



### The Norfolk Care Awards 2018

The Norfolk Care Awards team announced today that the Norfolk Care Award 2018 will not be taking place. Norfolk Care Awards has been made possible over the last four years with the support of Norfolk County Council. Initially this support came via Norfolk Independent Care who were instrumental in establishing the Norfolk Care Awards, but last year direct support was given by Norfolk County Council, however they are unable to provide the necessary support for 2018.

James Bullion, Executive Director of Adult Social Care commented *“given the amount of financial pressure the Council faces, it has to work with local care business and sponsors to provide a Care Awards event at the minimum cost and its feels that £35,000 is not affordable. Whilst the event cannot take place in Feb 18, the Council will work with others to ensure a high profile care awards event in the Autumn of 2018 celebrating the important work that care providers do.*

John Bacon, Chair of Norfolk Independent Care said upon hearing the news *‘The Norfolk Care Awards has been a fantastic initiative and has played a big part in giving care workers and providers a much needed shot in the arm in recent years, a time when coverage of the sector has been dominated by negative stories about inadequate funding and poor care.*

---

*It will be a huge disappointment for all of Norfolk's great service providers and workers if the awards are unable to continue. They will miss out on the public recognition they so richly deserve. It is encouraging that NCC is now looking at ways of keeping the event on the calendar and continuing its support for the awards. It has now become a highlight of the year for so many of us, and it would be greatly missed if we were to lose it.'*

Tracy Wharvell and Claire Gilbert from the Norfolk Care Awards team, said: *'We have been very privileged to see some of the best social care practice in Norfolk, we have loved organising this event and having an opportunity to say a big Thank You to all the unsung heroes, who support people to live their lives with dignity and respect.'*

The Norfolk Care Awards team would also like to thank our supporters who over the years have made the event possible, Norfolk Independent Care, Gordon Barber Funeral Homes, UEA, City College Norwich, Athena Care, Well Careplus, Libby Ferris Flowers, Boots, Norfolk & Suffolk Dementia Alliance (NSDA), Rose Hygiene, Health Care Homes, Norfolk and Suffolk Palliative Care, Archant, Ashtons Legal, Alan Boswell, Norse Care, Care England, Nable, East of England Coop, National Care Association, Larking Gowen, ReQUIRED Systems, Your Care Companion, Purple Tuesday and National Dignity Council.

Media enquiries:

Norfolk Care Awards

Claire Gilbert [Claire@norfolkcareawards.co.uk](mailto:Claire@norfolkcareawards.co.uk) Tel: 07584047996



**Norfolk Safeguarding Adults Board**

*Keep up to date with safeguarding adults news*

***New news items*** have been posted on the Norfolk Safeguarding Adults

---

Board's (NSAB) website

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

New items include:

- *Understanding Prevent: Radio 4 programme*
- *A tip for working with hoarding cases*
- *In Good Company - shortlisted for regional awards*
- *St Thomas Training UPDATE on plans for replacing DoLS, and amending the Mental Capacity Act*

Please go to:

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

**# Do join NSAB on Twitter – @NorfolkSAB #**

Don't miss your chance to attend the:

***Financial Abuse & Scams Conference – 14 September 2017 – places are filling up fast don't miss out book on now***



## **News from CQC**

### **Chief Inspector's column:**

Chief Inspector Andrea Sutcliffe discusses two important milestones for adult social care that took place this month and shares some words of wisdom from a Registered Manager.

[Read more here.](#)

## **The state of adult social care services 2014 to 2017 report published**

---

On Thursday 6 July we published *The state of adult social care services 2014 to 2017*, a national report presenting the findings from our comprehensive programme of adult social care inspections.

This is the first time such focused analysis on a national scale has been possible, following the introduction of our new regulatory regime for adult social care in October 2014.

Our report finds that while the majority of adult social care services are of a high quality and many are improving, too many people across England are receiving care in care homes and in their own home that is not good enough.

Without a proper recognition of the importance of adult social care and a renewed commitment to quality, the numbers of people affected by poor care could increase and have a profound impact on their lives.

You can [read more here](#).

---

## **Quality matters launches**

CQC joined with over 100 people, organisations and national bodies with an interest in adult social care to mark the launch of *Quality matters* on Wednesday 12 July.

*Quality matters* sets out a shared vision on how quality care and support can be achieved and person-centred care becomes the norm for all.

This piece of work has been jointly developed to ensure that staff, providers, commissioners and funders, regulators and other national bodies all play their part in listening to and acting upon the voice of people using services, their families and carers.

Age Speaks radio show recorded a special episode with coverage of the launch event. You can [listen here](#).

Please visit the [Department of Health website](#) to find the *Quality matters* document, an easy-to-read version, and the action plan that sets out what organisations will do to achieve the ambitions of the commitment.

---

## **Reminder: next phase of regulation consultation now open**

On Monday 12 June 2017 we launched our [second consultation](#) on our next phase of regulation. We are seeking views on specific proposals for how we will:

- improve the structure of registration and clarify our definition of registered providers
- monitor, inspect and rate new models of care and large or complex providers
- use our unique knowledge to encourage improvements in the quality of care in local areas
- regulate primary medical services and adult social care services
- carry out our role in relation to the fit and proper persons requirement.

We want to keep the elements that we know people value, and to improve what people tell us we can do better. We will continue to work with people who use services, providers, professionals and our other local and national partners to co-produce what we do.

You can respond to this consultation until Tuesday 8 August using [this online web form](#).

---

---

## **CQC to conduct 12 reviews of health and social care systems**

CQC has been asked by the Secretaries of State for Health and for Communities and Local Government to undertake a programme of local system reviews of health and social care in 12 local authority areas.

As part of the review we will look specifically at how people move between health and social care, including delayed transfers of care, with a particular focus on people over 65 years old. You can [read more here](#).

---

## **Safer management of controlled drugs report published**

CQC are responsible for making sure that health and social care providers, and other regulators, maintain a safe environment for managing controlled drugs in England.

This report sets out key changes to legislation, provides an overview of prescribing data and prescribing trends for controlled drugs across England in the primary care sector and also makes three recommendations to strengthen existing arrangements.

You can [read more about the report here](#).

---

## **Factual accuracy guidance update**

We have updated our Factual Accuracy Guidance to help make the guidance more consistent and clear. You can find the guidance on the ['Requesting a review of ratings'](#) page of our website.

### **What has changed?**

Section 3 has been amended to clarify the types of comments that can be submitted. This includes the requirement for providers to submit information in support of any alleged inaccuracy. Providers are also asked to specify precisely which wording in the information they submit supports their comments and which page and paragraph in the draft inspection report that wording relates to. If this is missing, the provider can be asked for this and, if not given, the information may not be considered.

Section 6 has been clarified to show how CQC considers and responds to comments. This includes CQC seeking information from a provider who has suggested there is inaccuracy or omission of information in the draft report, but has not submitted any information. CQC will consider whether information could reasonably be obtained from whoever holds it and, if so, should seek it.

---

## **Comic Relief Care Home Challenge Fund open for applications**

Comic Relief are seeking applications from care home providers to deliver activities to improve the wellbeing of older residents, and help staff and residents forge stronger relationships.

They are keen to receive proposals which view these activities as an opportunity to build bigger positive change within care homes that will be sustained beyond the life of the funding.

The deadline for submitting an application is midday on Friday 4 August. To find out more

---

about the fund and how to apply [visit the Comic Relief website](#).

---

## Annual report and accounts for 2016/17 published

On Tuesday 18 July, we published our annual report and accounts setting out what we have achieved in 2016/17 and the further work we have planned to deliver the ambitions of our five-year strategy for a more targeted, responsive and collaborative approach to regulation. You can [read more here](#).

---

## Quarterly provider mini-survey

As part of our ongoing commitment to refine our approach, we are conducting a quarterly survey of providers into a number of key areas of our work. We would value your time to answer some quick questions about our work.

[You can access the survey here](#)

---

## Exciting opportunity to join CQC as an inspector

We will be advertising shortly for Adult Social Care Inspectors to join the South East Region predominantly Kent, Medway, Sussex and Brighton & Hove areas. Full details will soon be available in the [Jobs section of our website](#).

---

## General Data Protection Regulation guidance

The General Data Protection Regulation (GDPR) will come into force in May 2018 and will replace much of the Data Protection Act 1998 as well as introduce changes to the legal responsibilities for all organisations that process personal data.

A national GDPR working group, chaired by NHS England and including representation from CQC, is developing guidance to support health and social care organisations to understand what they need to do to comply with the GDPR. [The guidance will be published by the Information Governance Alliance](#).

The first part of this guidance has now been published and is a briefing for Chief Executives of health organisations (but useful to other senior leaders) setting out the key changes and why they are important. You can also find useful information on preparing for GDPR on the [Information Commissioner's website](#).

---

## Accessible Information Standard guidance

From October we will look at and report on how services are meeting the [Accessible Information Standard \(AIS\) when we inspect](#). The AIS aims to improve the lives and life expectancy of people who need information to be communicated in a specific way.

---

## Follow us on Twitter!

Keep up with our work with professionals and provider organisations in England by following us on Twitter [@CQCProf](#).

---

## **Diabetes Training**

### **DUET diabetes Ltd - diabetes training and education for the Norfolk care workforce**

The team at DUET diabetes are passionate about diabetes education and keen to ensure that people living with diabetes maintain a good quality of life regardless of what stage of life they are at.

Below please find:

- A little bit about us!
- A couple of key documents from the CQC regarding diabetes care
- A brief explanation of our workshops and links to more information
- A request to all readers

DUET diabetes Ltd provides diabetes training and education throughout East Anglia (in particular Suffolk, Norfolk and Cambridgeshire) for staff at all levels within the care sector. The team are dedicated to delivering understanding, education and training to empower nurses and carers; enabling them to make a positive difference to those living with diabetes. Any workshop you book with us will be delivered by an experienced diabetes specialist nurse and are for up to 12 attendees in order to maintain an interactive learning environment. This makes our service different: providing only diabetes training, for the care sector and in small interactive groups led by a practising specialist nurse.

The prevalence of diabetes in the general population has meant that an increasing number of adults requiring care are living with diabetes. In the "My Diabetes, My Care" report by the Care Quality Commission (updated 20 September 2016) one of the recommendations was that "diabetes training is made available for care workers to help them to fully support and care for people with diabetes". Prior to that, in 2015 the CQC issued a document which outlines the elements of good diabetes care - "guidance for CQC staff: inspecting the quality of care for residents with diabetes mellitus living in care homes":

<http://www.kssahsn.net/what-we-do/our-news/events/Care%20Homes%20Collaborative/20150703-Diabetes-Guidance-for-care-home-inspectors-CQC3.pdf>

We have developed a number of workshop based modules specifically for the care sector (care homes, domiciliary care, day care centres); all of which can be delivered at the care provider's place of work. Additionally, we run open workshops at two venues in Suffolk for the "Diabetes Awareness Training" and "Diabetes Update for Registered Nurses" modules. The open workshops are a new addition to our service in response to several care providers, in particular domiciliary care and small care homes, informing us that they want to access the training but releasing twelve staff for 3½ hours training is challenging. Individual places can be booked for these, up to a maximum of 12 people. We are also currently exploring other venues throughout the region (see below). For further information, please see our workshops website page:

<https://www.duetdiabetes.co.uk/workshops>

---

Alternatively, contact us - we are always happy to have an informal chat about your diabetes training needs and how we can potentially help.

DUET diabetes Ltd

01799 584178

[info@duetdiabetes.co.uk](mailto:info@duetdiabetes.co.uk)

[www.duetdiabetes.co.uk](http://www.duetdiabetes.co.uk)

[www.facebook.com/duetdiabetes](https://www.facebook.com/duetdiabetes) ©DUET diabetes Ltd 2017 MLR2017041

**A request to all readers (help us meet your needs):**

Open workshops for Norfolk.

Prior to booking venues and scheduling dates we would like to gauge your interest. . Please copy and paste into an email, include your answers and email to [Lynnreedman@duetdiabetes.co.uk](mailto:Lynnreedman@duetdiabetes.co.uk) with your answers to the following questions

Open workshops in Norfolk

- Name:
- Position/role:
- Place of work (name of company and location):
- Would you be interested in you or your staff attending a Diabetes Awareness Training workshop? (yes or no)
- Would you be interested in you or your staff attending a Diabetes Update for Registered Nurses? (yes or no)
- Would you be prepared to pay to attend a workshop? (yes or no)

If you are interested in training which venue would you prefer for training:

1. Would you / your colleagues be prepared to travel to Progress House, Blofield, NR13 4PL?
2. If no, how far from your place of work (approx. mileage) would you travel?
3. Do you have a training facility/room you could offer as a venue?
4. If you answered "no" to 1 and 3, can you suggest a local venue (perhaps somewhere you/colleagues have previously attended training or meetings)?

Thank you for your assistance and I look forward to meeting you at some point in the future.

Lynne Reedman

Service Lead

DUET diabetes Ltd

---

