



“Norfolk County Council have developed a new travel information tool to make it easier for Norfolk residents to find out which transport options are available to them. The tool, called Find Your Transport, brings together bus, rail, dial-a-ride, and community car scheme information, and makes it all available in one place on the Norfolk County Council website.

Users enter their postcode, and are presented with a list of bus and rail services which operate nearby, and a list of dial-a-ride and community car scheme services which will pick passengers up in their postcode. The tool provides route and timetable information for the bus and rail services, and key service information for the dial-a-ride and community car schemes, such as how to get in touch to book a journey. There is also the option to filter the dial-a-ride and community car scheme results by the day of the week and type of journey, to filter out any results not relevant to the user.

We invite you to take a look at the tool and offer feedback. We are interested in any ways we could make the tool more user friendly; such as adding additional instructional text, or amending the layout.

You can find the tool here - <https://maps.norfolk.gov.uk/findyourtransport/>.

If you have any feedback or would like to discuss the tool further, please get in touch with Dorothy Bryant, Project Assistant for Total Transport at Norfolk County Council. She can be contacted by email – dorothy.bryant@norfolk.gov.uk “

The page is linked to our community transport page here: <https://www.norfolk.gov.uk/roads-and-transport/public-transport/community-transport>

If you are interested in travel options in general, you may also find this page of interest: <https://www.norfolk.gov.uk/care-support-and-health/support-to-stay-at->

[home/help-with-transport](#)

Norfolk Safeguarding Adults Board

Norfolk SAB website: **NEW** news items posted

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

- *Board managers blog: An invitation to be a critical friend*

[Norfolk Safeguarding Adults Board \(NSAB\) then click on Safeguarding Board Manager's Blog](#)

NEWS ITEMS

- *Safeguarding Adults Boards & Reviews - SALLY seminar - FREE*
- *Home Office: Investigation into the Disclosure and Barring Service*
- *# Latest alerts from Norfolk Trading Standards #*
- *Norfolk Domestic Abuse January 2018 newsletter*
- *How to check the identity of a CQC inspector*
- *Isolation and loneliness: a snapshot of evidence for commissioners. SCIE 'highlights' report*

Please go to:

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

You can follow NSAB on Twitter – @NorfolkSAB

ADVERTISING YOUR JOB VACANCIES

Don't forget, the careers site to raise the profile of working in social care is available for you to upload your job vacancies. There is no charge to advertise. Please visit the site www.norfolkcarecareers.co.uk and upload your vacancies.

If you have not yet registered, please visit the get in touch page or email norfolkcarejobs@norfolk.gov.uk

You can also follow us on Twitter @CareSectorNfk and on Facebook @norfolkcarejobs

NorfolkCareCareers



Training Offered



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:
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, Cringleford, 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





Diabetic Foot Screening workshops

“The care workforce are in a fantastic position to inspect and implement (or assist with) everyday footcare for people living with diabetes, as well as potentially spot foot problems which can then be promptly dealt with. If appropriately trained, they can also carry out a diabetic foot assessment for people unable to attend an annual diabetic review at their surgery.

NICE recommends that people living with diabetes receive a diabetic foot assessment on diagnosis and at least annually thereafter. There are guidelines for the care of people living with diabetes in care homes and the Care Quality Commission, in its guidance to inspectors, has laid out the elements of good diabetes care; one of which is "**a risk-calculation and assessment tool for diabetes foot disease - use of such a tool by suitably trained staff can reduce unnecessary amputations**".

To find out about the “Hands on Feet” Diabetic Foot Screening workshop from DUET diabetes use the following link <https://www.duetdiabetes.co.uk/workshops> . A number of these workshops have been scheduled at two locations in Suffolk (which are filling up fast) and they would also like to offer this training across Norfolk – please contact Lynne Reedman for more information or to register your interest:
lynnereedman@duetdiabetes.co.uk”

EVENTS



KEEP WARM, KEEP SAFE THIS WINTER

Free electric blanket testing – we check your blanket is working correctly, if not you get a new one free.

Bring along your old slippers and swap them for a new pair.

Free advice on saving on your bills, keeping fit and active and staying warm and well.

**Swaps being held in City Centre
location on February 14th
Please call 01603 496333 for an
appointment.**

Norwich Learning Disability Action Group

We welcome you back for our second meeting:
Planning for 2018

When?



1st March 2018

Where?



Anteros Art Foundation,
11 - 15 Fye Bridge Street,
Norwich,
NR3 1LJ

What time?



11am to 2.30pm

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-gutierrez@mencap.org.uk to book your place.

GREAT YARMOUTH CARE EVENT

Want to know more about

Mental Health • Physical Health and Fitness
Housing & Social Care • Finance Management
Diet & Lifestyle and much more



FREE EVENT

Friday 9th February

Between 10:30am - 1:30pm

St. George's Theatre

King Street Great Yarmouth NR30 2PG

**Come along to meet with and find out
more about services available in and
around Great Yarmouth**

**East Norfolk
Medical Practice**

This project is supported by



Norfolk County Council

MANDALAY



WELLBEING
CIC

Email info@mwcic.co.uk for further information

Free Mental Health First Aid event

Serenity Training, an N&SCS endorsed learning provider, is holding a free mental health first aid event in Norwich on March 20th.



FREE MENTAL HEALTH FIRST AID EVENT

20TH MARCH 9AM – 12:30PM

THE SPACE, NORWICH, NR7 8SQ

TO BOOK PLEASE CALL
01508 447311 OR
EMAIL – ENQUIRIES@SERENITYTRAINING.CO.UK

WE WILL BE RAISING FUNDS THROUGH A Raffle FOR

mind
for better mental health

THE EVENT SEEMS TO RAISE AWARENESS AND PROVIDE INFORMATION ON THE FOLLOWING:

- Different types of mental health problems and their impact
- The costs of mental health problems
- How to recognise somebody who is suffering in silence
- Providing first aid to somebody with a mental health problem
- Preventing mental health problems in adults & children
- Support available.

TO INCLUDE A NUMBER OF GUEST SPEAKERS



Supporting
**DEMENTIA
FRIENDLY
NORWICH**

Norwich City
Dementia Action Alliance
Annual Report 2017

Norwich City Dementia Action Alliance have made their first annual report available. The annual report confirms that Norwich was granted the “working to become dementia friendly” community status by the Alzheimer’s Society for the work they have achieved to date and future plans, which was one of their key objectives when they formed as an alliance.

Read more and download the report here:

<http://norfolkandsuffolkcaresupport.co.uk/news/latest-news/norwich-city-dementia-action-alliance-annual-report-2017>

Update

Our update for providers of adult social care services

January 2018

Chief Inspector's column:

Andrea Sutcliffe discusses outstanding rated services and how we can all work together to achieve outstanding care for all.

[Read more here.](#)



Encouraging 'requires improvement' services to improve

From 1 November 2017, for services rated overall as requires improvement on one or more occasions, we are taking proportionate action to encourage prompt improvement to a rating of at least good. This includes services already rated as requires improvement before 1 November 2017.

Inspectors will use their judgement to take proportionate and flexible action to encourage the service to improve. They will take the following steps, depending on the issues they identify and the circumstances of the service:

- At the first requires improvement rating, we will write to inform the provider that subsequent ratings of requires improvement may constitute a breach of [Regulation 17 \(good governance\)](#) and suggest sources of help for the provider to seek improvement. The letter will be copied to the lead commissioner, where appropriate.
 - Where there is a breach of the regulations, we will consider proportionate enforcement action, as stated in our [enforcement policy and guidance](#).
 - We may request the provider to complete and return (within 28 days) an Improvement Action Plan to demonstrate how and by when they will make improvements to the quality and/or safety of their service to achieve an overall rating of at least good. This will be requested under [Regulation 17\(3\) Health and Social Care Act 2008 \(Regulated Activities\) Regulations 2014](#).
 - We may also seek a meeting with the provider, Registered Manager and where appropriate the commissioner to discuss our concerns, improvements needed and support that may be available. After the meeting we will send a letter to the provider, confirming the points agreed. This may include requesting the completion of an Improvement Action Plan.
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Medicines management FAQs

Pharmacist Specialists have produced a series of [FAQ guides](#) covering a range of subjects relating to the safe management of medicines in adult social care settings. The link to the FAQ guides can be found [under 'See also' in the Guidance for Providers on our website.](#)

Annual provider survey about CQC now open

The survey gives providers of health and social care the opportunity to tell us what they think of CQC.

It helps us to understand how well we are performing, identify areas where we need to engage with providers more, and where we need to take action to improve.

It gives providers an opportunity to tell us about a number of important areas including consistency, demands on time from regulation, how well CQC processes are working, and the degree to which we support improvement.

The survey opened on 30 January. It was emailed to a random sample of providers from each sector regulated by CQC. So look out for it in your inbox and maybe check your junk mail too!

Your responses will help us to learn and improve.

How to check the identity of a CQC inspector

We have been made aware that a small number of providers have been contacted by people posing as CQC inspectors. Genuine inspectors visiting in person carry ID badges that include:

- a photograph of the inspector on the front
- a copy of our warrant on the reverse
- the signature of our Chief Executive Sir David Behan (older ID badges may have the signature of Cynthia Bower).

If you are unsure about the identity of an inspector, please contact our enquiries team on 03000 616161. For more information, [visit our website.](#)



The rise in the use of the Mental Health Act to detain people in England

Our new report looks at [the causes of the rise in detentions under the Mental Health Act \(MHA\)](#). A review found the rise in detentions is down to a range of different factors, which can vary across the country. Some of these are also indicators of a healthcare system that is under considerable strain. The findings of the review have been shared with the government to aid its independent review of the Mental Health Act and with providers and commissioners to help them plan and review their services.

New guidance on assessing the financial viability of providers

We are introducing a more consistent and proportionate way of assessing the financial viability of providers. From 12 February 2018 we will ask all providers to submit a statement of financial viability in the form of a statement letter from a financial specialist. This could be an accountancy, bank or

financial services firm. This has been introduced to provide high level consistency and transparency in the way we assure ourselves that providers are meeting Regulation 13 of the CQC (Registration) Regulations 2009. This also supports our proportionate risk based approach to registration.

Share your ideas for new NICE social care quick guide topics

The National Institute for Health and Care Excellence (NICE) has produced a range of [quick guides](#) aimed at giving social care professionals quick and easy access to key information from NICE covering a range of topics.

The guides are produced in partnership with the Social Care Institute for Excellence (SCIE), co-produced with input from experts including people who use services. They present key information from NICE guidelines and quality standards in a visually appealing way and can be used for staff training and development.



Between now and the end of February 2018, NICE is considering future quick guide topics and asking partners across the sector for their ideas. [Contact NICE](#) for further information or to share your ideas.

Developing our approach to registration

Share your views: definition of a provider

CQC recently completed a [consultation on registration changes](#). The consultation asked for views on our proposals to clarify our definition of a provider of regulated activities so that entities meeting 'direction and control of care' criteria will need to register with CQC. This may mean that entities that sit above currently registered providers will need to register with us in the future.

CQC has since been working to develop indicators that describe the criteria for defining a provider of regulated activities and is asking for your views. These indicators describe activities which entities may be carrying out and are designed to help people decide if they are required to register with CQC. [Visit our online community for more information and to share your views](#). If you are not already a member of the online community, you are able to [sign up online](#). The deadline for responses is 6 February.

Share your views on proposals to remove the no-nursing restrictive condition

Currently, providers registered for the 'accommodation for persons who require nursing or personal care' regulated activity, and who in addition do not provide nursing care, have a no-nursing restrictive condition placed on them.

CQC is proposing to remove the no-nursing condition to help streamline processes and increase accuracy of registration for providers.

As this change will take effect automatically, CQC is asking you to email any comments/ concerns you may have regarding this proposal to registrationcoproduction@cqc.org.uk by Monday 12 March 2018.

We will not issue a new certificate until a further change is requested by a provider, when this change will then be included.

Registration changes to signatory requirements for applications to add/remove a partner from a partnership

We have made changes to the way providers add/remove a member of a partnership following feedback on our current approach being too time-consuming. This means that one partner using the declaration provided in the '[adding](#) and [removing](#) a partner' application forms can sign the form on behalf of the other partners or organisation. For detailed information on [how the changes may affect you](#), please visit our website.

Other news

- Sir David Behan has announced his intention to [step down as Chief Executive of CQC](#) in the summer.
 - We have published [updated guidance](#) on the fit and proper person requirement.
 - [CQC contributed a £3 million saving](#) to the government's £10 billion Business Impact Target.
 - Read about some of the work taking place one year on from [Developing people, improving care](#).
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Follow us on Twitter!

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