

New news items have been posted on the Norfolk Safeguarding Adults Board's (NSAB) website:

- *Board Manager's Blog - The two things test for adult safeguarding*
- *Important: scam alerts from Norfolk Trading Standards*
- *House of Commons Home Affairs Committee (HAC) report Hate crime: abuse, hate and extremism online*
- *SCAMchampions*
- *New report on modern slavery*
- *Adult safeguarding and domestic abuse A guide to support practitioners and managers*
- *Safeguarding headlines*

Go to:

[Norfolk Safeguarding Adults Board \(NSAB\) News](#)

Why not join NSAB on Twitter – @NorfolkSAB

News from CQC

Chief Inspector's column:

Read Chief Inspector [Andrea Sutcliffe's latest column](#), as she discusses the place-based reviews that CQC has been asked to carry out, looking at the interface of health and social care in local areas. She also encourages providers to help people using their services to register to vote.

Celebrating good care, championing outstanding care report

We've published a collection of case studies illustrating some of the qualities shown by care

providers that have achieved an overall rating of outstanding.

The report celebrates outstanding care where we've found it and shares good practice that others can learn from to help them improve.

[Read the full report](#)

New guide to help you be a good or outstanding provider

Skills for Care have launched their new 'Good and outstanding care guide' designed to help providers think about what you can do to maintain or secure a good or outstanding rating when you are inspected.

The guide offers a 'checklist' of what good or outstanding care looks like across a range of themes linked to the CQC's five key questions.

It brings together recommendations and cost effective solutions from organisations who have already been rated as good or outstanding. It also includes practical examples of what has impressed inspectors, and uses information taken from over 250 inspection reports.

The information in the guide can be used to benchmark whether you are doing things well or to decide where you can make improvements in advance of your inspection.

You can [find the guide here](#) and follow conversations about it by searching for the [#goodandoutstandingcare](#) hashtag on Twitter.

Protecting people who use online healthcare services

Last month, we recommended people act with caution when using digital healthcare services. We've now published four more reports in this area.

We've taken urgent action against each service provider.

In March, we published advice on choosing an online healthcare service as well as issuing a joint statement with other regulators.

[Find out more](#)

Experts by Experience video

Experts by Experience are people who have experience of using health or social care services, or caring for someone who does.

During inspections, they speak to people using services and their family or organisations that support them. Their findings are used to support inspectors' judgments on services.

We've produced a video which explains more about this vital role.

[Watch the video and learn more](#)

Did you know: Searching for services

Did you know that you can search for services in your area on our website?

Use the dropdown box at the top left of every page to select the type of service, then search by town, city or postcode or the name of a specific service if you like.

Once the results have loaded, you can search by additional categories such as rating or last inspection date on the left.

[Search for a service](#)

Community mental health survey

The community mental health survey is the only large-scale survey looking at people's experiences of community mental health services in England.

The 57 NHS trusts taking part have sent 850 surveys to a selection of adults seen in late 2016.

If you know someone who has been sent a survey, please encourage them to complete and return it. The findings will be published later on this year.

[Read the results of the 2016 survey](#)