



**Framework Portal – If you are experiencing any problems please email [caroline.payne@norfolkindependentcare.com](mailto:caroline.payne@norfolkindependentcare.com) and these will be passed on.**

**Trusted Assessor Scheme – If you are experiencing any problems please email [Fiona.craig@norfolk.gov.uk](mailto:Fiona.craig@norfolk.gov.uk)**

**Your comments are much appreciated**

### **News from Norfolk Safeguarding Adults Board**

#### **PRESS RELEASE**

#### **Launching Survey on Adults Safeguarding: are we doing enough?**

A survey to understand safeguarding concerns in Norfolk is to be launched on Monday 11 June. The independent Norfolk Adult Safeguarding Board, which is made up of agencies working together to tackle abuse, want to hear from as many people as possible to get a clear picture of how best to protect vulnerable adults. Joan Maughan, independent chair of the Safeguarding Adults Board, said: *“This is a great opportunity to really find out how people and organisations recognise all the different types of abuse and neglect that can happen to any vulnerable adult from any background. It is crucial that we regularly review how we provide safeguarding services to ensure we support and protect vulnerable adults effectively.”*

The ‘Keeping Adults Safe from Abuse and Neglect’ survey is anonymous. No one will be identified by their answers and participation is voluntary. Participants can skip questions or opt out entirely.

The 2016-17 annual report shows that:

The type of abuse remains largely the same as previous years, with physical abuse the most common type across both genders, as well as being more common against men than women.

There was an increase in the proportion of suspected sexual abuse for both genders from 2015-16, currently representing 13% of the abuse against women. The proportion of financial or material abuse decreased for both genders, along with decreases in domestic violence and discriminatory abuse.

In 2016 an adults safeguarding survey of 752 people showed that, if they had witnessed any kind of adult abuse and were prepared to report it:

- 35.77% would contact the Police
- 36.17% would contact Norfolk Safeguarding Adults Board
- 11.57% would contact Norfolk County Council
- 3.05% would tell a carer/support worker
- 2.66% would tell a friend or family member

However, another 123 people would not have reported a form of abuse that they had personally witnessed with 53% declaring that they would not have known where to report the incident.

This follow-up survey will help to inform the Norfolk Safeguarding Board whether people in Norfolk have an increased understanding and whether previous campaigns have resonated with the public.

The link to the survey can be accessed on the home page of the Norfolk Adult Safeguarding Board: [www.norfolksafeguardingadultsboard.info](http://www.norfolksafeguardingadultsboard.info)

Link for survey: <https://www.smartsurvey.co.uk/s/5XOID/>

The closing date is Monday 9 July at 5pm.

## **News from CQC**

Dear colleague

I am delighted to write to you today to share *Driving improvement*, a new improvement resource for adult social care.

*Driving improvement* is a collection of case studies that tell the stories of nine services that received an inadequate rating and/or enforcement action but were able to make improvements and achieve a rating of good. The case studies explore how the services reacted to the initial rating, what they did to turn things around, and what they learnt through the process.

It was important to us that the resource reflects the wide range of services and people involved in the adult social care sector. You will see case studies featuring home care agencies, nursing homes and residential homes, with specialisms for supporting people with different needs. We also spoke to a wide mix of people to get a full picture of what happened: people who use services and their families, registered managers, providers and owners, care staff, administrative and other staff, commissioners and social workers. I hope that whatever role or service you work in, you will see something that relates to you.

I am extremely grateful to everyone who shared their experiences with us to help us tell their stories. Improving quality across the sector is something we all share responsibility for – nothing is more important than working together to make sure everyone receives care that meets *The Mum Test* (care that is good enough for my Mum or anyone else I love). By sharing their learning I hope they will help others to improve. At the end of each case study you'll see the manager's top tips for improvement – practical ideas that any service can put in place to improve how things

are done. Please read, use and share the ideas and lessons from these nine case studies; improvement is possible, as these services have demonstrated.

Best wishes

**Andrea Sutcliffe CBE**

Chief Inspector of Adult Social Care

### **Masterclasses/Workshops**

NIC are very pleased to be working in association with Leathes Prior Solicitors and Cozens Hardy Solicitors to bring you the workshops/masterclasses below. Please see details below to book your place.



Cozens-Hardy LLP

SOLICITORS



## MASTERCLASS

# CREATING AND USING POWERS OF ATTORNEYS

### WHAT YOU NEED TO KNOW IN THE CARE SECTOR

Tuesday 26th June

Michelle Collins, Partner at Norwich solicitors Cozens-Hardy LLP will be explaining

- Different types of Powers of Attorney
- Leaving it too late - Deputyship applications
- Capacity Act principles
- Matters to look out for when taking instructions from Attorneys
- Acting in the donor's best interests? Gifts, tax planning etc
- Case studies

Take the opportunity to ask Michelle questions, discuss problem areas or matters of concern with an industry expert and fellow care providers.

#### Venue:

Norfolk Snowsports Club, Whitlingham Lane  
Trowse, Norwich, NR14 8TW (free parking onsite).

#### Timings:

14:45 arrival and registration  
15:00 presentation  
16:00 tea/coffee break  
16:15 case studies  
17:00 close

#### Booking:

To book your place, please email Caroline Payne: [caroline.payne@norfolk-independentcare.com](mailto:caroline.payne@norfolk-independentcare.com)  
or telephone Caroline on 01603 712250 Places are limited and so booking is essential.

## LEATHES PRIOR WORKSHOP FOR CARE SERVICE PROVIDERS



Leathes Prior are running a workshop on Wednesday 19th September for care service providers, whether that be privately or to the local authority, or NHS. Experts within our various teams will be offering one-off guidance, free of charge, in order to help you mitigate the risks you face, improve your services and ensure sustainability as a business in a challenging marketplace. The day will provide the opportunity for delegates to book a session with our team, tailored to bring together the right experts depending on the guidance required. Below covers the expertise available on the day, simply let us know who you would like to see.



All you need to know to prepare for GDPR  
(Alex Saunders - Solicitor, Corporate & Commercial)



Employment considerations (NMW, Sleep in's, holiday pay etc.)  
(Gareth Stevens - Associate, Employment)



Legal update on the charging of fees after death  
(Richard Turner, Solicitor - Corporate & Commercial)



Key commercial and property considerations when selling  
(Victoria Smith, Solicitor - Commercial Property and  
Nina Ryan, Solicitor - Corporate & Commercial)



Offences involving ill-treatment or wilful neglect  
(Tej Thakkar, Associate - Regulation & Defence)



Decisions on welfare for those lacking capacity, without consent  
(Claire Wooliscroft, Solicitor - Wills, Estates & Powers of Attorney)

**Book your sessions with Alice Goldsmith at Leathes Prior on:  
01603 281164 or [agoldsmith@leathesprior.co.uk](mailto:agoldsmith@leathesprior.co.uk)**



**LEATHES PRIOR**  
SOLICITORS

## Training



# EXPERIENTIAL DEMENTIA TRAINING

**Day 1: Dementia – The Wider Picture**  
Exploring the Brain, Different Types of Dementia, Recognising the Key Characteristics  
(including Signs and Symptoms)

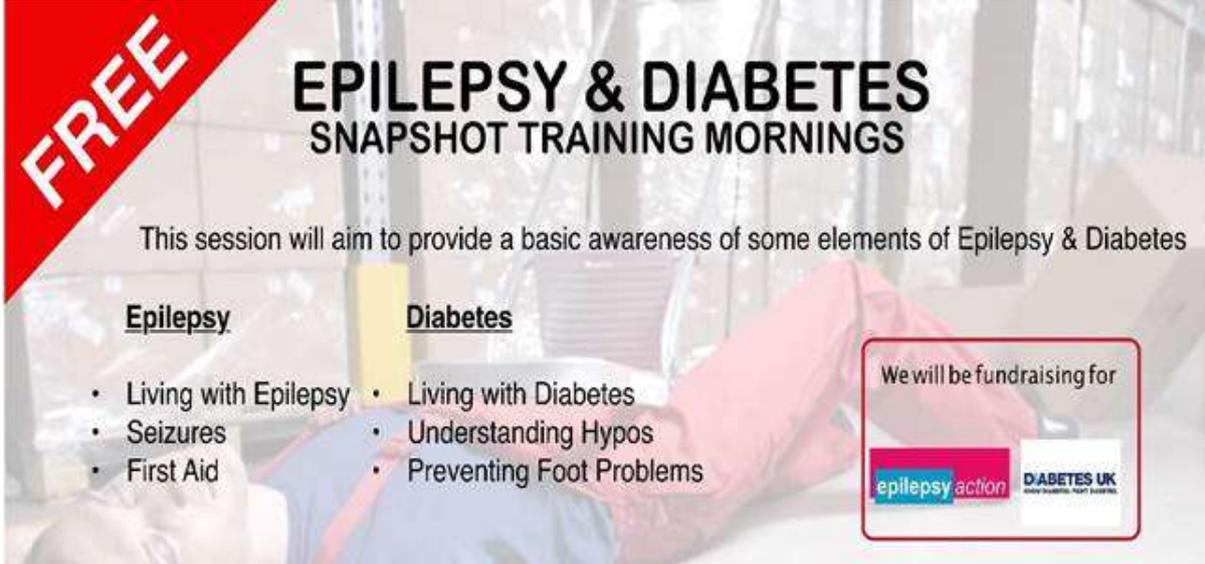
**Day 2: Dementia - Distressed Behaviour / Communication**  
What to say when someone says.... What to do when someone does....

**Dates:**  
6<sup>th</sup> & 7<sup>th</sup> June 2018  
31<sup>st</sup> July & 1<sup>st</sup> August 2018  
14<sup>th</sup> & 15<sup>th</sup> August 2018  
12<sup>th</sup> & 13<sup>th</sup> September 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.  
*(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@carerite.co.uk](mailto:claire@carerite.co.uk)





FREE

## EPILEPSY & DIABETES SNAPSHOT TRAINING MORNINGS

This session will aim to provide a basic awareness of some elements of Epilepsy & Diabetes

<p><b><u>Epilepsy</u></b></p> <ul style="list-style-type: none"><li>• Living with Epilepsy</li><li>• Seizures</li><li>• First Aid</li></ul>	<p><b><u>Diabetes</u></b></p> <ul style="list-style-type: none"><li>• Living with Diabetes</li><li>• Understanding Hypos</li><li>• Preventing Foot Problems</li></ul>
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We will be fundraising for



<p><b>NORFOLK:</b> 9am Registration 9:30am - 13:30pm 17th September 2018 West Costessey Hall Norwich NR8 5BG</p>	<p><b>SUFFOLK:</b> 9am Registration 9:30am - 13:30pm 15th November 2018 Blackbourne Hall Elmswell IP30 9UH</p>	 <p>01508 447311 <a href="mailto:info@angliantraining.co.uk">info@angliantraining.co.uk</a></p>	 <p>01799 584178 <a href="mailto:info@duetdiabetes.co.uk">info@duetdiabetes.co.uk</a></p>
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**Events**



***Do you have a mental health problem and would like some advice about housing or financial issues?***

***Do you know someone with mental health problems who is struggling to manage a tenancy?***

**We can offer one-off advice or ongoing support.**

***Visit us at one of our Drop-In sessions***

**at**

**THE VAUXHALL CENTRE,  
VAUXHALL STREET  
NORWICH  
NR2 2SA**

**EVERY FRIDAY**

**BETWEEN 11.00am and 1.00pm**

Please ask at the reception desk to be directed to 'Office Space One'

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For information about Together for Mental Wellbeing

Visit [www.together-uk.org](http://www.together-uk.org) or call our Norwich office on 01603 485095

Local email: [norfolk-support@together-uk.org](mailto:norfolk-support@together-uk.org)

# GORLESTON BREATHING SPACE

**Come along to Breathing Space.  
Have something to eat, make  
some new friends, be kind to  
yourself and support your own  
wellbeing.**

**Free Wellbeing Therapies  
Including Massage, Reflexology,  
Virtual Reality Meditation,  
Mindful Colouring**

**SIGNPOSTING AND ADVICE. MENTAL HEALTH  
SUPPORT. TACKLING ISOLATION.  
ENCOURAGING INDEPENDENCE. LINKS TO LOCAL  
SERVICES. WELLBEING ACTIVITIES.**

**[WWW.THEBEFRIENDINGScheme.ORG.UK](http://WWW.THEBEFRIENDINGScheme.ORG.UK)**



## **ALL WELCOME**

**Gorleston Library  
Lowestoft Road  
Gorleston-on-Sea  
NR31 6SQ  
Friday 10:30 till 12:30**

**Every 4 weeks  
Friday 10:30 till 12:30**

**June 8th  
July 6th  
August 3rd  
August 31st  
September 28th  
October 26th**

