



Just over two weeks left to make your submission for The Norfolk Care Awards 2019

You have not got long now to get your nominations in for the Norfolk Care Awards, closing date 16th November!

It is always a privilege to see nominations for the Norfolk Care Awards, it is a great boost to hear about the excellent work being undertaken across Norfolk.

New for 2019, the Harold Bodmer and TEAM category winners will be given a training bursary of £1000, donated by Norfolk County Council.

The Norfolk Care Awards is not just about celebrating how great you are but also a great way to thank your team. www.norfolkcareawards.co.uk. Be proud have a go!

Tracy & Claire
Care Awards Directors

The 2019 awards have 10 categories:

- Delivering excellence through learning and development
- Effective coordination of End of Life care
- Excellent person centred care and support
- Excellence in Delivering Dementia Care
- Collaborative Partnership
- Motivational leadership
- Promoting dignity and respect in everyday life or unpaid carer
- Rising Star
- Team Award – Together Everyone Achieved More

- Harold Bodmer Outstanding Achievement Award
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To make a nomination visit <https://norfolkcareawards.co.uk/>

Media enquiries:

Norfolk Care Awards

Claire Gilbert claire@norfolkcareawards.co.uk

Tel: 07584047996

News from CQC

Care Quality Commission fees consultation – have your say

We have published a consultation document about the fees we propose to charge registered providers in 2019/20 and we are inviting you to have your say.

We are required to consult widely on any proposed changes to the fees we charge and we will continue to give providers and their representatives the opportunity to review, comment upon and be able to plan for any changes that will affect them. The fees paid by providers enable CQC to fulfil its purpose of making sure health and social care services provide people with safe, effective, compassionate, high-quality care.

The consultation proposals we have published today follow the plans we set out in previous consultations to meet the Treasury's requirement to recover our chargeable costs in full from providers. In 2015/16 our budget was agreed at £249 million. We spent £239 million and have continued to drive down our costs so that our planned expenditure for 2019/20 is £217 million. This is a result of the controls we have exercised over our spending and increased efficiency in our inspections and other operational activity. We will continue to look carefully at our costs, and to demonstrate that they are fair, efficient, effective and proportionate.

We are constantly refining our costing model to ensure we are better able to assess whether the fees we charge match the cost of regulation. Our assessments tell us that we need to rebalance the overall fees charged to ensure one sector does not subsidise the cost of us regulating another.

Our proposals for the coming financial year reflect the move to a position to recover all our costs for our chargeable activities through fees, as well as a desire to address sectors where we have identified the need to adjust the cost of regulation and fees recovered. We are therefore making specific proposals for:

- the community social care sector (which includes domiciliary care services), where we propose a fee increase, as the final year of the planned four-year trajectory to full chargeable cost recovery
- the dental sector, where we propose a fee increase to better align against our costs
- the residential social care sector, where we propose a fee decrease to better align against our costs.

The following examples are based on our calculations of an average provider in each sector and the proposed change to their fee:

- We estimate that for community social care locations supporting up to 22 service users their fee increase would be no more than £144 per annum. This represents half of all locations.

- We are proposing that all providers will see the same flat percentage increase. Representing almost two-thirds of dental providers, single location dental practices with between one and three dental chairs would see their fee increase by no more than £97 per annum.
- The average residential social care provider with 26-30 beds at one location would see a fee reduction of £64 under the new proposals.

Most NHS trusts and NHS GPs will see a small change to their fees from April 2019 because of the changes we made to their fees structure last year. This is 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, this will not alter the total fees collected overall for these sectors. Community social care providers will also be affected by the structural changes made last year, as well as the overall increase mentioned above.

We recognise the financial challenges that providers face, and we do not underestimate the impact of fees on providers. We believe that our proposals for 2019/20 will rebalance fees across the sectors, while preventing fees from fluctuating unreasonably year on year. They also reflect our strategic ambitions to continue to use data more effectively in assessing the costs of regulation.

Full details and descriptions of each of our proposals are given in the consultation document and draft regulatory impact assessment.

When we have analysed the feedback from this consultation in January 2019 we will prepare a response and a final fees scheme. CQC's Board will recommend the final fees scheme to the Secretary of State for Health and Social Care, whose consent is required in order for the scheme to come into effect. We expect to publish our response and our final fees scheme in March 2019, for implementation on 1 April 2019.

You can find the consultation document and respond using our online form by visiting www.cqc.org.uk/feesconsultation The consultation is open for responses until midday on 17 January 2019.

A Care Association for Norfolk – Consultation News

A big 'thank you' to the 78 owners, managers and care workers from across the county who gave up half a day of their time to work with us on shaping a Care Association for Norfolk.

Each of the 10 sessions held over the last three weeks was a brilliant mix of discussions, consensus and constructive challenge. They were facilitated by our five Market Connectors who have been drawn from the world of social care and, between them, have decades of experience in a wide range of settings. All of the ideas and opinions generated will be used to inform the priorities and structure of the new Care Association.

Consultation participants gave us lots of positive feedback on the workshops which were co-designed by the Universities of East Anglia and Suffolk and the Executive Steering Group. They felt listened to, the activities allowed for discussion and they were able to have their say.

One delegate told us that she had initially been uncertain about the value of a Care Association, but the workshop conversations enabled her to see the potential benefits for everyone.

For those of you unable to take part, there are still plenty of opportunities to get involved.

The consultation events considered three distinct areas and you may have views on any or all of them.

- What is good about the current systems of support?
- What might be the value and benefit of a Care Association and what would be the priorities for you?
- What formal structure (eg membership, voting rights, subscription, income generation, communication) should a Care Association have if it is to represent the entire social care sector?

Attached to this communication are three documents that were used by workshop delegates. The first two are examples of services drawn from Care Associations across the country. The third is a form that workshops delegates used to indicate high, medium and low priorities for a Care Association. If you have the time, please feel free to download, complete and return to Dr Fiona Denny.

fiona.denny@norfolkcareassociation.org



Scenarios - 1-4 Set
A.docx



Scenarios - 5-8 Set
B.docx



Priorities - functions
and benefits.docx

The next stage of the process will be a survey which be coming out some time in November. So be sure to look out for it.

We look forward to hearing from you.

The Executive Steering Group - Shaping a Care Association for Norfolk

- Association Representing Mental health Care (ARMC)
- Norfolk and Suffolk Care Support Ltd (N&SCS)
- Norfolk County Council (NCC)
- Norfolk Independent Care (NIC)
- Norfolk Older People's Strategic Partnership
- Community Action Norfolk (CAN)
- Norfolk Continuing Care Partnership (NCCP)
- Norfolk Community Health & Care NHS Trust

Training

 Dementia
Friendly
Norfolk

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

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:
14th & 16th November 2018 – **Few Places Left**
6th & 7th December 2018

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 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



We are GDPR
compliant: please
just email if you
do not want us to
contact you in the
future.

Basic HR & Legislation for Care Managers / Seniors

This course is ideal for anybody who is responsible for the recruitment and management of others within The Care Sector

Norwich
15th February 2019
09:30am - 16:30pm
£70pp

Suffolk
8th February 2019
09:30am - 16:30pm
£70pp

- Recruitment (including do's and don't of interview)
- Alterations to contracts of employment
- Notice periods & rights
- Retention (methods and schemes)
- Absence from work (Maternity, Paternity, Sick, Holiday)
- Medical conditions & reasonable adjustments
- Discrimination
- Training, PPE & Equipment
- Accidents at work
- Dismissal - Claims for unfair, wrongful & constructive dismissal
- Drugs & Alcohol Misuse
- Social Media
- Working Time Directive & Breaks
- Accidents at work
- Corporate Manslaughter
- Disciplinary Processes
- External Bodies



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News

Norfolk Safeguarding Adults Board

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

NEWS ITEMS

- *The numbers of Deprivation of Liberty Safeguards (DoLS) | 23 October 2018*
- *Home Affairs Committee urge Government to widen forthcoming bill on Domestic Abuse | 22 October 2018*
- *Mental capacity / modern slavery: being discussed in Parliament | 21 October 2018*
- *Norfolk's new Children's Advice and Duty Service (CADS) | 19 October 2018*
- *Open up on modern slavery or face further action - Home Office tells business | 19 October 2018*
- *Invitation to Norfolk Against Scams Partnership event | 18 October 2018*

Please go to:

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

Don't forget you can follow NSAB on Twitter – @NorfolkSAB

