



On behalf of the National Care Association

Medical Device Alert

All T34 ambulatory syringe pumps - risk of unintended pump shutdown and delay to treatment

URGENT Please follow link for full report

[MDA-2018-010 Final.pdf](#)



REMINDER

You are invited to attend the Annual General Meeting of ARMC as follows:-

Monday 23rd April 2018

1.15 pm at the Marsham Arms,

Holt Road, Hevingham, Norwich, NR10 5NP

Trusted Assessment Facilitators and Bed Tracker Tool: Improving Hospital Discharges to Care and Nursing Homes

Norfolk County Council has worked with providers to improve how we as a system handle the discharge of patients from hospital into care and nursing homes.

Following a series of engagement events across the county in October 2017 we have developed two initiatives designed to unblock and streamline processes to reduce delayed transfers of care and improve the experience of patients as they return to their home or move into a care home.

The Trusted Assessment Facilitator role has been developed in tandem with providers who attended engagement events. Providers took part in interviewing and selecting the individuals who have now been appointed. Providers will also have the opportunity to work with the Trusted Assessment Facilitators in shaping hospital discharge pathways through the current round of provider events taking place. The project is funded by the Improved Better Care Fund for a duration of 3 years. The Trusted Assessment Facilitators are:

Norfolk and Norwich University Hospital	Linda Wright Chloe Tyrrell
Queen Elizabeth Hospital	Jeffrey Carnell
James Paget University Hospital	Deborah Yaxley Laura Goodwin

Also in response to the discussions had with providers in October 2017 the Council has developed a new way of tracking bed vacancies across the county in care and nursing homes. Using a short and simple webform ([available here](#)) you can inform us of current capacity in your care home and help support consumer choice and prompt placements. Over 50% of accredited care and nursing homes in Norfolk are now using this tool, with the information provided helping the Trusted Assessment

Norfolk SAB website: *Important* news item – Learning from SARs course

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

There are still places available on the Learning from SARs course on 16 May 2018. FREE to Norfolk County Council employees, £50.00 per person for employees of other organisations within the county of Norfolk (a bargain).

For more details and how to book on please go to:

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

- *LAST chance to book - Learning from SARs course*

NEWS ITEMS

- *Carers 'need mandatory LGBT training' | 10 April 2018*
- *Schoolgirl's 10 lots of 10 tasks for homeless people | 10 April 2018*
- *Deprivation of liberty standards (DoLS): consultation response | 10 April 2018*
- *NICE publishes a short guide for young people - help to overcome abuse | 10 April 2018*
- *The Truth Project | 10 April 2018*
- *County lines - new publicity material | 9 April 2018*
- *Latest alerts from Norfolk Trading Standards | 8 April 2018*
- *Secure Tenancies (Victims of Domestic Abuse) Bill – Update | 6 April 2018*
- *How to protect older people from financial abuse | 28 March 2018*
- *Lords examines Modern Slavery (Victim Support) Bill | 28 March 2018*
- *Council criticised after mishandling disabled man's homelessness application | 27 March 2018*
- *A new FGM Assessment tool and guidance for social workers | 26 March 2018*
- *Carer filmed patient 'crawling along floor' and posted on Snapchat | 26 March 2018*

For more details and how to book on please go to:

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

Provider Dialogues

Norfolk County Council is looking for volunteers to contribute to this year's Provider Dialogues. You must be a current provider of care and support working with the Council.

We engage with the market on an annual basis through a structured Provider Dialogue process to discuss fees and inflationary changes. We have co-produced an inflation adjustment tool with providers which we apply in this process. These dialogues feed into the Council's budget process, with an annual fee uplift paper being taken to the [Adult Social Care Committee](#) in January each year where elected members make decisions about fee uplifts.

This year's Provider Dialogues will be taking place in County Hall across May and June. If you are interest in being part of the dialogue please follow the appropriate link for your sector below and RSVP on our events calendar (spaces are limited):

- [Provider Dialogue meeting - Working Age Adults 24 May 3pm - 5pm](#)
- [Provider Dialogue meeting - Older People & Nursing Care 8 June 10am - 12pm](#)
- [Provider Dialogue meeting - Supported Living 13 June 11am - 1pm](#)
- [Provider Dialogue meeting - Homecare 15 June 10am - 12pm](#)
- [Provider Dialogue meeting - Day Services 22nd June 10am - 12pm](#)

If you have any questions about the Provider Dialogues please contact us via market.development@norfolk.gov.uk

Are you Taking Part in Care Home Open Day?

Join in with care homes around the country and celebrate the work you do within your local community.

Saturday 21 April is Care Home Open Day and over 30 homes in Norfolk have already signed up to celebrate this year's theme of 'Linking Communities'. If you have not already signed up we encourage you to open your doors and build links with your local communities.

The [Care Home Open Day website](#) reports that the day is 'a chance to celebrate all the different people, cultures and relationships in your area and show your community that care homes are friendly, happy and exciting places to be. It's a great way to get to know local organisations, schools and groups in your community and establish meaningful friendships along the way.'

Norfolk County Council is committed to supporting a high quality care home market and this is a great opportunity to showcase all the valuable work you do. Care homes play a vital role in supporting Norfolk residents and we strongly encourage you to join in the national celebration. In previous years homes in Norfolk have opened their doors to the local community for a range of activities including tea and cake,

entertainment, raffles, games and arts and crafts. The open day provides an excellent opportunity to celebrate your work; bring residents together with voluntary groups and people in the local community; showcase your home to members of the public, potential customers and prospective employees.

To get involved register with the [Care Home Open Day](#) website, where you can [download resources](#) to help develop activities and advertise your open day locally. You can also join in on Twitter using [#CHOD2018](#).

This is the sixth annual Care Home Open Day, which this year has been aligned with International Care Home Open Day. It encourages care homes to open their doors to celebrate a different theme each year, with a few key values at its heart: friendship, making connections and celebrating older and vulnerable people.

Training

*** More dates added due to waiting list ***

 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:
25th & 27th April 2018 - **FULL**
22nd & 23rd May 2018 - **Only 10 Spaces Left**
6th & 7th June 2018 - **Availability**

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



Master Class

Norfolk Independent Care in association with local businesses are bringing a series of Master Classes free of charge to Care Providers in Norfolk.

Please see details below of our first Master Class, Building and Maximising the value of your businesses. Details of how to book your place can also be found below.



Lovewell Blake

Different because you are

Accountants | Business Advisers | Financial Planners

Masterclass:

Building and maximising the value of your businesses

Thursday 17 May

This masterclass is an excellent opportunity to hear the latest thinking from an industry expert, to ask questions, share ideas and discuss key issues alongside fellow care providers.

If you're planning to exit or sell your business:

- what are the various options for exit
- the sale process; what to expect, how does it work and how you should prepare
- how to plan in the most tax efficient way

We will explain:

- what things a prospective purchaser will look for
- what attributes buyers will pay more for
- how to create these in your business

Venue: Lovewell Blake, Norwich
Bankside 300, Peachman Way
Broadland Business Park,
Norwich NR7 0LB (sat nav NR7 0WF)

Timings: 7.45 am - registration and buffet breakfast
8.00 am - presentations
9.00 am - questions and answers
9.15 am - close

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



