

A note of thanks to Chris Mowle

Chris has decided to step down after a very long and committed tenure on the NIC Board.

As I have been in the Chair just a short period of time, I have not had the opportunity to get to know Chris as well as I would have liked, but know that his wise contributions to discussions and presence on the board has been extremely valuable. I, the rest of the Board, and our members owe him a debt of gratitude for the many hours he has volunteered to support NIC, in spite of being so busy in other areas of his life.

On behalf of the board I'd like to thank Chris for his contribution and wish him well for the future. He has bowed out in a very quiet and modest way, which reflects the kind of person he is. We will most certainly miss having him on board.

John Bacon

Chair

Which Report

A recent press release by consumer group 'Which' presents an alarming picture of the perilous state of our sector. In some areas of the country those requiring a care home bed are facing extraordinarily concerning odds - that the bed they are allocated is more likely to be in a home rated requiring improvement or inadequate, than one rated as Good or above by CQC.

Norfolk does not fare well in this survey. Residents of Norfolk have a 1 in 3 chance of being offered a bed which is below the standard CQC considers Good.

I should mention that a service rated as requiring improvement is not necessarily a 'bad' service, and that inconsistencies in approach by CQC inspectors are increasingly resulting in homes receiving reports which they feel are unfair and inaccurate. However the key message here should not be obfuscated. Lack of appropriate funding from local authorities, driven by sustained and deep cuts in budgets from Central Government, have contributed to a position where many care providers are simply unable to operate at a standard which they themselves would deem desirable. This creates an alarming cognitive dissonance for

providers, who in the vast majority of cases have entered the sector with a desire to care for and support people, and to enrich their lives, but are left running services where they struggle to meet their own expectations and standards. This issue is spoken about less than financial failure causing providers to exit the market, but I would wager that it plays as big a part, if not bigger, in good providers deciding they can no longer carry on.

NCC has a tendency to use benchmarking of fees it pays vs other local authorities as a positive spin on this situation. This clouds the issue somewhat. The fees are either adequate or they are not. This national picture reinforces and supports my point. Frankly it is irrelevant whether we are paying a few pence more per hour in Norfolk than they are paying in another county. If both authorities are not paying enough, then the conversation should be about how much we should be paying to reverse this worrying trend. The national funding gap is driving local providers to cross the Rubicon into territory which is understandably causing further damage to the sector's reputation. For example, the gap between fees for publicly funded and private beds, for ostensibly the same service, is widening.

The Which report is urging the government to take action. I would like to say that I look forward to the forthcoming Green Paper with interest. However successive governments have a poor record of listening to and acting on consultations and recommendations (Dilnott is a good example of this), so I feel less confident that any changes will be part of the revolution in thinking that the system truly requires.

For our part we continue to engage, challenge and press for a better and more level playing field for our provider members. We will continue to do this, upping the ante where necessary, but we need providers to support, engage and communicate with us to ensure we are able to tell your stories at system leadership level. I attended a care conference this week where I saw a glimmer of light - an example where a local authority has worked closely with care home providers to improve quality and sustainability within their local market. The outcomes of this are more or less exactly what we have been pushing for locally - providers being empowered to design and implement initiatives which benefit the wider sector, the people they support AND the council, a seat at the table for senior management meetings at the council, true and tangible examples of co-production, overall CQC ratings which are in the top quartile across the country, and fee increases. I was fortunate enough to speak to the council officer responsible for this programme. I asked what the most significant factor was in creating the shift within his local authority to this new approach. His response? Leadership.

Regards

John Bacon
Chairman
NIC

Half of care home beds in parts of England not up to scratch

A lack of good quality care means some parts of the country have more than half of their care home beds in homes rated as requiring improvement or inadequate, according to a new investigation by consumer champion Which?.

Which? analysis of Care Quality Commission (CQC) data shows that in six local authority areas, good quality care home places are so limited that 50 per cent or more of local beds are in homes rated as requiring improvement or inadequate, making it less likely that people looking to move into a care home will be able to find a good place near where they live.

Which? is urging the Government to ensure it looks at quality, provision and choice in its Green paper, as it prepares to respond to the findings of the Competition and Markets Authority's (CMA) final report into the care home market, expected later this week.

The existing lack of good quality care is particularly acute in the London borough of Westminster, where seven in 10 (69%) beds were found in care homes rated as requiring improvement or inadequate. In Manchester and Wakefield, three in five beds (58%) are in care homes that are rated as requiring improvement or inadequate, closely followed by Kirklees (57%), Portsmouth (56%) and Tameside (55%).

In total, nearly a third (45 councils) of local authority areas have one in three beds or more in poor-quality care homes. Nine of these are in the capital and include Tower Hamlets (48%), Islington (47%), Kensington and Chelsea (46%), Newham (41%), Haringey (41%), Barnet (40%), Ealing (35%) and Harrow (33%).

While the research, which compared the quality of local provision in 151 council areas that provide adult social care, provides some worrying figures, there are a small number of areas where at least nine in 10 care home beds are in homes rated as good or outstanding. These include the Isles of Scilly (100%) Richmond upon Thames (94%), Rutland (91%) and Blackburn with Darwen (90%).

Overall, the analysis highlights the huge regional variation in the provision of quality local care across the country in the current care market. Which? has already heard from hundreds of relatives of care home residents, who have highlighted existing problems in the care system. Some have had to wait years to find a suitable care home or have had to place their relative far away, as there was no suitable place available locally.

Which? is warning that this picture could rapidly worsen, as demand starts to outstrip supply in an increasing number of local areas, putting increasing pressure on care home places. Previous Which? research shows that almost nine in 10 council areas across England could see a shortfall in care home places by 2022.

The research also raises questions around whether some councils will be able to continue to meet their statutory duty to offer local authority-funded individuals at least one suitable care home place that will meet the prospective resident's needs.

While the CQC regulates quality and the CMA's study will focus on market-wide issues including provision, Which? is calling on the Government to look at the care system as a whole when it responds in its forthcoming Green Paper, so that these problems can be tackled once and for all.

Alex Hayman, Which? Managing director of Public Markets, said:

“Having to choose a poor care home isn’t really making a choice at all, and it’s disturbing to know that so many people across the country are already in care homes that are clearly not good enough.

“The Government must use its Green Paper to tackle the very real issues in care, including quality, provision and choice, before the situation gets much worse.”

CMA Care Homes Market Study - Publication of Final Report

Good morning

The CMA has today published its final report for its care homes market study.

Please see below for relevant links:

Press Release <https://www.gov.uk/government/news/urgent-action-needed-across-the-uk-care-home-market>

Summary <https://www.gov.uk/government/publications/care-homes-market-study-summary-of-final-report/care-homes-market-study-summary-of-final-report>

Final Report
<https://assets.publishing.service.gov.uk/media/5a1fdf30e5274a750b82533a/care-homes-market-study-final-report.pdf>

England short summary
<https://assets.publishing.service.gov.uk/media/5a1fdf54e5274a75088c4286/england-short-summary-care-homes-market-study.pdf>

Northern Ireland short summary
<https://assets.publishing.service.gov.uk/media/5a1fdf67e5274a75088c4287/northern-ireland-short-summary-care-homes-market-study.pdf>

Scotland short summary

<https://assets.publishing.service.gov.uk/media/5a1fdf7ae5274a750b82533b/scotland-short-summary-care-homes-market-study.pdf>

Wales short summary

<https://assets.publishing.service.gov.uk/media/5a1fdf8eed915d458b922ec2/wales-short-summary-care-homes-market-study.pdf>

Appendices/Glossary

<https://assets.publishing.service.gov.uk/media/5a1fdd8fe5274a750b825339/appendices-and-glossary-care-homes-market-study-final-report.pdf>

Research Works report

<https://assets.publishing.service.gov.uk/media/5a1fd8eced915d458b922ebf/care-home-remedies-research-works-report.pdf>

Behavioural Insights Team report

<https://assets.publishing.service.gov.uk/media/5a1fd914ed915d458b922ec0/bit-cma-care-home-market-report.pdf>

Case summary page <https://www.gov.uk/cma-cases/care-homes-market-study> (Consumer protection case page: <https://www.gov.uk/cma-cases/care-homes-consumer-protection-case>)



To all LD and MH Providers - Reminder

Open Forum

On Wednesday 6th December 2017

At: Independence Matters, Ipswich Road Community Hub, 120 Ipswich Road,
Norwich, NR4 6QS

From 1:15pm to 3:15pm



Market Development Fund - Innovation – 4 December 2017

Do you have an innovative idea that you can't get off the ground for the sake of a small injection of funding?

Are you doing something new and innovative that others could adopt for their business?

Norfolk County Council recognises that innovation in the market is generated by providers working differently in their local area. We want to allow for these opportunities to be developed and have allocated part of the market development fund to support this. This funding will be available to support innovative work in adult social care and will be focused on the market shaping priorities quality, value for money and resilience.

We expect to award small amounts under this section – up to £3000. We will consider all ideas on their merits, so if you have an innovative idea please contact Colin Penfold, Business Lead for Market Development colin.penfold@norfolk.gov.uk 01603 223066.

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

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

Please go to:

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

- *Champions against abuse – 1st Norfolk Domestic Abuse 'Champions' Conference 28-11-2017*

- *Mental health and suicide within the autism community*
- *If you read one thing from the weekend papers ...*
- *# Latest alerts from Norfolk Trading Standards #*
- *Social workers and service users in favour of 'power of entry' in safeguarding study*
- *If you read one thing from the weekend papers ...*
- *Window art aims to raise awareness of domestic abuse*
- *Number of adults subject to a section 42 safeguarding enquiry rose 6% last year*

Also see the training page:

- ***Open courses 2017-18: Mental Capacity Act & Safeguarding Adults - places still available***

[Norfolk Safeguarding Adults Board: Training](#)

You can follow NSAB on Twitter – @NorfolkSAB

News from CQC

Update

Our update on free flu vaccinations for adult social care staff

November 2017

Dear colleagues

Last month NHS England announced additional funding to extend free flu vaccinations to staff working in adult social care.

I am very pleased that NHS England has confirmed that these free vaccinations are now available. In this bulletin, which we are sending to ensure registered providers are informed as quickly as possible, you will find information NHS England has provided on who is eligible for a free vaccination and how and where they can be accessed.

Flu is a serious illness for people in vulnerable circumstances, and I would encourage you to take up the offer of immunisation to protect yourself, your staff and the people you care for and support.

Best wishes

Andrea Sutcliffe, Chief Inspector of Adult Social Care



Who is eligible for a free flu vaccination

The free flu vaccinations will be available to:

Health and social care staff, employed by a registered residential care/nursing home or registered domiciliary care provider, who are directly involved in the care of vulnerable patients/clients who are at increased risk from exposure to influenza, meaning those patients/clients in a clinical risk group or aged 65 years and over.

NHS England have confirmed that this includes staff directly involved in the care of vulnerable people who are at increased risk from exposure to influenza who are working for registered:

- residential care homes;
- residential nursing homes;
- domiciliary care services;
- Shared Lives schemes;
- extra care housing services;
- supported living services.

Where and how do those eligible access a free flu vaccination

Staff can get the free flu vaccine at their local pharmacy or GP surgery. Not all GP surgeries will be able to offer the flu vaccination to social care staff so staff are encouraged to call and check before they visit their GP surgery.

To prove that they are eligible for a free flu vaccination, eligible staff will need to take identification with them when they get the vaccine that shows their names and the name of their employing organisation. This could be:

- an ID card or badge;
 - a letter from their employer;
 - a recent payslip.
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More information and resources

For more information on the free flu vaccinations for social care staff visit the [NHS England website](#).

[NHS Flu Fighter Social Care](#) is a free resource for social care providers to encourage their staff to get a flu vaccination to protect themselves and people using services from the flu virus.

Norwich Learning Disability Action Group

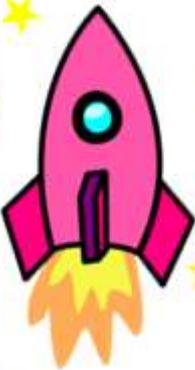
NEW!

Norwich Learning Disability Action Group

When?  Thursday 7 December 2017	Where?  Wensum Lodge 169 King St, Norwich, NR1 1QW	What time?  11am to 2pm
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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-gutierrez@mencap.org.uk to book your place.

Training Available

**DUE TO POPULAR DEMAND
MORE DATES ADDED!!!**



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:

17th & 18th January 2018

7th & 8th February 2018

21st & 22nd March 2018

Price: £57 per day or attend both days for a reduced price of £100.
9am - 4pm each day at The Willow Centre, Cringeliford, Norwich NR4 7JJ.

To find out more and to book your place please contact Claire Gilbert
on 07584 047996 or email claire@carerite.co.uk

