



## **News from CQC**

The independent regulator of health  
and social care in England

# Newsletter

Our monthly update for everyone interested in health and social care

## Community mental health survey: Find the results for your local trust

We asked over 12,000 people who received community mental health services about their experiences of care.

We found that people's experiences of being supported with physical health needs and financial advice or benefits declined further this year.

This year's results also show significant scope for improvement for involving people in planning and agreeing the care they receive. The survey also found that many people did not know who to contact within the NHS during a crisis, and that people aged 18-35 or diagnosed with non-psychotic chaotic and challenging disorder consistently reported worse than average experiences.

**[See the survey results for your local trust](#)**

**[Find out more about the community mental health survey](#)**

## Children and young people's experiences of care

We published results of our 2018 children and young people's patient experience survey in which we heard about the experiences of 33,179 children and young people. This includes responses from 10,927 children and young people aged 8 to 15, who told us about their experiences through questionnaires specifically designed for them.

For the first time, we have been able to look at changes over time, comparing results with the 2016 survey for most questions. With only a few exceptions, we found that experiences were almost unchanged in most areas this year.

Overall, children, young people and their parents or carers reported good experiences of care and the

majority of children and young people were positive about communication with hospital staff. Children, young people, and their parents were less positive about their, or their child's, experiences of being discharged from hospital.

The survey also found that a small proportion (1%) of children and young people spent most of their hospital stay on an adult ward.

[See the survey results for your local trust](#)

[Find out more about the children and young people's survey](#)

## Join us! Work for CQC

Current vacancies include:

- Head of Product and Service Management – Flexible, with some presence in our three main offices (London, Leeds, Newcastle)
- Senior Engagement & Communications Officer (Events and Exhibitions) – Flexible (frequent travel to London required)
- Expression of Interest: Specialist Advisor – National

[Browse our current vacancies](#)

## Helping inspectors address the risk factors of closed environments

We have given inspectors and their managers new supporting information about how to identify and respond to 'closed cultures' in services.

When a service has a closed culture, people are more at risk of abuse and human rights breaches. The supporting information includes risk factors and warning signs of closed cultures in health and social care settings and how inspectors and their managers should consider and respond to these.

Closed environments may develop in services where people are situated away from their communities, where people stay for months or years at a time, where there is weak management of these services and where staff often lack the right skills, training or experience to support people.

We are paying particular attention to services that provide care for people with a learning disability and or autism, but the information relates to services in any sector.

[More about the new supporting information](#)

## Are you entitled to a free flu jab?

Flu can be unpleasant, but if you're otherwise healthy, it'll usually clear up on its own within a week. But for some people flu can lead to serious complications and can lead to hospitalisation.

That's why the flu jab is free for some people. It is routinely given on the NHS to:

- adults 65 and over
- people with certain medical conditions (including children in at-risk groups from 6 months of age)
- pregnant women
- children aged 2 and 3
- children in primary school

- frontline health or social care workers

Don't put it off. Ask your GP, pharmacist or midwife about the flu jab now.

[Visit NHS.uk to find out more about flu vaccines](#)

## **Events**

### **Come Singing groups**

Singing sessions open to the public, which might be suitable for service users, are currently held at locations across Norwich. All sessions are free for people living with dementia and their carers.

#### **Tuesdays**

2nd Tuesday of the month 10.45-11.45  
The Norfolk and Norwich Millennium Library  
The Forum  
Norwich

#### **Fridays**

1st Friday of the month, 10.30am - 11.15am  
Ipswich Road United Reformed Church  
Ipswich Road  
Norwich  
NR4 6QR

2nd Friday of the month - 10.45 – 11.30  
Gray's Fair Court  
266 Dereham Road  
Norwich  
NR6 0SN

4th Friday of the month - 11.00 -12.30  
Costessey Community Centre  
Longwater Lane  
Norwich  
NR8 5AH

Please contact Come Singing on 01603 452404 or [info@comesinging.org.uk](mailto:info@comesinging.org.uk) to check times and availability.

Also, if you are interested in starting up a singing group in your area please contact Come Singing.

For more information visit their website: <http://www.comesinging.org.uk/> “

### **Information**

‘DUET diabetes’ helps health and care providers to **upskill and increase the confidence** of their staff when looking after adults living with diabetes. We do this through a range of small interactive workshops led by an experienced Diabetes Practitioner/Nurse Educator (or podiatrist in the case of the ‘diabetic foot screening’ workshops); thus enabling nurses, carers and healthcare support workers to make a positive difference to the people they look after. All workshops are for up to 12 attendees in order to maintain an interactive learning environment; underpinned by NICE, TREND-UK (competency framework) and CQC guidance/guidelines our training offers discussion based facilitated learning. *Our ultimate aim being to improve the quality of life for people living with diabetes.*

Details regarding the content of all our workshops can be found on our website <https://www.duetdiabetes.co.uk/workshops>

For workshops where competency is assessed, after a comprehensive theoretical session the learners have plenty of time to practice the skills learnt during a ‘hands-on’ practical session.

I would also like to highlight the work of the Older People’s Diabetes Network. Their next forum conference is taking place on 11 Feb 2020 - Nurses, GPs, public health doctors, care home managers and healthcare assistants as well as people with an interest in the care of older people with diabetes are all invited to attend. <http://diabetesfrail.org/opdn-patients-forum/about-opdn-patients-forum/>

### **Training**



## FREE DEMENTIA TRAINING WORKSHOPS

For family carers and those who come into contact with people with dementia through their work

The training workshop consists of one 2 hour session covering:

1. Alzheimer's Disease & Other Dementia's – gives participants a good basic understanding of the condition, its symptoms and impact on behaviour.
2. Capturing Life's Journey – introduces the benefits of recording information about the life of the person and shows how this can be used to provide high quality care.
3. Techniques to Manage Behaviours – demonstrates how some understanding together with a number of simple techniques can have a very positive impact on the individual and carer alike.
4. Activities to Encourage Engagement – provides understanding, ideas and techniques to help the carer engage the person with dementia.

The workshops are run from the Home Instead Senior Care training suite in Norwich and are free of charge. Places are limited to provide a friendly, comfortable and welcoming environment. Alternatively, we can come out to your organisation or venue to run a session. Workshops are being run on the following dates:

Tuesday 14<sup>th</sup> January at 10:00

Saturday 18<sup>th</sup> January 10:00

Wednesday 12<sup>th</sup> February at 18:00

Thursday 5<sup>th</sup> March at 14:00

Tuesday 14<sup>th</sup> April at 18:00

Wednesday 6<sup>th</sup> May at 14:00

Tuesday 2<sup>nd</sup> June at 10:00

For more information or to reserve a place please email Mark Johnston at [mark.johnston@homeinstead.co.uk](mailto:mark.johnston@homeinstead.co.uk) or call 07776 060837

We hope you find the above information useful. If you have any queries please do not hesitate to contact me.

We would like to take this opportunity to wish all our readers a Happy Christmas.

There will be no Welcome to the Week until Monday 6<sup>th</sup> January 2020.