



Shaping a Care Association for Norfolk – The clock is ticking

It's hard to believe there are only four weeks left to complete the online survey seeking your views on the shape of a Care Association for Norfolk.

You will find it at:

www.norfolkcareassociationconsultation.com

The survey will run until 11 pm on the 8th February 2019 and has questions on the possible purpose, priorities and structure of a Care Association for Norfolk. It will take approximately 20 -25 minutes to complete.

The survey is open to everyone although the questions are particularly aimed at those providing social care services in Norfolk.

Over the next few weeks our Market Connectors will be out and about raising awareness of the consultation. You may well receive a phone call from one of them.

All of our Market Connectors are already working in social care and are passionate about improving services for Norfolk residents. They are

Amanda Cowan – Amanda@norfolkcareassociation.org

Pete Dean – pete@norfolkcareassociation.org

Catherine Evans – Catherine@norfolkcareassociation.org

Naomi Mujuru-Mvere – naomi@norfolkcareassociation.org

Amy Tennant – amy@norfolkcareassociation.org

Frank Ursell – frank@norfolkcareassociation.org

You can meet some of them in person on You Tube:

<https://youtu.be/jhEzlf-P9bA>

We know there are already a number of Care Associations across England, offering a wide range of services to social care providers including:

- negotiation of fees with the local authorities and health;
- working alongside commissioners on policy, guidance and the introduction of new processes and systems
- peer support networks
- helping providers with recruitment, business, legal and HR advice
- DBS checks;
- discounted bulk purchasing schemes; and
- access to training.

We can and will have much to learn from them, but we want to ensure that a Norfolk Care Association delivers on the priorities identified by Norfolk providers.

We also want to make sure that the new Care Association will fully represent the diverse range of providers and social care services, so you will also find questions about membership, communication and funding.

Thank you in advance for your commitment to this important project.

The Executive Steering Group - Shaping a Care Association for Norfolk

Association Representing Mental health Care (ARMC)
Community Action Norfolk (CAN)
Norfolk and Suffolk Care Support Ltd (N&SCS)
Norfolk County Council (NCC)
Norfolk Community Health & Care NHS Trust (NCH&C)
Norfolk Continuing Care Partnership (NCCP)
Norfolk Independent Care (NIC)
Norfolk Older People's Strategic Partnership
Voluntary Norfolk



Open Forum

On Wednesday 16th January 2019

At: Marsham Arms, 40 Holt Road, Hevingham, NR10 5NP

From 1:15pm to 3:15pm

Items/issues under discussion:

- Notes from the previous open forum– 24th October 2018
- New Care Association - Update
- Cost of Care - WAA – Cost Calculator - Update
- Sleep-ins – Update
- Safeguarding/ Training
- Provider Frameworks
- Any other items of concern to members

It would be helpful to know if you are able to attend. To book you place email caroline.payne@norfolkdependentcare.com or phone 01603 712250. If you are unable to commit in advance, we would still welcome your attendance on the day.

*ARMC - strives to represent and communicate the interests of providers of Mental Health and Learning Difficulties services across Norfolk. We have been working with and for providers for over 20 years. Our Management Council consists of a small but dedicated team of service providers. **All Mental Health and Learning difficulties services in Norfolk are automatically members of ARMC.***



Are You Using Bed Tracker?

Norfolk County Council's [Bed Tracker](#), our relaunched residential capacity monitoring tool, is a quick, convenient and powerful way of sharing your vacancies during the busy winter months. Many providers are using Bed Tracker to notify Norfolk County Council and the NHS of their vacancies at the click of a button.

We encourage all care and nursing homes in Norfolk to submit weekly vacancy updates to help us work on your behalf and ensure information about your services and vacancies are in the hands of people when they need to make important care choices. There is no set up or signing in. All you need is your CQC location ID and one minute to fill in our online form. Your vacancies can change, as can when you can next accept hospital discharges, so the information you submit weekly through Bed Tracker is invaluable.

Please submit your vacancies today at www.norfolk.gov.uk/bedtracker

Herbert Protocol

Norfolk's Herbert Protocol was relaunched in November 2018. **PLEASE** note the following clarification on how the protocol is to be used. You are asked to destroy all previous versions of the protocol (including overview information). **Please share and cascade this instruction to all your colleagues and networks.**

The protocol can be used in 2 ways:

1. It can be completed by a relative, friend, neighbour or carer, and **kept at home or in a safe place** until it might be needed. If the vulnerable person goes missing, the relative/carers **MUST** call the police on 999. At this point they should tell the police control room that they have a Herbert Protocol, and give a copy to a police officer on request.

Relatives/carers can download a protocol to complete from <https://www.norfolk.police.uk/advice/personal-safety/missing-people>

2. It may be completed by a police officer in the course of their normal duties. If a police officer considers a person is vulnerable to going missing, they will record the relevant details on the police system and this may also lead to a protocol being completed.

Norfolk Safeguarding Adults Board

January blog – A safeguarding haircut – on the NSAB website.

To read the blog click on this link: [Norfolk Safeguarding Adults Board: Board Manager's Blog](#)

Training

Contributes significantly towards Subjects 1, 4, 5, 7 and 8 on the Dementia Standards Training Framework 2018

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:
5th & 6th February 2019
13th & 15th March 2019
16th & 17th April 2019

Price: £57 per day or attend both days for a reduced price of £100.
845am – 4pm each day at The Willow Centre, Cringleford, 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

We are GDPR compliant: please just email if you do not want us to contact you in the future





Upcoming Open Training Workshops – Norfolk

Run by an experienced diabetes specialist nurse who also works within the NHS

Diabetes Awareness Training, £50pp:
Dates for 2019 - please contact us if interested*

Diabetes Update for Registered Nurses, £65pp:
Dates for 2019 - please contact us if interested*

Diabetic Foot Screening, £50pp:
8 March 2019, Beccles House, Beccles, NR34 9BN

* More dates are planned for Norfolk for all our open workshops in 2019 – please register your interest so that we can ensure venues are suitable for those looking to attend.

info@duetdiabetes.co.uk

www.duetdiabetes.co.uk

01799 584178

The full range of our workshops can be found on our website.

Our workshops can also be delivered in house at your place of work for up to 12 people, please contact us for prices

“**Diabetic Foot Screening** workshop in Beccles, 8 March 2019 – only 4 places remaining.

We have had some enquiries to run this workshop in the Norwich area and also in North Norfolk – please email info@duetdiabetes.co.uk to register your interest so that you can be informed directly once dates and venues have been arranged.”