



**Just over 4 weeks left to make your nomination – Don't miss out**

## **Nominations are now open for The Norfolk Care Awards**

The Norfolk Care Awards team are pleased to announce that nominations for the 5<sup>th</sup> Norfolk Care Awards are now open and will close at 12 noon on the 17<sup>th</sup> November 2017.

Tracy Wharvell and Claire Gilbert from the Norfolk Care Awards team, says:

*'We are excited about seeing all the great practice from across Norfolk, we love organising this event and having the opportunity to say a big Thank You to all the unsung heroes, who support people to live their lives. We are delighted that Norfolk County Council continues to recognise the care sector's fantastic workforce by supporting this event.'*

We are proud to introduce the renamed '**Outstanding Achievement Award** in memory of **Harold Bodmer**, the nationally acclaimed and celebrated Director of Adult Social Services in Norfolk who sadly passed away last year

*'It is important to celebrate and share good practice, whilst recognising the passion and commitment of our care professionals in Norfolk. I would encourage people to put themselves forward placing high quality care on the map'* says James Bullion Executive Director of Adult Social Services.

In addition, we are introducing a new category for this year's awards - **Collaborative Working**, to showcase how health and care services work together to improve a person's quality of life, or access treatment that avoids hospital admissions and delayed discharge. Examples of collaborative working are - care service and GP surgery or community health team and collaborative working between different care services. We know there is lot of great practice out there and we think it is time to shout about it!

John Bacon Chair of Norfolk Independent Care said *'The Care Awards sets Norfolk apart as a great demonstration of how good care can be recognised and valued, and a celebration of all the great work that is done, day-in and day-out by our county's committed care workforce. We can all look forward again to a great evening.'*

**The Norfolk Care Awards are also supported by Gordon Barber Funeral Homes, Cozens-Hardy LLP, UEA, City College Norwich, Athena Care, Norse Care, Libby Ferris Flowers and Archant.**

The Norfolk Care Awards, will take place at Sprowston Manor on 22<sup>nd</sup> February 2018, and will be 'streamed live', to ensure everyone across Norfolk can celebrate with you.

To make a nomination visit [www.norfolkcareawards.co.uk](http://www.norfolkcareawards.co.uk)  
The Norfolk Care Awards categories are:

- Delivering excellence through learning and development
- Effective coordination of End of Life care
- Excellent person centred care and support
- Excellence in Delivering Dementia Care
- Collaborative Partnership
- Motivational leadership
- Promoting dignity and respect in everyday life
- Rising Star
- Team Award – Together Everyone Achieved More
- The Harold Bodmer Outstanding Achievement Award

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Norfolk Care Awards

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### **Norfolk Care Convention – Have you booked your place?**

**The 2017 Norfolk Care Convention is FREE to attend so to reserve your place  
NOW go to: [www.carenorfolk.com](http://www.carenorfolk.com)**

Information on exhibitor opportunities is also on the website or you can email  
your query to [info@carenorfolk.com](mailto:info@carenorfolk.com)



#### **Sent on behalf of NCC**

NHS Employers has been supporting NHS trusts around flu vaccinations and these can now be accessed by social care employers.

We have been co-ordinating the staff focused flu fighter programme in the NHS for 7 years. It has a range of resources and support materials for employers to use. Following discussions with the Department of Health it also now has a social care/ residential care strand. The overall aim is to provide support and materials which can be used by employers

to help raise the profile of the flu vaccination and increase the flu vaccination uptake with staff.

There is no cost to download free printable posters, and be recognised for any work or improvements made in this area. Through the virtual network we have created there is also an opportunity for social care employers to connect with each other, raise any issues and look at resolving any common barriers.

**Contacts for the flu programme:**

Any social care employer/organisation or local council is welcome to join the flu fighter mailing list or ask for support by emailing [flufighter@nhsemployers.org](mailto:flufighter@nhsemployers.org)

[New](#) news items on Norfolk Safeguarding Adults Board's (NSAB) website

New items include:

- *Vulnerable adults in custody face inconsistent services, study finds*
- *Westminster Hall debate: supporting and safeguarding adults with learning disabilities*
- *Slavery and human trafficking in supply chains: guidance for businesses*
- *New £15 million programme to help train mental health 'first aiders'*
- *Book: Safeguarding Adults Under the Care Act 2014 - a must have*
- *Safeguarding Adults toolkit for General Practice*

**Also see**

- *Stop Hate in Norfolk – launch of new protocol - **Thursday 2nd November***

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

Please go to:

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

**# Do join NSAB on Twitter – @NorfolkSAB #**

## **News from CQC**



The independent regulator of health  
and social care in England

## **State of Care 2016/17**

[Download this year's assessment of health and social care in England.](#)



Dear colleague

**The state of health care and adult social care in England 2016/17**

Today we have published *The state of health care and adult social care in England 2016/17*. This is our annual assessment of health and social care in England and looks at the trends, highlights examples of good and outstanding care, and identifies factors that maintain high-quality care.

This year's *State of Care* has shown that the quality of health and social care has been maintained despite some very real challenges. Most people are receiving good, safe care and many services that were previously rated as inadequate have recognised our inspection findings, made the necessary change and improved. The fact that quality has been maintained in the toughest climate most can remember is testament to the hard work and dedication of staff and leaders. However, as the system continues to struggle with increasingly complex demand, access and cost, future quality is precarious.

With the complexity of demand increasing across all sectors, the entire health and social care system is at full stretch. The impact on people is particularly noticeable where sectors come together – or fail to come together – as the complex patchwork of health and social care strains at the seams.

A great deal has been achieved in exceptionally challenging circumstances. We must now build on this in order to realise a future where people receive personalised, consistent, high quality care and are able to access that care when they need it - whether that's delivered in an acute hospital, a nursing home, a community mental health service, a GP surgery or a person's own home. We know that staff and leaders can't work any harder. Everybody's focus must now be on working more collaboratively – looking out, not just in – to create a sustainable and effective health and care system for the third decade of the 21st century.

Yours sincerely

**Peter Wyman CBE DL (Chair)**

**Sir David Behan CBE (Chief Executive)**

[Download your copy now](#) 

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## Our key findings

### Health and care services are at full stretch

- Demand for services is increasing in all sectors and the demand is getting more complex.
- People are stuck in hospitals, for example, waiting for a home care package or for

further NHS care. There are fewer hospital beds available and people are waiting longer for treatment. Ambulances are unable to respond to emergency calls because of delays getting patients into A&E. Young people are detained under the Mental Health Act because they cannot get the support they need in the community. Primary care workload is growing with people's increasingly complex needs.

- There is a growing burden on family and friends who are carers and don't get a break.

### **Care providers are under pressure and staff resilience is not inexhaustible**

- All health and care staff, and the services they work for, are under huge pressure. The combination of greater demand and unfilled vacancies means that care staff are working ever harder to deliver the quality of care that people have a right to expect. However, there is a limit to their resilience.
- More people are talking openly about their mental health now, and seeking treatment – there has been a steady rise in the number of people in contact with mental health services over the last few years. At the same time, the number of psychiatric nurses has fallen by 12% in seven years.

### **The quality of care across England is mostly good**

- We have inspected and rated all registered health and adult social care services over a three-year period. The majority of the care that people receive is good, and there are providers and services that deliver outstanding care.

### **Quality has improved overall, but there is too much variation and some services have deteriorated**

- Hard work and determination from many providers and their staff has meant people are receiving safer, more effective, and compassionate and high-quality care – services have recognised our inspection findings and made the necessary changes to get better.
- While there has been much improvement, some services have deteriorated.
- There are also substantial variations in the quality of care that people are receiving – within and between services in the same sector, between different sectors, and geographically.

### **To put people first, there must be more local collaboration and joined up care**

- To deliver good, safe, sustainable care, more providers need to think beyond traditional boundaries to reflect the experience of the people they support. CQC will encourage the move towards coordinated care by increasingly reporting not just on the quality of care of individual providers, but on the quality of care across areas and

coordination.

- Better care is often where providers are working together to provide a more seamless service, one that is built around the priorities of the services, rather than people's needs.

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## Healthcare key findings

### Hospitals, community health services and ambulance services

- Fifty-five per cent of NHS acute hospital core services were rated as good and 6% as outstanding (6%). This compares with 51% rated as good and 5% rated as outstanding last year. At the trust level, 11 NHS acute trusts were rated as outstanding.
- A majority of community health services were providing good (66%) or outstanding (6%) care. Three of the 10 ambulance trusts were rated as good and one as outstanding.
- Pockets of poor care exist, even in services rated as good. We continued to see a large amount of variation in the quality of care of services within individual hospitals and between hospitals in the same NHS acute trust.
- The safety of NHS acute hospitals remains a concern with 5% of core services rated as inadequate for the safe key question. Ratings have improved though, as last year 6% of core services were rated as inadequate for safety
- Staff recruitment and appropriate skills mix were a concern in most sectors. We found NHS acute services relying too much on agency staff, and emergency departments with not enough medical staff. We have concerns that community and ambulance services are also facing staffing challenges.
- We continued to find that good leadership from senior leaders through to frontline staff, combined with strong staff engagement and a positive organisational culture, helps to ensure good quality care and drives improvement.

[You can read the full chapter on our assessment of hospitals, community health services and ambulance services here.](#)

### Mental health

- We rated 68% of NHS core services as good and 6% as outstanding. Among independent services, 72% of core services were rated as good and 3% as outstanding.
- Twenty-four per cent of NHS core services were rated as requires improvement as at 31 July 2017, as were 23% of independent core services. And a small number were rated as inadequate: seven core services (1%) in NHS trusts and four core services

(2%) among independent services.

- We are concerned about the high number of people in 'locked rehabilitation wards'. Too often, these are in fact long stay wards that institutionalise patients, rather than a step on the road back to a more independent life in the person's home community.
- We are concerned about the very wide variation between services in how frequently staff use physical restraint in response to challenging behaviour. Wards where the level of physical restraint was low had staff trained in the specialised skills required to anticipate and deescalate behaviours or situations that might lead to aggression or self-harm.
- We found some excellent examples of staff enabling patients to access GPs, dentists and healthcare clinics, and promoting physical exercise and healthy eating. However, we also found community mental health services where staff did not ensure that patients had their annual physical health checks.

[You can read the full chapter on our assessment of mental health services.](#)



[Read the full report](#)



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**We're England's independent health and adult social care regulator.**

We monitor, inspect and regulate services to make sure they meet standards of quality and safety and we publish what we find, including performance ratings to help people choose care.

Find out more about our work: [www.cqc.org.uk](http://www.cqc.org.uk)

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## Set on behalf of NCC

The charity commission have a very helpful charity finder on their website here: <https://www.gov.uk/find-charity-information> which enables people to find services or grant funding charities, either nationally or in Norfolk.

Bladder and bowel foundation	A resident can apply for a (free) "just can't wait" card to show they have a medical need to use a toilet urgently. Hopefully reducing embarrassment when requesting this in a setting where a public toilet isn't available.	<a href="https://www.bladderandbowel.org/help-information/just-cant-wait-card/">https://www.bladderandbowel.org/help-information/just-cant-wait-card/</a>
Suffolk info link	Like the Norfolk Directory, but in Suffolk. Good for if you are looking for information just over the border.	<a href="http://infolink.suffolk.gov.uk/kb5/suffolk/infolink/home.page">http://infolink.suffolk.gov.uk/kb5/suffolk/infolink/home.page</a>
Cambridgeshire	Like the Norfolk Directory, but in Cambridgeshire Good for if you are looking for information just over the border.	<a href="https://www.cambridgeshire.net/">https://www.cambridgeshire.net/</a>

Blue Cross	Many people worry about what will happen if their pets outlive them. If you feel there's no one you can ask to take on your companion, our Pets into Care	<a href="https://www.bluecross.org.uk/pets-care-scheme">https://www.bluecross.org.uk/pets-care-scheme</a>
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	Scheme might be for you. By registering your pets in our Pets into Care Scheme you will have peace of mind they will be taken care of and placed into new homes by Blue Cross.	
Cinnamon trust	<p>“The Trust’s primary objective is to respect and preserve the treasured relationship between owners and their pets. To this end it works in partnership with owners to overcome any difficulties that might arise. A national network of over 15,000 community service volunteers has been established to provide practical help when any aspect of day to day care poses a problem - for example, walking the dog for a housebound owner.”</p> <p>A national fostering service is provided for pets whose owners face a spell in hospital - volunteers take pets into their own homes and supply love and care in abundance until owner and pet can be reunited.”</p>	<a href="http://www.cinnamon.org.uk/">http://www.cinnamon.org.uk/</a>

BT	Free service to help stop nuisance calls for BT customers	<a href="http://home.bt.com/tech-gadgets/tech-news/bt-call-protect-free-service-crackdown-nuisance-calls-11364136279348">http://home.bt.com/tech-gadgets/tech-news/bt-call-protect-free-service-crackdown-nuisance-calls-11364136279348</a>
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Royal National institute for the blind	Free directory enquiries for those with a sight loss or who are unable to read or hold a directory through a disability	<a href="http://www.rnib.org.uk/information-everyday-living-benefits-and-concessions-concessions/free-directory-enquiries-195">http://www.rnib.org.uk/information-everyday-living-benefits-and-concessions-concessions/free-directory-enquiries-195</a>
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The bereavement trust	National Freephone Helpline, operating every evening of the year, without exception. We also co-operate with sister organisations on other bereavement-related initiatives. <b>Helpline – 0800 435 455</b> . Our trained volunteers offer comfort, support and practical advice to the bereaved from 6pm until 10pm.	<a href="http://bereavement-trust.org.uk/">http://bereavement-trust.org.uk/</a>
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Easy health	Easy read health information leaflets	<a href="http://easyhealth.org.uk/categories/health-leaflets/">http://easyhealth.org.uk/categories/health-leaflets/</a>
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Arthritis care	Looking for resources for someone who is unable to access traditional options? (e.g. due to literacy, impaired vision etc) You can get cassettes and CDs sent to you in the post. There is also a comprehensive list of pain management options and resources which are not just relevant to arthritis	<a href="https://www.arthritiscare.org.uk/">https://www.arthritiscare.org.uk/</a>
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