



# Senior Friendship Group



Come along and make new friends, have a cup of tea and enjoy new activities each month. We welcome all including those with memory loss or other health conditions. There is no charge for attending.



The group is organised and facilitated by Mark Johnston

Date	Activity
12 <sup>th</sup> June	Come and meet us. Looking at reminiscence kits and quiz
10 <sup>th</sup> July	Board and card games
14 <sup>th</sup> August	Holiday photo's and making holiday collage
11 <sup>th</sup> September	Musical based games and activities
9 <sup>th</sup> October	Pets and animals theme
13 <sup>th</sup> November	Visit from local school children
11 <sup>th</sup> December	Making Christmas cards and Christmas carols

Second Wednesday of each month from 10:30am to 12:00 noon at Hellesdon Library.

Please contact Home Instead Senior Care on 01603 482116 for more information.



Norfolk County Council



## Help make a Senior in Norwich smile this Christmas

Home Instead Senior Care will once again be organising the “Be a Santa to a Senior” gift giving scheme this Christmas.

Members of the public donate small gifts suitable for an older person, volunteers wrap them and the Home Instead team deliver them to older people in Norwich who may not otherwise receive a Christmas present.

If you would be interested in supporting the scheme by donating, wrapping, or nominating a person or group to receive gifts. Please contact Mark Johnston at [mark.johnston@homeinstead.co.uk](mailto:mark.johnston@homeinstead.co.uk) or 07776 060837.

Members of the Home Instead team will be in store at QD Anglia Square collecting donated gifts on Saturday 30<sup>th</sup> November from 9am to 4pm.

Gift wrapping will take place at Oddfellows Hall on Reepham Road on Tuesday 3<sup>rd</sup> December from 10am to 2pm.

### **Information**

The independent regulator of health  
and social care in England

## Update

Our update for providers of adult social care services

## Chief Inspector's column

In this month's column Kate talks about this year's State of Care report and the key messages for adult social care.

[Read the full column.](#)



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## State of Care 2018/19

Our annual assessment of the state of health and social care in England published on Tuesday 15 October, showing that quality ratings have been largely maintained overall, but people's experience of care is determined by whether they can access good care when they need it.

In adult social care quality has improved slightly compared to last year. There is also less variation regionally in quality than last year, with care improving in every region. However, the stability of the market remains a concern and pressure caused by lack of funding and workforce issues are affecting people's ability to access services.

[Read the full report](#) and find the adult social care section from page 33.

Chief Executive of CQC Ian Trenholm has also written [a blog introducing the report](#).

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## New supporting information for inspectors and Mental Health Act reviewers addresses the risk factors of closed environments

We are giving inspectors and their managers new supporting information about how to identify and respond to 'closed cultures' in services.

People are more at risk of abuse and human rights breaches when a service has a closed culture. This new supporting information includes risk factors and warning signs of closed cultures in health and social care settings and how inspectors and their managers should consider and respond to these.

For more information on the purpose of the information and why we are releasing this information now [please see the news story on our website](#).

## New blog post by Interim Deputy Chief Inspector of Adult Social Care Rob Assall-Marsden

Interim Deputy Chief Inspector of Adult Social Care, Rob Assall-Marsden, has also written a blog to update on our restraint, seclusion and segregation in hospitals and care services work. The blog also discusses the information on closed cultures.

[Read the blog here.](#)

**Correction:** Earlier this month we issued this section of the bulletin with the title 'New blog post by Interim Chief Inspector of Adult Social Care Rob Assall-Marsden'. We apologise for this error and can confirm the correct job title for Rob Assall-Marsden is Interim *Deputy* Chief Inspector.

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## Flu vaccine for social care workers

If you work in a health and social care setting you are at risk of becoming infected with flu, as well as risking infecting those you care for.

If you're a frontline health and social care worker, you're eligible for an NHS flu vaccine. It is your employer's responsibility to arrange vaccination for you.

If your employer does not offer a flu vaccination programme you may be able to have the flu vaccine at your GP surgery or a local pharmacy if you are a frontline health or social care worker employed by a:

- Registered residential care or nursing home
- Registered homecare organisation
- Hospice

If you are the main carer for someone who is elderly or disabled, speak to a GP or pharmacist about having the flu vaccine along with the person you care for.

More information can be found on the [NHS website](#) and the [Carers UK website](#).

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## Visiting rights in care homes

We have updated our information about visiting people to highlight consumer rights.

The update is to highlight that residents also have consumer rights, which help to ensure that they are treated fairly and protected if things go wrong. People are often not aware of consumer rights in relation to social care, and CQC is working with the Competition and Markets Authority, trading standards and other partners to improve this.

[Further information can be found on our website.](#)

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## DHSC recruitment campaign

The second phase of the national adult social care recruitment campaign is underway and there are lots of resources available to providers.

Visit [the resource centre](#) to find expert advice to help you run a successful recruitment campaign, event materials needed to organise a 'Family Care-er Day' recruitment event, plus much more.

You can also Sign up to the campaign newsletter [here](#) and follow the campaign [Facebook page](#) and share key campaign messages on social media, using [#everydaymakesadifference](#) [#workincare](#).

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## No change to CQC Fees Scheme in 2020/2021

We've previously written to all providers to update them that our fees scheme will not be changing next year.

This means that, for most providers, their fees will remain the same as in 2019/20, providing their registration or size does not change. NHS trusts, NHS GPs and community social care providers may see a small change to their fees from April 2020 (up or down), because each provider's fee is

calculated by looking at their size against the total size of the sector, both of which change year-on-year. However, the total fees collected for each sector will not change.

You can find more information on our fees scheme, guidance and calculator on our website at [www.cqc.org.uk/fees](http://www.cqc.org.uk/fees)

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## CNO Care Home Nurses Network

The Chief Nursing Officer (CNO) for England is introducing the NO Care Home Nurses Network, which is sponsored by the CNO for England and the Queen's Nursing Institute. The aim of the network is to support nurses working in care homes, particularly those who may feel isolated and working alone, to deliver the best care for residents - by developing a network of peers to share issues, challenges and solutions and ultimately to improve and enhance the care of their residents.

The network will provide a way of bringing together registered nurses within the care home sector, offering access to practice updates, research, education and sharing of police issues relevant to their work. The network will also provide opportunities for the members to meet for regional workshops based on practice innovation and practice improvement.

Membership is free to nurses working in care homes. If you would like more information and to find out how to join please [contact Dr Agnes Fanning](#).

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## Inspector hub at the Dementia, Care and Nursing Home Expo 2020

The Care Quality Commission are next year's Educational Partners at the [Dementia, Care and Nursing Home Expo](#) and [Home Care Expo](#) in Birmingham and London 2020. We will be running a two-day inspector hub from stand D834 in Birmingham on 17<sup>th</sup> and 18<sup>th</sup> March to answer all your registration and inspection questions. One ticket gives you access to both shows. You can sign up for free tickets to attend either event [here](#). Details on how to book an appointment at the hub coming soon.

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## Research on consumer law compliancy

Hampshire Trade Standings are conducting research on consumer law compliancy among care providers, funded by the Office for Product Safety and Standards.

They are asking providers to [complete this very short survey](#) to help establish the best ways of providing information on these requirements to this sector.

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## Join CQC's digital participation platform and have your say on a new, targeted inspection in adult social care and more

You can be involved in CQC's work in different ways through the platform: reviewing documents, sharing your feedback through discussions, posting your own ideas, responding to surveys, and voting and commenting on the ideas of other users.

At the moment we are asking for your feedback on our proposal to introduce a third, targeted inspection type in adult social care. Once you've signed up, click on the 'projects' page and go to 'Targeted inspections in adult social care' and share your thoughts before the 9<sup>th</sup> of October.

*How do I sign up?* It's easy! Follow the instructions on the [sign up page](#).

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## CQC and National Police Chiefs' Council sign agreement

CQC has signed a memorandum of understanding with the National Police Chiefs' Council

(NPCC). This will see an established framework for the sharing of information where incidents of avoidable harm have occurred to people using health and social care services.

The agreement will be applied across various health and social care settings, including prisons, youth offender institutions, secure hospitals, domiciliary care, GP and dental practices and mental health services. It will make sure that there is effective communication and liaison in the regulation, investigation and enforcement of health and safety for people using health and social care services.

[Read the full news story.](#)

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## Other news and events

- We have opportunities in **South East** (Kent, Medway Sussex and Surrey) to join our team as an adult social care inspector. More information can be found on the [job advert](#).
  - On **13 November** Kate Terroni will be speaking at the [Care England 2019 Conference & Exhibition](#).
  - On **22 November** Kate Terroni will give a speech on "What does the future look like for Adult Social Care? Kate Terroni's vision and evidence from State of Care 18/19" at [the National Children and Adult Services Conference \(NCAS\)](#).
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## Follow us on Twitter!

Keep up with our work with professionals and provider organisations in England by following us on Twitter [@CQCProf](#).

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