates people to work in social care is different for everyone. This is John's story...

<https://youtu.be/VfoHCFwZxYQ>

What motivates people to work in social care is different for everyone. This is Jane's story...

<https://youtu.be/qOGXtApyXMw>

What motivates people to work in social care is different for everyone. This is Alex's story...

<https://youtu.be/4wlem6q2Zvc>

What motivates people to work in social care is different for everyone. This is Dave's story...

<https://youtu.be/nrgDf5CekbM>

The web address for career information and jobs to share is [www.norfolkcarecareers.co.uk](http://www.norfolkcarecareers.co.uk)

[# You can follow NSAB on Twitter – @NorfolkSAB #](#)

### **East Locality Provider Forum**

Just a reminder about our last East Locality Provider Forum of the year which is taking place on **Wednesday 13th December 9.30 – 12.00 at The Kings Centre, Great Yarmouth.**

We have a great agenda planned which includes:

- an update from the social care operational team on the progress of the '3 conversations model'
- and also an update on Liquid Logic and the new provider portal.

We hope you can join us and it would be much appreciated if you could let us know if you can attend so that we have an idea of numbers.

Many thanks,

The Integrated Commissioning Team

Kind regards,

Becky Field

Integrated Commissioning Support Officer – East Norfolk

## Training Available

**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:**  
17<sup>th</sup> & 18<sup>th</sup> January 2018  
7<sup>th</sup> & 8<sup>th</sup> February 2018  
21<sup>st</sup> & 22<sup>nd</sup> March 2018

**Price: £57 per day or attend both days for a reduced price of £100.**  
9am – 4pm each day at The Willow Centre, Cringeliford, 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](mailto:claire@carerite.co.uk)





## **DUET diabetes**

### **What we offer:**

Diabetes education and training for the adult care sector. A variety of workshops offering an informative and interactive way to stay up-to-date and increase skills and confidence in caring for people living with diabetes.

What makes our service different? We focus solely on providing diabetes training; as small interactive groups led by a diabetes specialist nurse who also works within the NHS.

The workshops can be run exclusively for you at your location, or three of our workshops are also currently delivered as “open workshops” at two venues in Suffolk. We are exploring venues and dates to run open workshops in Norfolk (“Diabetes Awareness

Training”, “Diabetes Update for Registered Nurses” and “Diabetic Foot Screening”).  
***Please do get in touch if you would like to be notified when these are scheduled.***  
For more information regarding the DUET diabetes service please either visit our website or give us a call - we are always happy to have an informal chat about your diabetes training needs and how we can potentially help.

**Contact details:**

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[www.duetdiabetes.co.uk](http://www.duetdiabetes.co.uk)

[www.facebook.com/duetdiabetes](http://www.facebook.com/duetdiabetes)