

CQC charges, roll over or make a noise?
A personal call from an independent owner manager

Hi, I am, like so many of you an independent owner/manager provider of domiciliary care in Norfolk. I also sit on the Committee of NIC.

My business' annual CQC registration fee has increased from hundreds of pounds to over four thousand pounds in less than five years.

I am aware that this was challenged by one specific provider in Norfolk, and they, like us have asked the Health minister to investigate and address this issue. Why the increase? Well there are several political excuses, but essentially the CQC were told to become self-financing by this year. Nobody though, seems empowered to challenge at the highest echelons the appropriateness of the level of their charges and their own inflated running costs.

This publication has previously asked for responses from all providers with regard to this issue and only one person bothered to respond.

NIC has the ability to pose questions and be heard at very high levels, we have contacts with National Care Association and other bodies and I urge you to dialogue with us with examples of how much the increase has cost you, and any impact it has had on other budgets...keeping it anonymous if you wish. The new Care Association is a considerable way off being populated with staff and running in such a manner as it might be able to champion this cause. I do not want to wait.

It is easier to accelerate a burning fire than rekindle it from embers. The provider who I mentioned has already an ongoing dialogue with the Health Minister and our collective voices would add to his volume, sense of credibility and magnitude of the issue.

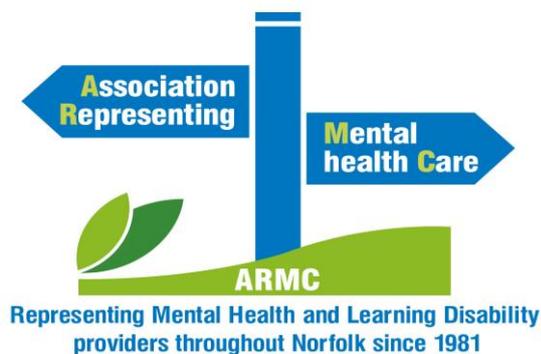
Whether you are the owner or the Registered Manager, this really does affect you. Think of how much you could do with that money either in providing incentive bonuses or training etc. Please do not be indifferent, help us to make a noise and at the very least make CQC realise that they will not go unchallenged as most quangos do.

Please contact caroline.payne@norfolkIndependentcare.com



Nominations open on 2nd September 2019 for The Norfolk Care Awards 2020

The Norfolk Care Awards team are pleased to announce nominations for the 7th Norfolk Care Awards, will be opened on the 2nd September 2019 and close 12 noon on the 15th November 2019.



With constant change to policy and changes to the commissioning in Norfolk, it is important ARMC hears the concerns of the Membership. The Management Council invites you to an

Open Forum

On Tuesday 3rd September 2019

At: Marsham Arms, 40 Holt Road, Hevingham, NR10 5NP

From 1:15pm to 3:15pm

Items/issues under discussion:

- Notes from the previous Open Forum– 16th January 2019
- Matters arising
- New Care Association – Update
- Guest speaker – James Bullion – Executive Director, Adult Social Services
- Any other items of concern to members

It would be helpful to know if you are able to attend. To book you place email caroline.payne@norfolkdependentcare.com or phone 01603 712250. If you are unable to commit in advance, we would still welcome your attendance on the day.

ARMC - strives to represent and communicate the interests of providers of Mental Health and Learning Difficulties services across Norfolk. We have been working with and for providers for over 20 years. Our Management Council consists of a small but dedicated team of service providers. All Mental Health and Learning difficulties services in Norfolk are automatically members of ARMC.

Information



Norfolk County Council

Norfolk Safeguarding Adults Board

NEW news items & important updates have been posted on Norfolk SAB's website

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

PLEASE NOTE:

Change of date for the masterclass with Alex Ruck
Keene

NEWS ITEMS

- *Board Manager's August 2019 blog: NSAB's one small step* | 20 August 2019
- *I'm under pressure to ignore my grandmother's will: Annalisa Barbieri – Guardian* | 20 August 2019
- *NEW DATE for Masterclass with Alex Ruck Keene* | 20 August 2019
- *What happens when I make a Safeguarding Adult referral?* | 14 August 2019

Please go to: [Norfolk Safeguarding Adults Board \(NSAB\) then click on news](#)

Training

Contributes significantly towards Subjects 1, 4, 5, 7 and 8 on the Dementia Standards Training Framework 2018

DEMENTIA DETECTIVES:
Finding the person within

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:

Tuesday 30th July & Wednesday 31st July 2019
 Tuesday 20th August & Wednesday 21st August 2019
 Tuesday 22nd October & Wednesday 23rd October 2019
 Tuesday 26th November & Wednesday 27th November 2019
 Tuesday 3rd December & Wednesday 4th December 2019

Price: £57 per day or attend both days for a reduced price of £100. 8.45am – 4pm each day at The Willow Centre, Cringleford, Norwich NR4 7JL (The days are designed to be hosted 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

ORAL CARE TRAINING

The CQC June 2019 report on Oral Health in Care Homes recommends all care staff are trained in oral care



Smiling matters

Oral health care in care homes

Oral Care Training for Care Settings delivered by Joy Hynes a practicing Dental Hygienist & Dental CQC Inspector

NORWICH

21st October

The Oaklands
89 Yarmouth Road
Norwich
NR7 0HH

£55pp + VAT

09:00am - 11:15am

11:30am - 13:45pm

14:15pm - 16:30pm

IPSWICH

14th October

Greshams
312 Tuddenham Rd
Ipswich
IP4 3QJ

CAMBRIDGE

22nd October
Venue TBC

CHELMSFORD

15th October

Ashwells Sports & Country Club,
Ashwells Road
Brentwood
CM15 9SE

LINCOLN

29th October
Venue TBC

01508 447311 / 01603 574079

info@angliantraining.co.uk www.angliantraining.co.uk



FREE DEMENTIA TRAINING WORKSHOPS

For family carers and those who come into contact with people with dementia through their work

The training workshop consists of one 2 hour session covering:

1. Alzheimer's Disease & Other Dementia's – gives participants a good basic understanding of the condition, its symptoms and impact on behaviour.
2. Capturing Life's Journey – introduces the benefits of recording information about the life of the person and shows how this can be used to provide high quality care.
3. Techniques to Manage Behaviours – demonstrates how some understanding together with a number of simple techniques can have a very positive impact on the individual and carer alike.
4. Activities to Encourage Engagement – provides understanding, ideas and techniques to help the carer engage the person with dementia.

The workshops are run from the Home Instead Senior Care training suite in Norwich and are free of charge. Places are limited to provide a friendly, comfortable and welcoming environment. Alternatively we can come out to your organisation to run a session. Workshops are being run on the following dates:

Tuesday 10th September at 14:00

Thursday 3rd October at 14:00

Thursday 14th November at 10:00

For more information or to reserve a place please email Mark Johnston at mark.johnston@homeinstead.co.uk or call 07776 060837

Events

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 th June	Come and meet us. Looking at reminiscence kits and quiz
10 th July	Board and card games
14 th August	Holiday photo's and making holiday collage
11 th September	Musical based games and activities
9 th October	Pets and animals theme
13 th November	Visit from local school children
11 th 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

