



Dear Provider

Please find below items which may be of interest to you:-



Celebrating excellence in the care sector across Norfolk – 5th Norfolk Care Awards

The 5th Norfolk Care Awards took place on the 22nd February 2018, at Sprowston Manor, the best of the best received recognition for the hard work and commitment, our social care workforce demonstrate day in, day out, while delivering care and support to the people of Norfolk. The awards demonstrated a wealth of dedication, inspiration and innovation.

<http://www.edp24.co.uk/news/health/norfolk-care-awards-2018-1-5407120>

The gallery of images is now live here <http://www.paulmacro.com/client-gallery/norfolk-care-awards-2018>



Nursing Home Workforce Survey

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.

[Complete the Nursing Home Workforce Survey](#)

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.

The survey will close on Wednesday 21 March 2018.



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

21 February 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](#)
- [4 April 2018, 9:30-12:00, 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](#)
- [4 April 2018, 12:00-14:30, 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.

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

Norfolk SAB website: *NEW* news items posted

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

NEWS ITEMS

- Broadland Council tackling phone scamming with call blockers | 23 February 2018
- Community health trust raises scam awareness to staff | 23 February 2018

- Calls for inquiry over financial abuse of vulnerable care home residents as figures show 13,000 have been affected | 23 February 2018
- Latest alerts on scams from Norfolk Trading Standards | 23 February 2018
- **Joint Serious Case Review published on sexual exploitation | 23 February 2018**
- Domestic abuse: Guidelines recommend tougher sentences | 22 February 2018
- Can you help Great Yarmouth Dementia Action Alliance | 20 February 2018
- **Managing professional difficulties: procedure published | 18 February 2018**
- Deaths involving malnutrition have been on the rise: NHS neglect is not to blame | 16 February 2018
- New Train the Trainer dates | 16 February 2018
- Evidence-based research on abuse & neglect | 15 February 2018

Please go to:

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

Do follow NSAB on Twitter – @NorfolkSAB

Cost of Care - WAA

As part of the work we are doing around the cost of care for working age adults, we are planning to hold a Workshop to bring together professional social workers and providers of residential care for working age adults with learning disabilities, mental health or physical disabilities.

We expect providers to tell us how they would look after people with various levels of need so that we can calculate the actual cost of looking after people.

This is a great opportunity for providers to ensure that the Council really understands how providers look after their clients and therefore what the cost of looking after a person is going to be.

We expect provider representatives from the Working Group to attend but we wish to extend an invitation to other providers of residential care for working age adults with learning disabilities, mental health or physical disabilities.

The Workshop will take place on Tuesday 13 March at 9am at the Abbey Conference Centre, Bracondale, Norwich NR1 2DD - please let us know as soon as possible if you wish to attend - we can accommodate up to 12 additional providers on a first come first serve basis. To book you place please contact Claire.lowe@norfolk.gov.uk or call 01603 638113.

Attention Homecare Providers

It has been brought to our attention that there have been several reported cases involving the request for bank details from vulnerable people. We would ask that all of our Homecare providers could be vigilant in light of the recent rise in reported scams. Please be conscious of any conversations you may have with someone you support in connection with the above.

Sent on behalf of the Care Association Alliance

Dear All

Sleep In Crisis

We are now at the point where it is easy for Government to continue to do nothing to support providers affected by the sleep in payments crisis. A working group/alliance has come together - **#SolveSleepIns** Alliance - for a time-limited basis, to ensure a full consolidated and coordinated effort on all matters about the payments crisis. Through this email I am summarising some key developments in the hope that you could share with CAA members in order that we can now extend our reach CEOs and owners. (The public affairs briefings are restricted to CAA and your members, the template letter is not.)

Sector-led survey to identify current and future impacts

The [Laing Buisson and Frontier Economics research](#) seeks to calculate (again) the back pay liabilities in the sector **there is a very urgent need for an independent assessment about the impact that the sleep in payments is having on service arrangements, workforce and sector stability.**

We are very grateful to Agenda Consulting and Trowers & Hamlins LLP who have stepped forward to undertake independent research.

Their survey is now live and can be accessed via:

www.sleepinsurvey.org.uk

Password: **sleepin**

It would also be of great help if you could also share news of this story...

<https://www.vodg.org.uk/press-releases/independent-survey-to-assess-impact-of-sleep-in-pay-crisis-on-future-of-social-care/>

...and the survey link above with your members and encourage further action locally.

Public affairs

There has been a great deal of public affairs work in recent months, and with some successes. *Despite our recent campaign wins – getting Labour front bench support and*

having the Prime Minister questioned directly on sleep-ins at PMQs amongst many others - getting the Government to act won't be easy. **So now is the time for the sector to come together to ramp up approaches to all parliamentarians.**

Attached to this email is a letter which, if CAA members could cascade down to chief executives and owners, would help the sector wide campaign. *Finding email contact details and changing the letter should take less than five minutes for each constituency – and make a big impact.*

Access the letter here

If possible it would be helpful to have any responses sent to research.policy@vodg.org.uk to ensure sector coordination

Single day of action

We need a single day of action in April/May as a pre-planned campaign tool to push the Government to act on sleep-ins before it's too late.

Options could include a mass lobby of Parliament, where a number of people come to Westminster on the same day to meet with their Parliamentarians, a regional/local lobby where providers assist visits to their Parliamentarians in their local offices and a virtual lobby where the networks of all providers (including families, staff and others) are engaged to call and email their Parliamentarians on a specific day with a message about this issue. We believe that the most effective campaign activity may be a strategic combination of all three of the options mentioned.

To plan this, we need to get an idea of what everyone might be able to do. **Can you please respond to the three questions below by the end of February please?**

1. Can you commit to urging people you support / their families / carers to attend a day at Westminster to lobby Parliamentarians? If yes, how many? What constituencies would they be from?
2. Can you commit to participating locally by urging people you support / their families / carers to their MP's local office or surgery? If yes, how many in which constituencies?
3. Can you commit to participating by promoting to your staff, volunteers and other relevant contacts that they make a phone call in support of our campaign including any

mailing lists and social media outlets you currently use? Approximately how many people would this be to and in which constituencies are they likely to be based?

Please email research.policy@vodg.org.uk with your responses by 28 February 2018. Alternatively if CAA or individual associations wish to collate regional responses that would be helpful too.

Your response will allow us to know what we are working with to strategically plan the most effective campaign action. And we need to start planning now.

Social media

For those individuals and organisations that are in a position to comment and share publicly please use these hashtags in the weeks ahead:

[#SolveSleepIns](#) [#StopSleepInCrisis](#)

Sent on behalf of RadcliffesLeBrasseur

CQC briefing

February 2018

Increasing prosecution of directors for health and safety offences

Many company directors may not be aware that they have potential personal liability for health and safety breaches.

Section 37 of the Health and Safety at Work Act 1974 provides that where a body corporate commits an offence with the consent or connivance of, or is attributable to the neglect of a director, manager, secretary or similar officer, that person can face personal liability.

The number of prosecutions of directors increased in 2017, up on the number in 2016. In 2017 there were 40 directors successfully prosecuted and 6 were convicted of corporate manslaughter on a personal basis.

Of the 46 convicted, 7 faced a fine at an average of £8,022. Where a custodial sentence was imposed, 17 of the directors had a suspended prison sentence and 17 received an immediate custodial sentence for an average of 21 months.

Since the Memorandum of Understanding between the CQC and the Health and Safety Executive (HSE), the CQC will prosecute cases which arise under the Health and Social Care Act. Although the CQC has been pursuing this role, care homes can still face health and safety prosecutions by the HSE. An example of such a prosecution would be an injury to a maintenance man as a result of a health and safety breach.

In the light of the important new guidance from the Sentencing Council

Follow us:



Who we are:



Andrew Parsons

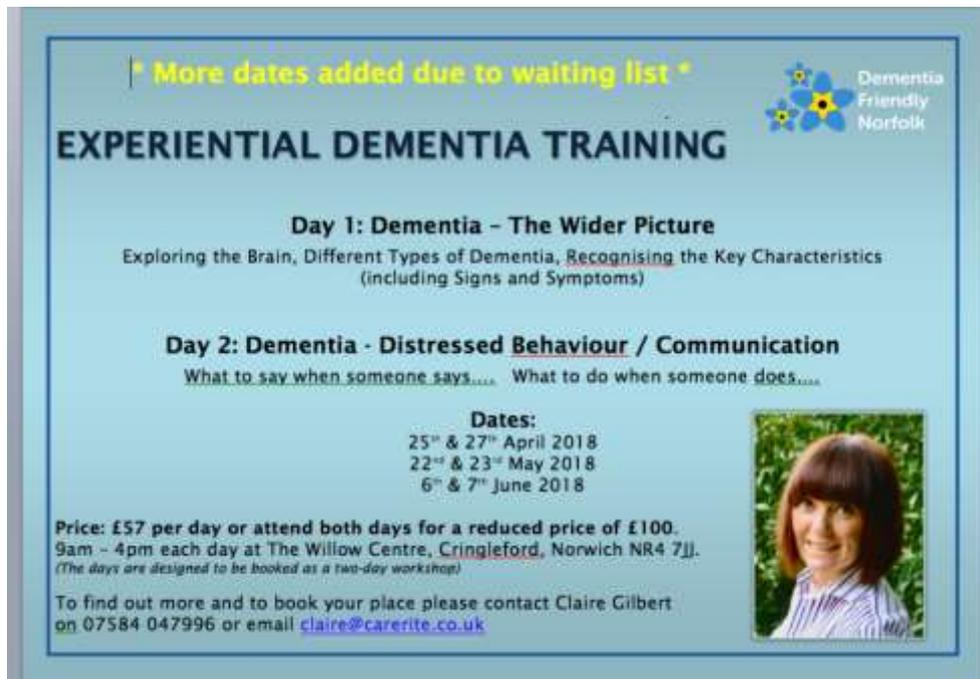
Partner and Head of
Healthcare - Providers

[Email me](#)

[Read the briefing online](#)

on the credit to be given for an early admission of liability, advice must obviously be sought at an early stage if prosecution is in contemplation.

Training Available



* More dates added due to waiting list *

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
22nd & 23rd May 2018
6th & 7th 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

Dementia Friendly Norfolk



Norwich Learning Disability Action Group

Due to unforeseen circumstances out of our control, we have had to change the venue for our **Norwich Learning Disability Action Group** meeting taking place on Thursday 1st March 2018.

Please see below and attached updated details of the meeting:

Date: Thursday 1st March 2018

Time: 11am – 2.30pm

Venue: St Andrews Eaton (Church), 41 Church Lane, Norwich, NR4 6NW

<http://www.standrewseaton.org.uk/contact-us/find-us/>

The meeting is for people with a learning disability aged 16+ in Norwich and the surrounding areas. Any parents, carers or professionals are also welcome to attend. Lunch will be provided so it is important that you book your place.

Please can you ensure that this message is shared with everyone and any notice boards are updated with the new poster. If you have not booked your

place yet, please do so asap. My sincere apologies for any inconvenience the venue change may have caused.

Any questions, please do not hesitate to contact me.

Best wishes,
Emily Flores-Gutiérrez

Royal Mencap Society
Regional Project Officer
Central England

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South Norfolk Older People's Forum

New members always welcome

Next meeting

Wednesday 21 March

at

10 am for coffee for 10.15 am start

**At South Norfolk Council Offices
Council Chamber
Swan Lane, Long Stratton, NR15 2XE**

Main topics of the meeting will include :

**Details of a recent Housing Project
Up to date information from “n able” who provide
specialist equipment for Older People
The Handyperson Scheme and also Digital**

**Heritage Trails supported by South Norfolk
Council,**

**Time will be allowed for the usual question and
answer session after each talk**

If you find it difficult to get to the meeting, free
transport could be available from where you live. To
take advantage of this please call Ann Baker on
01508 481819 by 5pm on 12 March

The meeting is expected to close by **12.30**