

**Norfolk County Council – Bank Holiday Planning for Care Homes and Care Homes with Nursing
April 2018**

Our vision for Norfolk is to have sufficient, reliable, sustainable care that is of excellent quality.

Busy periods and Bank holidays create pressure and strain on the health and social care system which can often result in people failing to get the care they need when they are discharged from hospital – this has a detrimental impact on people’s health and is distressing for families and individuals.

We understand the difficulties of operating as a Care provider or working as a carer during busy periods and we have identified that paying providers a premium for picking up new or resuming care packages from the hospitals for people being discharged over pressured times, would support both the people coming out of hospital and those who are providing the care.

How will this work?

New packages requested **for people being discharged from hospital** during designated periods (see Table 1 below) will attract a **one off** Capacity Incentive payment. You may use this to increase payments to your carers and to support the operation of your service.

Table 1 – Designated Periods for Capacity Incentives

Situation	Specific trigger details
May Bank Holiday	Thursday 3 rd May 2018 – Tuesday 8 th May 2018 inclusive
Significant pressures on the health system	This may include but not be limited to: <ul style="list-style-type: none"> • Severe weather conditions • Unexpected staff absence • Market failure NCC will notify accredited providers as dates become known, dates will also be listed on: https://www.norfolk.gov.uk/business/supplying-norfolk-county-council/care-providers/information-for-providers-of-care-and-support-services/winter-pressures-and-preparation

**Norfolk County Council reserves the right to determine when the factors impacting on discharge attributed to Social Care will trigger the Capacity Incentive.*

Capacity Incentive payments **will have to be authorised** and administered by the Service Brokerage team and will then be paid in line with your current payment schedule.

What sort of care provision will count?

Only care packages for **people being discharged from hospital** and who require care from a Care Home or Care Home with Nursing will currently attract these incentives. They will apply to any new Care Home or Care Home with Nursing care packages notified and started as outlined in Table 2 below.

Table 2 – How and How Much?

Sector	Capacity Incentive Detail
Care Home / Residential – Standard	Commence care the same day * of request (Care Arranging Service) £125
	Commence care within 24hrs* of request (Care Arranging Service) £70
Care Home / Residential – Enhanced	Commence care the same day* of request (Care Arranging Service) £250
	Commence care within 24hrs* of request (Care Arranging Service) £100
Care Home With Nursing - Standard	Commence care the same day* of request (Care Arranging Service) £350
	Commence care within 24hrs* of request (Care Arranging Service) £200
Care Home With Nursing - Enhanced	Commence care the same day* of request (Care Arranging Service) £400
	Commence care within 24hrs* of request (Care Arranging Service) £250

**The time frame used to determine the incentive will be measured from a) the time of the request made for care (Care Arranging Service) to b) the care in place and being delivered. For those providers who undertake their own assessment this will also need to be actioned and agreed within the time period outlined above.*

Norfolk County Council will use the contractual clauses and processes already in existence to monitor care delivered in a timely and high quality manner.

Who can receive this incentive?

Care Homes or Care Homes with Nursing providers on NCC's accredited provider list and are contracted via a spot contract arrangement can receive these payments.

This incentive will not apply to block contracted providers or those who provide a planning bed.

When this will apply?

Capacity Incentive payments will apply during the periods indicated in Table 1. However, Capacity Incentive payments will also be implemented when circumstances mean that providers and hospitals are under particular pressure.

For example – did you know for every 1 degree drop below 5oC there is:

- 10% increase in elderly with breathing problems peaking on day 12
- 0.8% increase in emergency admissions – 3.4% die

- Heart attacks 40% rise
- Stroke increase at day 5

All of these factors will increase demand on the health and care system. NCC is committed to supporting our care providers to meet that demand.

How will I know if a day is designated as an incentive day?

Other than the periods indicated in Table 1, NCC will notify providers through email and on our website here: <https://www.norfolk.gov.uk/business/supplying-norfolk-county-council/care-providers/information-for-providers-of-care-and-support-services/winter-pressures-and-preparation>

Please contact us at integratedcommissioners@norfolk.gov.uk if you have any questions.

Right to review:

Norfolk County Council reserves the right to review and amend this at any time.

Norfolk County Council – Bank Holiday Planning for Home Support April 2018

Our vision for Norfolk is to have sufficient, reliable, sustainable home support that is of excellent quality.

Busy periods, especially bank holidays, create pressure and strain on the health and social care system which can often result in people failing to get the care they need when they are discharged from hospital – this has a detrimental impact on people’s health and is distressing for families and individuals.

NCC has been working closely with home support providers to try and ensure that Norfolk has the home support provision it needs over busy periods – as a result of this work, we have identified that paying home support providers a premium for picking up new or resuming care packages from the hospitals for people being discharged over pressured times, would support both the people coming out of hospital and those who are providing the care.

How will this work?

New or restarted packages requested for **people being discharged from hospital** during designated periods (see Table 1 below) will attract a one off Capacity Incentive payment. You may use this to increase payments to your carers and to support the operation of your service.

Table 1 – Designated Periods for Capacity Incentives

Situation	Specific trigger details
May Bank Holiday	Thursday 3 rd May 2018 – Tuesday 8 th May 2018 inclusive
Significant pressures on the health system	This may include but not be limited to: <ul style="list-style-type: none"> • Severe weather conditions • Unexpected staff absence • Market failure

	NCC will notify accredited home support providers as dates become known, dates will also be listed on NCC's Keeping People Well at Home blog: www.norfolkcpwah.com
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**Norfolk County Council reserves the right to determine when the factors impacting on discharge attributed to Social Care will trigger the Capacity Incentive.*

What sort of care provision will count?

Only home support packages for **people being discharged from hospital** currently attract these premiums. They will apply to **ALL** new or restarted home support care packages notified and started as outlined in Table 2 below.

Table 2 – How and How Much?

Sector	Capacity Incentive Detail
Home Support – Single worker packages	Commence care within 12hrs* of request (Care Arranging Service) £130 Commence care within 24hrs* of request (Care Arranging Service) £95 Commence care within 24-48hrs* of request (Care Arranging Service) £60
Home Support – Double worker packages	Commence care within 12hrs* of request (Care Arranging Service) £195 Commence care within 24hrs* of request (Care Arranging Service) £142.50 Commence care within 24-48hrs* of request (Care Arranging Service) £90

**The time frame used to determine the incentive will be measured from a) the time of the request made for care (Care Arranging Service) to b) the first scheduled/delivered call time.*

**Restarted packages will only attract the payment if a retainer payment, allowed for in some contracts, has not been made for the length of the hospital stay.*

Norfolk County Council will use the contractual clauses and processes already in existence to monitor care delivered in a timely and high quality manner.

Who can receive this incentive?

All home support providers on NCC's accredited provider list can receive these payments.

When this will apply?

Capacity Incentive payments will apply during the periods indicated in Table 1. However Capacity Incentive payments will also be implemented when circumstances mean that home support providers and hospitals are under particular pressure.

For example – did you know for every 1 degree drop below 5oC there is:

- 10% increase in elderly with breathing problems peaking on day 12
- 0.8% increase in emergency admissions – 3.4% die
- Heart attacks 40% rise

- Stroke increase at day 5

All of these factors will increase demand on the health system and home support. NCC is committed to supporting our care providers to meet that demand.

How will I know if a day is designated as an incentive day?

Other than the periods indicated in Table 1 NCC will notify providers through email and on our website here: www.norfolkkpwah.com

Please contact us at integratedcommissioners@norfolk.gov.uk if you have any questions.

Right to review:

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Important message from Norfolk SAB

- * LGBT+ awareness survey for Norfolk care & nursing homes

Yesterday NSAB launched a Norfolk wide survey to find out if care and nursing homes in our county are LGBT+ compliant.

The survey can be completed by care/nursing home staff, managers and owners. It is only 9 questions so quick to complete. The survey will run from Monday 16th April to Monday 14th May.

The responses will help to identify any training and development needs. A link to the survey is on the news page of the NSAB website (16 April) - see:

Norfolk Safeguarding Adults Board:
News<<https://www.norfolksafeguardingadultsboard.info/professionals/news/>>

Please take the following actions:

- * If you or your colleagues are visiting care/nursing homes, please tell the care home staff about the survey and encourage them to complete it

- * If you manage staff making visits to care/nursing homes, please brief them on the survey and ask them to pass a message on to staff / the manager / the owner about the survey and encourage them to complete it

Also

- * Don't miss out on this valuable training opportunity: Norfolk: Learning Lessons from Safeguarding Adults Reviews

There are still places available on the course on the 16th May. A one-day session to enable practitioners, in a supportive, non-blaming environment, to understand the key themes emerging

from Safeguarding Adults Reviews<<https://www.norfolksafeguardingadultsboard.info/safeguarding-adults-review/>>. Delegates will also reflect on what the learning means for their practice with service users and their communication and joint working with staff for our partner agencies.

Your guide to care and support for adults 2018/19

The latest version of this booklet is now available and has just been updated to include a range of new resources. It contains lots of useful information to enable people to stay independent in their own homes for as long as possible.

There is information about how to get help and support, what kind of services are available and details of other organisations that can help. It is available free in libraries, GP surgeries, hospitals, and other places across Norfolk.

The Guide is available online to download as a PDF, or as an eBook at www.norfolk.gov.uk/careservices<<http://www.norfolk.gov.uk/careservices>> or for a free copy please contact Norfolk County Council Customer Service Centre on 0344 8008020.

If you work in the statutory or voluntary sector, you can order bulk copies through the Norfolk County Council Health Information Leaflet service, for further details please visit: <http://brochure.norfolklivingwell.org.uk/product/norfolk-your-guide-to-care-and-support-for-adults-201819>

Funding Opportunities for Young People

The Elifar Foundation

The Elifar Foundation welcomes applications by, or on behalf of, individual children or young adults with any form of physical or learning disability. We will consider applications by, or on behalf of, individual children or young adults with any form of physical or learning disability. Please note that due to the increasing pressure on funds and an unprecedented level of applications, The Elifar Foundation is not currently able to accept applications for grants to support older adults but will continue to focus on and prioritise support for children and young adults aged 28 and under.

<http://www.elifarfoundation.org.uk/how-we-help/apply-for-a-grant/>

Trefoil - Personal Development Grants

Trefoil offers Personal Development Grants to young people under the age of 25 years with special needs which may be psycho/social or of a physical nature which impacts upon their development. Application deadlines for 2018 are: Friday 23 February; Friday 27 April; Friday 7 September and Friday 23 November.

<http://www.trefoil.org.uk/applications/personal-development-grants/> "

Training



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:
22nd & 23rd May 2018 - **Only 4 Spaces Left**
6th & 7th June 2018 - **Availability**

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



Events

Come and find out more about Gig Buddies Norwich!

Come and talk to Hannah, the project coordinator, about becoming a Gig Buddy volunteer or about how you can make a new Gig Buddy friend.

We will have a stall or will be at the following events:

- Broad Thinking Norwich- Mencap Action group- The Millennium Library- 8th May-

12-3.30pm

- The Norfolk and Norwich Festival Garden Party- Chapelfield Gardens- Saturday

19th and Sunday 20th May- 11am- 3pm



This Norwich based befriending project is for people with learning disabilities between the ages of 18-30 who live in or near Norwich.

Our main aim is to get people out experiencing Norwich's nightlife, whether that is going to the cinema, pub or local gig.

To find out more visit our website:

<https://www.mencap.org.uk/get-involved/volunteer-mencap/gig-buddies>

Alternatively, email/ phone Hannah: hannah.riches@mencap.org.uk 07967769173

Follow us on- Twitter: @hannagigbuddies

Facebook: Gig Buddies Norwich

Broad Thinking Norfolk
(Formerly Norwich Learning Disability Action Group)
MAY 2018 – VIP Library session!

When?



8th May 2018

Where?



Millenium Library,
The Forum,
Millennium Plain,
Norwich, NR2 1AW

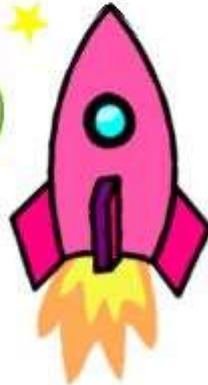
What time?



12:00 3:30
12.00pm to 3.30pm

We want people with a learning disability to join our group and have a say about things that matter to them.

"I've worked for Mencap for 10 years, I love being part of the group, meeting new people and talking about things that make my community better".
Abby



If you have time, want to make a difference and have fun along the way then you can.



There will be lunch and drinks provided

Email: emily.flores-autierrez@mencap.org.uk to book your place.