



Establishing a Care Association for Norfolk

Following the consultation to shape a Care Association for Norfolk, an interim Board has been formed to take the recommendations forward.

Norfolk Care Association Interim Board members are:

- Norfolk Independent Care (NIC) – Sanjay Kaushal/Robina Clarke
- Association Representing Mental health Care (ARMC) – Michael Millage
- Norfolk and Suffolk Care Support Ltd (N&SCS) – Christine Futter
- Community Action Norfolk (CAN) – Jonathan Clemo
- Voluntary Norfolk (VN) – Kevin Vaughan

This briefing is to give you an update on our progress.

Through the consultation, you told us the most important role for a Care Association was as a voice for the sector working both with local commissioners and on a national stage.

The full consultation outcomes can be found at:

www.norfolkcareassociationconsultation.com/consultation.

The Interim Board has met twice and agreed Articles of Association for the new Company which will be called Norfolk Care Association. The Articles set out the aims, social purpose and objectives of the new organisation and are given in full below.

Aim

Norfolk Care Association Ltd will act as a single body representing all social care organisations providing direct care to individuals and their families and operating in the Norfolk and Waveney area.

Social Purpose and Objectives

Norfolk Care Association Limited will:

- engage with social care and health commissioners in the Norfolk and Waveney area in discussions on the cost of care, new policies and guidance, and the standardisation of systems and procedures that affect social care providers;
- provide a forum for those working in social care to meet and share good practice;
- provide a first port of call, signposting providers to trusted sources of information and advice;
- provide other services that the Directors consider would be of value to the social care sector;
- reinvest all annual surplus trading profit back into the company in support of its Aim, Social Purpose and Objectives

The Interim Board has put together a funding proposal for initial set up and operating costs which is currently being considered by the Director of Commissioning at Norfolk County Council.

Pending the outcome of our proposal, we plan to recruit a Chief Executive officer to help take forward this exciting initiative.

In the meantime, Dr Fiona Denny, who co-ordinated the original consultation, is continuing to support the Interim Board.

Fiona can be contacted at fiona.denny@norfolkcareassociation.org.

Thank you for your ongoing interest and support. We will continue to keep you updated on our progress.

Norfolk Care Association Interim Board

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Attention Nursing Home Care Providers

Letter from Professor Martin Green OBE, Chief Executive, Care England

“During my long tenure in the social care sector, the issue revolving around the acute shortage of nurses has been a focal point. I want to make sure that I address this not only for my members for the nursing providers across the country. I believe we need to stand united in order to make a difference.

As you may be aware, overseas nurses applying to work in the UK must currently achieve an overall level of 7 on the IELTS, with level 7 on each individual element of the test including reading, listening and speaking and 6.5 in writing.

As a result of the level being set at 7, it has meant that the number of nurses has radically reduced which has created an acute shortage in the UK. In reality, this has meant that nursing operators have no option but to engage recruitment agencies to plug the gap. This has resulted in providers paying substantially high agency costs. Moreover, the uncertainty with Brexit has also led to further shortage of nurses in the UK.

In order to address this concern, I would like you to forward this information to your members. Your members are invited to support the Legal Exercise by completing a questionnaire on a designated website. The website address is www.uknurse.co.uk.

It is imperative that your members complete the questionnaire which forms an integral part of the legal process and the results will form robust evidence, which will be presented to the NMC.

The data will be used to build our case coupled with further work being carried out to assess data from the IELTS test centres, the British Council, Care Quality Commission and the NMC.

I am also engaging with stakeholders and raising this exercise within the parliamentary network for the purposes of political lobbying.

I have been informed by the NMC that they have never been presented with robust evidence to justify the IELTS score to be lowered and I will make sure that this is no longer the case.

There is also a funding element to this exercise which will cover all the legal fees. In an attempt to spread the cost fairly, it has been decided to charge a fixed amount per nursing home.

I can assure you that no further costs will be requested from any members of any associations once they have paid the fee dependant on the number of nursing homes they operate. All payments are made to Care England.

The table below sets the fees.

No of Nursing Homes	Cost (plus VAT)
1	£500
2	£1000
3	£1500
4-8	£2000
9-12	£3000
13-20	£5000
21+	£8000

I am aware that there may be some concern that your members need to contribute to this exercise. However, if your members compare the substantial costs on agency nurses to the contribution to this exercise they will find that it is substantially lower and in the long term a benefit for the foreseeable future.

If you would like to go ahead with involvement in this exercise please email

caroline.payne@norfolkdependentcare.com



Norfolk County Council

*Please take a few minutes to look at the **NEW** news items & important updates posted on Norfolk SAB's website*

Please cascade to your colleagues, contacts and networks thank you.

NEWS ITEMS

- **IMPORTANT item** Updated: Raising a safeguarding adults concern checklist | 24 June 2019
- Highly recommended - SAR Learning Briefing from Wiltshire SAB | 24 June 2019
- Vital service to help victims of sexual abuse in the county to be launched | 24 June 2019
- Police & Norfolk and Suffolk Victim Care advice surgery | 24 June 2019
- FREE suicide prevention training | 24 June 2019
- Funding to Raise Awareness of Loan Sharks - Imminent Deadline | 24 June 2019
- Update: delay to publication for guidance on safeguarding and medication error | 18 June 2019
- Homelessness and Safeguarding workshops - autumn 2019 | 14 June 2019
- Online harms White Paper: consultation | 14 June 2019
- Expected implementation date for DoLS replacement announced | 14 June 2019
- New Mental Capacity Act Podcast | 12 June 2019
- Feedback on Luke and Ryan Hart seminars | 7 June 2019

Please go to: [Norfolk Safeguarding Adults Board \(NSAB\) then click on news](#)

Training

Contributor significantly exceeds Subjects 1, 4, 5, 7 and 8
of the Dementia Standards Training Framework 2018

DEMENTIA DETECTIVES: Finding the person within

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:

Tuesday 30th July & Wednesday 31st July 2019
 Thursday 28th August & Wednesday 21st August 2019
 Tuesday 22nd October & Wednesday 23rd October 2019
 Tuesday 26th November & Wednesday 27th November 2019
 Tuesday 3rd December & Wednesday 4th December 2019

Price: £57 per day or attend both days for a reduced price of £100.
 8.45am – 4pm each day at The Willow Centre, Congleford, Norwich NR4 7JL
 (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



Upcoming diabetes workshops from DUET diabetes

Workshop name - *Diabetes Awareness and Blood Glucose Monitoring & Glucometer Training (including a competency assessment)*

This workshop is relevant for carers at all levels. As with all workshops run by DUET diabetes, this workshop will be delivered by an **experienced Diabetes Specialist Nurse (who also works within the NHS)** and provides a discussion based facilitated learning environment; underpinned by NICE, TREND-UK (competency framework) and CQC guidance/guidelines. ‘Hands on’ time with devices and a competency assessment is included in the afternoon session.

Date - 5 July 2019 (6 places remaining)

Time – 9.30am – 1.30pm (Diabetes Awareness), 2pm - 5pm (BGM & Glucometer Training)

Venue - Great Yarmouth & Waveney CCG, Beccles House, 1 Common Lane North, Beccles, NR34 9BN

Cost - £90 (Diabetes Awareness £50, BGM & Glucometer Training £40)

More details regarding all our workshops can also be found on our website <https://www.duetdiabetes.co.uk/workshops> - where you can find out about the content of the various workshops as well as links to information about our open workshops (venues and dates).

City College Norwich

Level 2 Production Chef Apprenticeship

Role/Occupation	Production chefs are likely to work with centrally developed standardised recipes and menus, producing food often in high volumes.
Occupational Profile	<p>Production chefs work as part of a team in time-bound and often challenging kitchen environments, for example; schools, hospitals, the Armed Forces, care homes and high street casual dining or pub kitchens. They report to the Senior Production chef or appropriate line manager.</p> <p>Production chefs;</p> <ul style="list-style-type: none">• maintain excellent standards of personal, food and kitchen hygiene• ensure compliance to procedures, menu specifications and recipes.• produce food meeting portion controls, and budgetary constraints• adapting and produce dishes to meet special dietary, religious and allergenic requirements• follow, complete and maintain production schedules, legislative and quality standard documentation• use specialist kitchen-equipment• communicate internally and externally with customers and colleagues• commit to personal development activities

For more information call 01603 773365 or email employerpartnership@ccn.ac.uk

- Level 4 and above Apprenticeships – the following link takes you to CCN website and information about the Higher Apprenticeship FdSc in Health Studies
<https://www.ccn.ac.uk/courses/course-types/degrees-and-higher-education/course/higher-apprenticeship-fdsc-in-health-studies>

A new free e-learning course from SCIE aims to raise the awareness and skills of care staff who work with people with dementia.

More here: <https://www.scie.org.uk/e-learning/dementia>

**NORFOLK
CARE**
CAREERS & JOBS

www.norfolkcarecareers.co.uk



Are you Proud2Care?

Enter our monthly competition for a chance to win a £25 high street shopping voucher

We want to know why you are Proud2Care! To enter, please ask your manager to email your career story. In approximately 250 words or less, we want to hear about your role along with the challenges and successes that make you our worthy Proud2Care Carer of the Month.

Email your entry to: marketing@norfolk.gov.uk along with your completed consent form (please see reverse side).

Emails must be entitled Proud2Care
Competition closes at the end of each month for entry into the following months draw.
This competition will end on 31st December 2019.
Terms and conditions apply.



Norfolk County Council

Proud2Care Competition Consent Form



Norfolk County Council want to ask for your agreement to take and use photographs / video of you and your career story for publicity purposes.

We will only use these images for promotional purposes such as promoting Norfolk County Council services or those of Norfolk Care Careers on our website, social media (Facebook, Twitter, YouTube), newsletters, display boards and in the local news media. We will store images in line with General Data Protection Regulations (GDPR), the Data Protection Act 2018 and Norfolk County Council's privacy guidelines. We will keep and use these images for a maximum of two years.

These images will **NOT** be used:

- for anything that may be viewed as negative in tone or that may cause offence, embarrassment or distress.
- in any new publication or display more than two years after the image was taken.

You will be able to view the images and your career story at any time during this period. You can withdraw your agreement for us to use images of you and your career story at any time by emailing us at marketing@norfolk.gov.uk in which case they will not be used in future publications but may continue to appear in publications already in circulation.

If you wish to give your consent please read the following and sign below:

Having read the information above, I confirm that I am over 18 and consent to the images, photographs or videos of me and my career story taken on (date) being used for promotional purposes in the following media:

- Norfolk County Council website/Norfolk Care Careers website
- Social media (Facebook, Twitter, YouTube)
- Newsletters
- Display boards
- In the local news media

Your name (block capitals)	Signature
Email (block capitals)	



Newsletter

Our monthly update for everyone interested in health and social care

Declare your care campaign: focus on people from black and ethnic minority communities

We're running a national year-long campaign called Declare your care. The campaign seeks to encourage people to speak up about their care.

This month we focus on people from black and ethnic minority (BME) communities. Our research shows that people from a BME background are less likely than others to raise concerns about the standard of care they receive, particularly about mental health issues.

We have worked with the [Race Equality Foundation](#) to develop videos of people sharing their stories along with other resources.

[More information: Declare your care – People from black and ethnic minority communities](#)

[More information: Declare your care campaign](#)



Inpatient survey results: Find the results for your local trust

We asked over 75,000 people who stayed as an inpatient in an NHS hospital about their experiences.

We found that most people had confidence in the doctors and nurses treating them and felt that staff answered their questions clearly - but, across the majority of questions asked, we found no improvement since last year's survey.

This year's results show an increase in those reporting lengthy delays, greater dissatisfaction with the amount of information provided when leaving hospital, and those who felt a lack of involvement in their care.

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

[Find out more about the 2018 adult inpatient survey](#)

[Read the press release](#)

Smiling matters: oral health care in care homes

Smiling matters shares what we found from our review of oral health care in care homes across England.

The report reveals an extensive lack of awareness of NICE guidelines. It finds that many residents are not supported to maintain and their improve oral health.

We recommend a cross-sector approach to raise awareness and improve practice. This includes mandatory staff training and oral health check-ups for all new care home residents.

[More about Smiling matters](#)

Mental Health Act Code of Practice 'not being used as intended'

Our review of the Mental Health Act Code of practice has found that the Code is still not being used as intended.

We looked for the useful things that services have found when they use the guidance as well as the barriers. We also looked at what impact these things have had on people's experience of detention, care and treatment.

We found that:

- Providers lacked understanding about how to use and promote the Code's guiding principles
- Providers did not support staff well enough
- Local areas should work together better to make sure that people receive the right care

[See our press release](#)

[Read the report and see our recommendations](#)

Join us! Work for CQC

Current vacancies include:

- HR Officer – Newcastle
- Adult Social Care Inspector – South East
- IR(ME)R Inspector – National
- Team Personal Assistant – Manchester or Leeds

[Browse our current vacancies](#)

Medicines in health and adult social care

We know that people's physical and mental health outcomes improve when medicines are used in the best or optimal way.

When they are not prescribed or administered correctly they can cause harm.

This report shares what we have found through our regulatory work and gives examples how some providers have reduced these risks.

[More information about this work](#)

Guidance: Medical ionising radiation

Medical ionising radiation, including x-rays, nuclear scans and radiotherapy, is used to help diagnose

and treat conditions.

We enforce regulations and inspect providers to make sure that it is used safely and properly.

We have published updated guidance to help providers.

[More information about Ionising Radiation \(Medical Exposure\) Regulations](#)

Information

<http://www.relres.org/publications/keep-smiling/>

<https://www.scie.org.uk/socialcaretv/>

<http://www.healthtalk.org/about/overview>

healthtalk.org comes from a unique partnership between a charity called DIPEX and The Health Experiences Research Group or 'HERG' at The University of Oxford's Nuffield Department of Primary Healthcare Sciences. The website is managed by the charity and the research that appears on the site is produced by the HERG team.

While summer may lift our spirits, temperatures can sometimes become uncomfortable and even dangerously hot. Changes in our bodies as we age mean we're less likely to notice when we feel hot. If you take precautions, you can avoid the worst effects of the sun. You can order hard copies from their web pages:

<https://www.independentage.org>

The NHS has also has good advice on how to cope in hot weather:

<https://www.nhs.uk/live-well/healthy-body/heatwave-how-to-cope-in-hot-weather/>

Webinar recording: Supporting people with learning disabilities to live longer, healthier lives

SCIE and NICE have released the recording of the recent 'Supporting people with learning disabilities to live longer, healthier lives' webinar. It is available to view now on the SCIE YouTube channel via the link below."

<https://www.youtube.com/watch?v=mlkVNWRCf1E&feature=youtu.be>

Events

Norfolk and Waveney STP Workshop: Getting it Right for Older People

You are invited to attend this interactive multi-agency event to take forward the work already started to improve care and support for older people across Norfolk. The focus will be on influencing local plans by agreeing realistic and practical priorities and actions to ensure older people are identified and supported in the right place and at the right time.

The event will take place on the 19th July 2019 and the venue is Dunstan Hall Hotel, Ipswich Rd, Norwich, NR14 8PQ, registration will open at 9.30 am and you can secure your place by clicking on the following link:

<https://www.eventbrite.co.uk/e/norfolk-and-waveney-stp-workshop-getting-it-right-for-older-people-tickets-62193984883>

You have been invited to a FREE Employer Breakfast at City College Norwich on Monday 8 July from 8.30 am to 10.30 am.

Join us alongside other local health and social care businesses for a breakfast meeting in our Start-Up Lounge. Enjoy a complimentary breakfast and refreshments whilst finding out about existing ways to diversify your workforce and collaborate with us in responding to the launch of the new technical qualification. Arrive at our main reception and we will escort you to the Start-Up Lounge.

Discover how your company can be introduced to new talent, how you can support young people and develop in-house mentoring skills through industry placements and apprenticeships.

REGISTER UP TO 3 FREE TICKETS HERE