

Sent on behalf of Norfolk County Council

Where to Find Out About Our New Social Care System

We are replacing our CareFirst social care system with Liquidlogic, a market leading system installed in over forty local authorities. The new system is due to go live in November this year for homecare providers, followed by the rest of the social care market in 2018.

As we approach go live we are working with providers on the system's functionality and the training that we will offer to support you making the transition between systems. We are also eager to ensure that you receive regular updates about the system and can find answers to any questions that you have concerning how the new system will affect you and your organisation.

We have created a dedicated area on the adult social services website for our new social care system (<http://www.norfolk.gov.uk/providerportal>). Here you will be able to find information about the project and its implementation; the training that we are developing with providers; key dates and timelines; and a list of frequently asked questions that we hope will address any concerns you have.

As homecare will be the first sector of the market to adopt the new system we will be utilising the new homecare blog (<https://norfolkcpwah.com/>) to provide updates and information as we move closer to November.

Finally, we will be attending upcoming provider forums across the county.

- Norwich: Costessey Centre, Norwich, 15 August, 14:00-16:30
- Gt Yarmouth and Waveney: The King's Centre, Great Yarmouth, 5 September, 9.30 – 12.00
- West: Kings Lynn Innovation Centre, Kings Lynn, 14 September, 9:00-12:30
- South: Costessey Centre, Norwich, 15 September, 9:30-12:30
- North: Sheringham Community Centre, Sheringham, 28 September, 13:30-16:30

For any other queries about the new social care system, please email James Beiley (James.Beiley@norfolk.gov.uk)

The Market Intelligence Tool: A New Planning Resource

Norfolk County Council has launched its [Market Intelligence Tool](#), a free to access online map of social care needs, population demographics, workforce data and business activity across Norfolk. We have worked with providers to make this tool an invaluable planning resource for you, providing objective data on which business decisions can be made. It is powered by a wide array of quantitative data and presents it in ways that will be meaningful to you, using a combination of different sized geographical areas, dashboards and charts.

This tool compliments the wealth of information, insight and analysis that we already publish in the Market Position Statement, our annual account of care needs in Norfolk, the council's investment in the market and our strategic commissioning intentions. While the Market Position Statement provides countywide data, the Market Intelligence Tool gives you the ability to dig deeper into the data and see more localised information to help you plan your organisation's operations.

You can use the map to access localised information on loneliness, dementia, learning disability and physical disability. You can also see a breakdown of this information according to specific care needs in any given area of Norfolk. You can also select the size of an area,

from CCG or District Council to much smaller regions of on average 7,200 or 1,500 people. This choice will help you drill down into more detail when business planning.

The map functionality has been designed to let you quickly move between geographic areas and levels of detail in ways that will help you to effectively assess business opportunities.

Once you have selected the level of information you want to see, you can move with ease across the map with the data you see updated as soon as you click on a new area. All of the information held in the tool has also been presented visually, giving you an accessible snapshot of the care market in Norfolk.

The [Market Intelligence Tool](#) is accessible via Norfolk County Council's website, where you will also find a user guide and FAQs section. We will also be offering demonstrations of the Market Intelligence Tool as part of the launch of this year's Market Position Statement at the upcoming locality forums (find details about your local provider forum [here](#)).

Norfolk Safeguarding Adults Board

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

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

New items include:

- *NSAB at Pride 2017*
- *LGBT+ Project*
- *Man jailed for manslaughter over ex-girlfriend's suicide*

Please go to:

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

Do join NSAB on Twitter – @NorfolkSAB

Don't miss your chance to attend the:

- ***Financial Abuse & Scams Conference – 14 September 2017 – places are filling up fast don't miss out book on now***

News from CQC

What we've found in our inspections of mental health services

We've also published a report detailing the findings from our comprehensive inspections of specialist mental health services.

The state of care in mental health services 2014 to 2017 draws on evidence from our inspections as well as our findings from our monitoring of the use of the Mental Health Act. It combines this with analysis of other available data.

This rich resource of information means we know more about the quality of mental health care in England than ever before.

[Read the report](#)

Did you know?

In addition to monitoring, regulating and rating services, we're also responsible for monitoring the use of the Mental Health Act.

Most people receiving mental health care don't have their rights restricted. However, in some instances this happens to protect the person receiving treatment or others.

We protect the interests of people whose rights are restricted under this Act and investigate complaints about its use.

[Read more about the Mental Health Act](#)

Other news

[CQC to conduct 12 local system reviews of health and social care](#)



carenorfolk

The Norfolk Care Convention 2017

Norfolk Showground Arena

15 November 2017

The Norfolk Care Convention 2017 will provide the opportunity to start key conversations around how the care sector is going to evolve from the current model of council commissioned services to a new lighter-touch, consumer-led, market-based approach.

Bringing together experts and leaders, carers, care professionals, owners, third sector organisations and, for the first time, customers from across the entire spectrum of the care sector, this interactive event is an essential day in your diary.

Building on the fantastic legacy of the previous Norfolk Care Conferences, this new bigger and brighter approach to the Norfolk Care Sector's annual event is your opportunity to contribute your knowledge and opinions and to help shape the future.

Founded on the three pillars of Quality, Sustainability and Value for Money, the new market will be shaped to promote the creation of new and innovative solutions to prevent, reduce or delay the need for formal care and will always recognise the value of local community assets.

To find out more - To book your place - To exhibit
go to

www.CareNorfolk.com

And follow us on Twitter at @CareNorfolk

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:

4th & 5th October 2017

8th & 9th November 2017

6th & 7th December 2017

Book early as spaces are limited

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

