



FREE FIRE TRAINING FOR HOME CARE PROVIDERS ONLY

You will recall that we have been talking about Fire Risk Training with the Fire and Rescue Service for some while now, looking at training for care staff on identifying and reporting potential hazards. We discussed training which would encompass two distinct strands – the first course is designed for Assessors who undertake the initial assessment and set up of packages of care in the community and the second for Care/Support Workers who provide ongoing support to individuals in their own homes.

We have now agreed some dates and venues for the roll out of both of these courses which will be delivered by Gosia Zielinska of the Fire and Rescue Service. A very big thank you to those providers who have kindly agreed to loan their training rooms for these sessions.

Dates for additional Fire Risk Assessor and Carer courses will be available later in the year at other venues in the County and these will be circulated as soon as they are confirmed.

Fire Risk Assessor Training

This is a 3 hour course and would provide sufficient training to enable a nominated person within the organisation to carry out a Home Fire Risk Assessment to a standard agreed by NCC/NFRS and would be aimed at those members of staff who undertake the initial assessment and set up of packages of care in the community.

The course would cover the following broad areas:

- Home Fire Safety risks and control measures.
- The Home Fire Risk Assessment process and recording methodology.
- Dissemination of significant findings to relevant persons/carers.

Carer Home Fire Safety Training

This is a 3 hour course designed to equip care and support workers visiting service users in their own homes with an understanding of the following:

- Home Fire Safety risks and control measures.

- Identification of client specific risks and control measures derived from the Home Fire Risk Assessment.
- Reporting procedure for significant issues.

The dates and venues for the training are below.

Date	AM/PM	Venue	Course Title
12 March 2018	09:30 – 12:30	Allied Healthcare, Hipperson Mews, 53a Station Road Beccles, NR34 9QH	Fire Risk Assessor Training
12 March 2018	13:00 – 16:00	Allied Healthcare, Hipperson Mews, 53a Station Road Beccles, NR34 9QH	Carer Home Fire Safety Training
13 March 2018	09:30 – 12:30	Apple Homecare Progress House Plantation Park Blofield, NR13 4PL	Fire Risk Assessor Training

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20 March 2018	09:30 – 12:30	Independence Matters Holt Community Hub Charles Road Holt, NR25 6DA	Fire Risk Assessor Training
20 March 2018	13:00 – 16:00	Independence Matters Holt Community Hub Charles Road Holt, NR25 6DA	Carer Home Fire Safety Training
26 March 2018	09:30 – 12:30	Sunrise Healthcare Suite E, Diss Business Park Hopper Way Diss, IP22 4GT	Fire Risk Assessor Training
26 March 2018	13:00 – 16:00	Sunrise Healthcare Suite E, Diss Business Park Hopper Way Diss, IP22 4GT	Carer Home Fire Safety Training

How to Book:

1. To reserve places, please email Claire Lowe Claire.lowe@norfolk.gov.uk with the names of the staff that you would like to attend, together with the date and the name of the course. Please note that in order to allow as many providers as possible to access the training it may be necessary to limit the number of spaces allocated to any one provider at each session.

Learning disability and diabetes resources have been released including an Easy Read guide for people with type 2 diabetes and a learning disability.

<https://www.diabetes.org.uk/Professionals/Resources/shared-practice/for-people-with-learning-disability>

Training Available

*** 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, Cringelford, 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



Available Grants

Life after a stroke grant

A Life After Stroke Grant provides a one-off payment of up to £300 to fund vital home or personal equipment, or by funding support to help you become active in your community.

How to apply

Our grants are means-tested to ensure we're helping those most in need. To find out how to apply for a grant, simply contact us by using the email address below. You can also ask your health, social care or other professional contact to apply on your behalf. This could be an occupational therapist, health visitor or the Citizen's Advice Bureau.

To apply for a Life After Stroke Grant, call our helpline on 0303 3033 100 or email Grants.External@stroke.org.uk including your name and postcode.

<https://www.stroke.org.uk/finding-support/life-after-stroke/grants>



Meet your MP

A **FREE** event for people with learning disabilities from North Norfolk



Friday 9th March 2018



Merchants Place
16 Church Street
Cromer
NR27 9ES



You can ask a question



Everybody is welcome



Have a drink and a chat

Please tell us if you are coming



admin@openingdoors.org.uk



01603
631433

News from CQC

Community social care provider fees - request for information

Earlier this month we notified **all community social care providers** that we would be contacting them to request information so that we are able to accurately calculate their fees from 1 April 2018. Over the next week all registered managers will receive an email from us, so please respond as soon as possible.

The email will ask for you to state the number of people on your books who you are caring for over the last seven days. This number should include those receiving regulated activities (e.g. washing someone) **and** those

receiving support with regulated activities (e.g. helping someone to wash themselves).

This request only applies to community social care providers; residential social care is not affected.



Monitoring the Mental Health Act

Part of CQC's role is to look at how health services in England are applying the Mental Health Act and to make sure that patients' human rights are being protected.

Our latest report, [Monitoring the Mental Health Act 2016/17](#), provides an account of our activities and data on our findings from the last reporting year. We have seen limited or no improvement in key areas raised in previous years, including the recording of care plans; physical health assessments; and patients being informed of their legal rights on admission.

Our findings will inform the independent review of the Mental Health Act, which is being chaired by Professor Sir Simon Wessely.

#CareAware campaign

We have launched a campaign to raise public awareness about how our inspection findings can help support people who are choosing adult social care for themselves or a loved one.

A survey of 1,000 people has found that choosing adult social care in England is one of the biggest sources of stress compared to other key life events.

More information is available on our [website](#). You can join the conversation on [Twitter](#) by using the [#CareAware](#) hashtag.



Volunteers needed to test digital registration tool

CQC is transforming its approach to registration with the aim of streamlining and improving processes to reduce some of the burden and time costs for providers. We are seeking direct input from providers into the development of our approach.

We are looking for expressions of interest to be involved from aspiring or new registered managers of existing personal care providers, this includes registered managers of domiciliary care services, extra care housing, shared lives and supported living services.

This is an opportunity to:

- Influence the future of how you manage your registration and create a smoother and speedier experience.
- Share feedback on your existing experience directly with the team developing the new approach.
- Help test the new registration systems and share your views on them, including where we need to make further improvements or changes.

Please [email us](#) if you are interested in getting involved.

Guidance on Funded Nursing Care payments

The Local Government and Social Care Ombudsman has produced practical guidance to help care providers ensure their contracts are as clear as possible when including Funded Nursing Care (FNC) payments.

Based on learning from complaints received, the Ombudsman's guide offers advice on how to approach FNC

payments and ensure contracts properly reference them, and explains the Ombudsman's approach to handling complaints about funding where FNC payments are involved, along with links to other resources which may be of help.

The document can be downloaded from the Ombudsman's [website](#) under the 'guidance reports' menu.

Events

[Skills for Care annual conference](#) - Thursday 1 March

- We will be exhibiting at this conference - come to the stand to ask us any questions you have.
- Chief Inspector of Adult Social Care, Andrea Sutcliffe will speak at a panel discussion on *'How can we achieve a values driven, skilled and confident social care workforce?'*.
- Andrea Sutcliffe will also give the keynote speech of the conference, speaking on putting people first in adult social care.

[Westminster Health Forum](#) - Friday 9 March

- Deputy Chief Inspector of Adult Social Care, Sue Howard will be speaking on *'Priorities for regulating older peoples care'*

[Future of Care Conference](#) - Tuesday 13 March

- Andrea Sutcliffe will be speaking on *'Quality matters in social care'*.

[Care Showcase 2018](#) - Wednesday 14 March

- Andrea Sutcliffe will be speaking about the challenges facing the adult social care sector.
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Other news

- We are [recruiting](#) Registration Inspectors in the North region.
 - Public Health England have published [guidance](#) on staying well in cold weather.
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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](#).

