



Norfolk Independent Care in association with local businesses are bringing a series of Master Classes free of charge to Care Providers in Norfolk.

Please see details below of our first Master Class, Building and Maximising the value of your businesses. Details of how to book your place can also be found below.



Lovewell Blake

Different because you are

Accountants | Business Advisers | Financial Planners

Masterclass:

Building and maximising the value of your businesses

Thursday 17 May

This masterclass is an excellent opportunity to hear the latest thinking from an industry expert, to ask questions, share ideas and discuss key issues alongside fellow care providers.

If you're planning to exit or sell your business:

- what are the various options for exit
- the sale process; what to expect, how does it work and how you should prepare
- how to plan in the most tax efficient way

We will explain:

- what things a prospective purchaser will look for
- what attributes buyers will pay more for
- how to create these in your business

Venue: Lovewell Blake, Norwich
Bankside 300, Peachman Way
Broadland Business Park,
Norwich NR7 0LB (sat nav NR7 0WF)

Timings: 7.45 am - registration and buffet breakfast
8.00 am - presentations
9.00 am - questions and answers
9.15 am - close

RSVP: To book your place, please email Caroline Payne:
caroline.payne@norfolk-independentcare.com
or telephone Caroline on 01603 712250
Places are limited and so booking is essential.



Banded Pricing for Home Support Framework Providers in the Central Belt from 9 April 2018

Norfolk County Council Adult Social Care Committee approved the proposed prices for a range of care services including home support at its meeting on 15 January 2018. The prices will come into effect on 9 April 2018 and will apply for the 2018/19 financial year. An additional £2.1m will be invested for 2018/19 to pay for the additional cost of implementing the banded pricing.

The new spot price for home support will rise from £17.08 to £17.28 an hour. Block contract rates remain individually negotiated and agreed. In the Central Belt (Norwich, South Norfolk and North Norfolk CGG areas) a new banded pricing will be introduced for Framework Providers. The three bands in the model are based on travel distance from town and large village centres (GP surgeries have been used as the centre point) where population is highest and travel distance between visits therefore can be expected to be shorter than in the more rural and sparsely populated areas.

To help you identify where the boundaries between pricing bands are we have created a price band identification tool which can identify which banding any address or place in Norfolk will fall under. The tool is available [here](#) and also from the Home Support blog – Norfolk Keeping Well at Home [here](#). Please follow the instructions provided on how to use the tool from the first screen.

In order to promote and incentivise these changes the Home Support Framework prices have been set at a level above the NCC spot price and divided into cost bands which reflect the higher cost of services in less densely populated areas. In preparing the model and setting the bands the Council worked with Home Support Framework Providers and Norfolk Independent Home Care Group (NIHCG) during last year. We estimate that the average hourly rate for Framework providers, based on the new model, will be about £18.12 an hour. This is one of the highest levels in the East of England and higher than the UKHCA average price for home care for 2018/19. Commissioners will carefully monitor the effectiveness of the Framework and banded pricing approach throughout 2018/19.

If you have any questions, please do not hesitate to contact Hanne Lene Schierff, Integrated Commissioning Manager at hannelene.schierff@norfolk.gov.uk

News from CQC

Update

Our update for providers of adult social care services

March 2018

Chief Inspector's column:

Andrea Sutcliffe shares some of the issues she's been thinking about in March.

[Read more here.](#)



CQC announces its regulatory fees for providers for 2018/19

Following a public consultation last year, we have [outlined the fees](#) that providers of health and adult social care in England will pay from April 2018 to cover the costs of their regulation. We made proposals that affected NHS trusts, NHS GPs and community social care providers. These providers have received a letter outlining the detail of the changes. You can find the annual fee for your service for 2018/19 using the [fees calculator](#) published on our website. You can also find [guidance](#) on how and when to pay your fees, including information on paying by instalment.



Are we listening? A review of children and young people's mental health services

In January 2017 CQC was asked by the Prime Minister to conduct a review of quality and access across the system of mental health services for children and young people. On 8 March we published [the report](#) for the second phase of the review. To complete this work we spoke with more than 1,300 people through focus groups and one-to-one interviews.

Although we found services with caring and dedicated individuals, we also saw examples of many children and young people not receiving the care they deserve. This highlights a complicated system and our report makes recommendations for action in response to this at a national, regional and local level.

The role of the approved mental health practitioner

Our latest [briefing paper](#) shares the findings from a collaborative review with national partners and local approved mental health practitioners (AMHPs) following the Crisis Care Concordat's recommendation that the Department of Health and Social Care and the CQC should review the effectiveness of the current monitoring of AMHP services.

While there are examples of good practice, further work is needed to support local AMHP services to deliver their roles effectively and the review found wide variation in how the services are provided across the country.

We found that AMHPs feel supported in the roles in many cases and were keen to showcase examples of innovative practice to improve focus on prevention and community provision. However, issues with recruitment and retention of staff were highlighted, as well as a vital need for improved



data collection on how they are being used.

New online system for provider information return

From April 2018 providers will start receiving email requests to complete their provider information return (PIR) using the new online system, which is currently being tested by over 300 volunteers.

What you need to know:

- The new PIR benefits from more flexibility, easier navigation and the ability to print out.
- While we transition between the two systems the time to complete the PIR will remain at four weeks, and will we continue to use the current PIR.
- We will continue to make improvements to the new system based on your feedback.
- The two systems will differ slightly, as we cannot make the same improvements to the current system that we are making to the new one. Every effort is being taken to reduce the burden to providers completing a PIR within the current system.
- You will need to validate your account when you register for the new system, so please ensure the email address we have on our system for your service is correct. You can [update your email address](#) if it is not.
- Providers will have the option to use a single account across their organisation to view and update information for all locations. The same login details must be used to do this.

A further update will be published in the next bulletin, however if you have any questions about the new PIR please contact ASCPIR@cqc.org.uk

Interviews with Andrea Sutcliffe

- Chief Inspector of Adult Social Care, Andrea Sutcliffe, was recently interviewed by Sophie Coulthard for her 'Road to Outstanding' podcast. Sophie talked to Andrea about social media, her life outside of work and her thoughts on what it takes to achieve an outstanding service. You can listen to the full podcast [here](#).
 - Andrea took part in an afternoon of filming for the BBC One programme 'Holding Back the Years', broadcasted on 16 March. Andrea discussed CQC's role, the five key questions, and examples of what outstanding care looks like, among other things. The whole programme is available to view on the [BBC website](#).
 - Andrea was also interviewed by the 'Victoria Derbyshire Programme' this month about the homophobia that some LGBT+ people who receive care in their own homes or in a residential setting have faced. You can read more about the interview in [Andrea's column](#), or watch the whole interview on the [BBC website](#).
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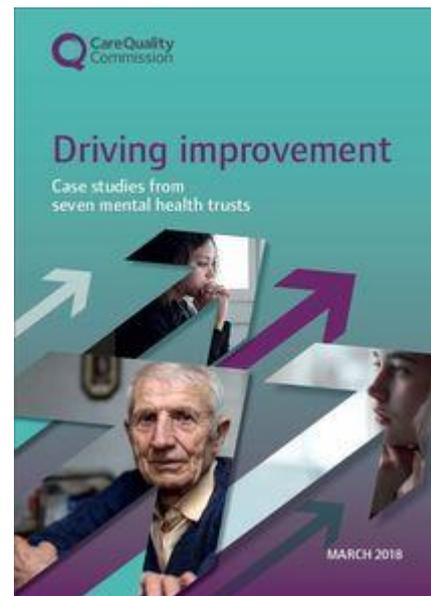
Driving improvement in mental health trusts

We recently visited seven NHS mental health trusts that have significantly improved their ratings in order to look at what it takes to raise standards and to go from requires improvement to good or outstanding.

We interviewed a range of people at each trust, ranging from chief executives and medical directors to front line and managerial staff. We also spoke to local patient and voluntary groups.

Some of the key themes to come out of this report are culture changes, good leadership, and staff engagement.

You can read the full case studies of the seven mental health trusts and find out more of the key themes on our [website](#).



Events

[Dementia 2020](#)

Andrea Sutcliffe will be speaking at the Dementia 2020 conference at The Royal Society of Medicine in **London on 17 April 2018**. The speech is entitled 'How well services are meeting the needs of people living with dementia'.

[The Dementia Care & Nursing Home Expo 2018](#)

Andrea will also be one of the keynote speakers at The Dementia Care & Nursing Home Expo, presenting on 'Mending the cracks in the pathway' on the **26 April 2018 in Birmingham**.

General Data Protection Regulation

The General Data Protection Regulation (GDPR) takes effect on 25 May 2018 and will replace the current Data Protection Act 1998.

The Information Commissioner's Office (ICO) are publishing [general guidance on GDPR](#). This is being supplemented by [guidance for health and social care](#) which is being produced by the Information Governance Alliance and published by NHS Digital.

Help shape the future of the learning disability and autism workforce

Health Education England have commissioned Skills for Health to support Transforming Care Partnerships in developing the Learning Disability and Autism workforce across England. As part of this work, they are asking all providers of learning disability and autism services to complete a survey regarding the learning disability and autism workforce. Responses will form the backbone of the wider work to be undertaken supporting workforce development in this area, as well as providing a valuable resource for the sector as a whole. It is important to note that this survey is designed to complement and enhance, rather than replicate, the information captured through the NHS Improvement data collection process. The deadline for responses to the survey is 9 April 2018, please choose the most appropriate option depending on the geographical area in which your organisation is based:

- [North of England](#)
- [East England and Midlands](#)
- [South of England](#)
- [London](#)

If you have any queries, please contact HEESurveyLDA@skillsforhealth.org.uk. The team are also conducting in-depth telephone interviews to further support this work. If you are interested in getting involved, please contact adela.sobrepera@wdtrust.org.uk.

Other news

- We are [recruiting](#) Inspection Managers in the Central East Midlands.
- We have opened our [graduate scheme](#) for Assistant Inspectors in locations across the country.
- The first [Leading Change, Adding Value](#) e-learning tool has been published. The aim of the tool is to help explain and de-mystify the approach to identifying and addressing unwarranted variation in practice and support nursing, midwifery and care staff to deliver the Triple Aim outcome of better outcomes, better experience, and better use of resources.

Follow us on Twitter!

Keep up with our work with professionals and provider organisations in England by following us on Twitter [@CQCProf](https://twitter.com/CQCProf).



Events

Norwich Older People's Forum's (NOPF) next public meeting will be another joint event with our friends at Age UK Norwich on:

Friday 13 April 2018 between 10.30am and 1.00pm at
The Phoenix Centre, Mile Cross Road, Norwich, NR3 2LD

The centre is located close to the junction of Mile Cross Road and Aylsham Road. **To get there by bus you will need First Bus numbers 36, 37, 38, 39, 39A or Sanders Coaches X44, all of which travel along Aylsham Road. The closest bus stop is by the traffic lights where Aylsham Road and Mile Cross Lane meet.**

As always, everyone is most welcome, but NOPF is particularly keen for older people living in the Mile Cross area to attend. There will be lots of useful information available at the meeting, including Age UK Norwich and the Library service. You will also have the opportunity to try out some fun activities like Dance for Health, New Age Kurling and Boccia, to hear about issues that are of interest to older people and enjoy a light lunch.

You do not need to book a place or let anyone know you will be attending, just turn up if you can and do please let your friends and neighbours know about the meeting, or even better, bring a friend along with you.

It may be possible to arrange transport to this event. Please call Charlotte at Age UK Norwich on 01603 496330 for details.

Training

*** More dates added due to waiting list ***

 Dementia
Friendly
Norfolk

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

