



**Adult Social Care  
County Hall  
Martineau Lane  
NORWICH  
NR1 2SQ**

**16 March 2018**

Dear Provider

The Norfolk County Council Adult Social Care market development team are supporting a series of workshops bringing together social care, health and other professionals with key providers in the care market to work together on improving our joint performance in two key areas of operation.

**Workshop 1: Supporting hospital discharges and developing 7 day support**

We would like to invite you to join our key hospital discharge professionals in a workshop to help develop practical proposals that we can implement to improve our current discharge performance in the short term. We also want to scope out areas for development that will improve matters further in the medium to longer term and prepare the market to enable it to support hospital discharges 7 days a week. We also want to agree how we can best continue to work together after the workshop to genuinely coproduce the solutions that the system and the market will need going forward.

To book a place on one of these workshops please click on one of the following links, which will take you through to our event system where you can book your place.

- [26 March 2018, 9:30-12:00, Abbey Conference Centre, Norwich](#)
- [27 March 2018, 9:30-12:00, Innovation Centre, Kings Lynn](#)

- [19 April 2018, 11:00 - 13:30, Kings Centre, Great Yarmouth](#)

### **Workshop 2: Nursing care workforce challenges**

We also recognise that there are pressures on the independent sector adult care workforce in general and in particular in the nursing home sector where recruitment and retention of staff together with sustaining quality have become very challenging. We are planning therefore to hold a second workshop on the same day following on from the Supporting Discharge workshop focusing on Nursing Workforce Challenges.

We invite providers active in this sector or those planning to be so, to join us in a session intended to understand the scale and nature of the workforce challenges, and to develop practical ways in which the health and care system can support improvements in the short term and also to coproduce a longer term improvement plan that we can implement to ensure that we have a long term stable supply of good quality nursing care in Norfolk.

Providers in the nursing sector are invited to the Nursing Workforce Challenge workshops, including providers who have taken part in the Supporting Discharge workshop who are in the nursing care sector.

To book a place on one of these workshops please click on one of the following links, which will take you through to our event system where you can book your place.

- [26 March 2018, 12:00-14:30, Abbey Conference Centre, Norwich](#)
- [27 March 2018, 12:00-14:30, Innovation Centre, Kings Lynn](#)
- [19 April 2018, 13:30 - 16:00, Kings Centre, Great Yarmouth](#)

Once you are in our events system please click on the green 'Book Your Place' button which will take you to a short registration form. Please use this to identify your organisation and the names of those who will be attending.

If you have any question, please contact [Claire.lowe@norfolk.gov.uk](mailto:Claire.lowe@norfolk.gov.uk)

I look forward to working with you at these important workshops

Best wishes

Steve Holland  
Head of Market Development & Quality Assurance  
Norfolk County Council Adult Social Care

Tel. 01603 638353  
Mobile 07788 668700

## **REMINDER: Nursing Home Workforce Survey**

This is a reminder that Norfolk County Council has launched a survey of the county's nursing home workforce. This anonymous survey is intended to help us understand the scale and nature of the workforce challenges and develop practical ways in which the health and care system can support improvements in the short term. **The survey will close on Wednesday 21 March 2018.**

[Complete the Nursing Home Workforce Survey Here](#)

This survey is part of a piece of market engagement work we are beginning with providers to understand and tackle the pressures on the independent sector adult care workforce in general, and in particular in the nursing home sector where recruitment and retention of staff, together with sustaining quality, have become very challenging. The information you provide us with in this survey will be analysed and presented at a series of workshops on Nursing Workforce Challenges we are hosting in March and April ([for more details click here](#)), which will be the first stage in co-producing a longer term improvement plan that we can implement to ensure that we have a long term stable supply of good quality nursing care in Norfolk.

### Norfolk SAB website: **NEW** news items posted

#### **NEWS ITEMS**

- *Forced labour family jailed for 29 years | 15 March 2018*
- *Government will legislate to replace Deprivation of Liberty Safeguards | 15 March 2018*
- *Important event, please share with partners - Probation stakeholder event 21st March | 15 March 2018*
- *Slavery and human trafficking in supply chains: guidance for businesses | 15 March 2018*
- *Parliament debate on secure tenancies for victims of domestic abuse | 15 March 2018*

Please go to:

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

**# Do follow NSAB on Twitter – @NorfolkSAB #  
Important news item**

The Government will, in 2018, introduce a new bill to assist in tackling **domestic violence and abuse**. No timeline for the draft bill has as yet been announced

although there is a substantial amount of media surrounding its introduction. Substantive provisions will only apply to England and Wales.

The government have opened a public consultation on the bill. **I would positively encourage everyone to take the following actions:**

- 1) Send in your views to the consultation, a link to this is on the NSAB website (see news item [8th March 2018](#))
- 2) Get your colleagues to share their views with the consultation

Below is a quick summary of the draft bill (my thanks to Amanda Murr from the Police & Crime Commissioners Office for this):

### **Outline of the purpose of the Bill**

Transform approach to DA and ensure victims have the confidence to come forward, report their experiences and be safe in the knowledge the state and the justice system will do everything it can do to support them and their children and pursue the abuser.

#### Benefit

- Protect the victim
- Provide greater guidance and clarity on impact of domestic abuse and violence on families.

#### Main elements of the bill

- Creation of a Domestic Violence and Abuse Commissioner who will:
  - Stand up for victims and survivors
  - Raise public awareness
  - Monitor the response of statutory agencies and local authorities on tackling domestic violence and abuse
  - Hold the justice system to account in tackling domestic violence and abuse
- Define domestic abuse in law that will underpin all other measures in the bill. Introduction of statutory definition (currently: Non-statutory Cross Government definition of domestic violence and abuse exists)
- Creation of a consolidated new **domestic abuse civil prevention and protection order** regime
- If abuse involves a child the sentencing is reflective of the devastating lifelong negative impact on that child. Creation of a new aggravated offence if behaviour is directed at a child.

(In addition to this bill the Courts Bill will re-introduce previously proposed measures to prevent alleged abusers cross-examining victims directly in family courts). It will be subject to a public consultation.

For a longer summary of the bill, see [Christine Graham Consultancy Ltd.](#)

### **Living well with Arthritis**

Arthritis Care are very keen to promote The Living Well with Arthritis Service which is available in Norfolk and helps people to live well with arthritis. This service includes events such as drop-ins, one to one individual support and promoting a network of Local Branches and Support Groups.

Arthritis Care has recently merged with Arthritis Research UK and continues to represent, and support people connected to and living with any form of arthritis whilst empowering people with this condition through self-management. Figures suggest that Arthritis affects 1 in 10 of the population of the UK, and is one of the main reasons for visits to the GP and for people claiming benefits.

Local Arthritis Community Champions are involved in events such as hosting drop ins at places such as Rheumatology Clinics, Libraries and GP Surgeries whilst giving peer support, offering information, sign posting and giving tips on self-managing. Self-management can be very important in living well and better whilst having a long-term health condition such as arthritis, this includes gaining knowledge, and incorporating self-management strategies into everyday life, aspects of self-management can include exercise, healthy eating, pacing and communicating well with healthcare professionals. Self-management doesn't mean doing it on your own but working together with healthcare professionals and charities such as Arthritis Care.

There is a local network of Branches and Groups in Norfolk and there are Arthritis Care Branches in North Walsham and Thetford and Arthritis Care Support Groups in Norwich, North Walsham, Cromer, Gaywood Kings Lynn, Downham Market, Feltwell and over the border in Lincolnshire at Long Sutton. Each Group supports the aims and objectives of Arthritis Care. Activities at these meetings can vary but peer support is continuously offered. Activities at meetings can include talks by people such as Rheumatologists, Occupational Therapists taking part in sit- down exercises and joining in with social events.

Arthritis Care's friendly helpline is available offering information, support and a listening ear and help to manage arthritis. Contact the helpline Monday-Friday 9-30-17-00 by phone 0808 800 4050 or email [helplines@arthritiscare.org.uk](mailto:helplines@arthritiscare.org.uk)

For more details about Living Well with Arthritis Services available in Norfolk please contact Chris Preston Living Well with Arthritis Co-ordinator East Anglia

Tel: 07834418472 or e mail [chrisp@arthritiscare.org.uk](mailto:chrisp@arthritiscare.org.uk)

# NNUH Dementia Fayre

Monday 14th May 2018



## Talks for the public and staff on **Living Well with Dementia**

- 11.30 – 12.30 – Eating and Drinking Well with Dementia**  
Dietitian, Speech and Language Therapist & Nurse NNUH  
Dementia Nutrition Group
- 14.00 – 15.00 – Living Well as Dementia Progresses**  
Dr Jay Foden and Palliative Care Team, NNUH
- 15.30 – 16.30 – Keeping Physically Well**  
Philip Clark and Emma McCann, NNUH Physiotherapists
- 17.00 – 17.55 – Keep Thinking and Talking with Cognitive Stimulation**  
Dr Sarah Housden, Senior Lecturer in Health Sciences, UEA
- 18.00 – 19.00 – Supported Well in Norfolk**  
Introducing the new Admiral Nurse and Alzheimer's Society  
Service – Zena Aldridge, Senior Consultant Admiral Nurse  
and Daniel Schaffer, Alzheimer's Society Services Manager  
Norfolk



## Information stands **10am-5pm**

- Norfolk County Council
- NorseCare
- Parkinson's UK
- Alzheimer's Society
- Home Instead
- Andrew Frederick Adult Support
- NNUH Dementia Support Team
- Active Norfolk
- Admiral Nurse Service
- Independence Matters
- NNUH Mental Health Liaison
- Carers Matter Norfolk
- Age UK Norwich
- Norfolk Knitters and Stitchers
- Wymondham Dementia Support Group
- Silver Road Community Centre
- Equal Lives
- Norfolk Constabulary
- NNUH Library
- Healthwatch
- Norfolk Young Carers Forum
- Voluntary Norfolk
- Aylsham Care Trust
- Age UK Norfolk
- Sprowston Dementia Friendly Community and Cafe
- NNUH Neurology Nursing
- ...plus many more!

East Atrium, Norfolk and Norwich University Hospital, Colney Lane, Norwich, NR4 7UY

# Silver Diners

## Lunch Club

Meet new people and catch up with old friends while enjoying a great home cooked meal.

Every Tuesday at  
Cadge Road Community Centre  
Norwich NR5 8DF

Hot meal, desert and coffee all  
for only **£5.00!**

Call Michaela on 07720345582 for more  
details

## Training Available

\* 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:**  
25<sup>th</sup> & 27<sup>th</sup> April 2018  
22<sup>nd</sup> & 23<sup>rd</sup> May 2018  
6<sup>th</sup> & 7<sup>th</sup> June 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)

