



Dear Provider

Please find below items which may be of interest to you:-



From the Care Providers Bulletin

Preparing for Flu



In this bulletin for care providers, we are focusing on the resources, advice and information that care providers will need to ensure their staff are vaccinated this flu season, as well as the residents and people we care for.

Flu and the complications from flu are the main reasons that people get admitted to hospital from care homes, particularly during winter but throughout the year. Therefore protecting individuals and populations through immunisation programmes is a highly successful public health intervention that saves many lives each year.

All frontline health and social care workers should have the vaccine to help protect vulnerable patients and clients, who may not make a good immune response to their own flu vaccine.

It would be really helpful for you to keep a log of the staff vaccinated so you know how well protected your staff and residents are. It may also be very useful to understand from staff if they did not choose to be vaccinated the reasons why as this will help us plan our future flu campaigns. Please send your thoughts to snccg.communications@nhs.net

The flu vaccine is safe – and it can't give you flu as the injected flu vaccine given to adults contains inactivated flu viruses. The viruses that cause flu can change every year, so you need a vaccination that matches the new viruses each year. The vaccine usually provides protection for the duration of that year's flu season. More flu facts and fiction are available here: <https://www.nhs.uk/live-well/healthy-body/10-myths-about-flu-and-the-flu-vaccine>

Even if you think you've had flu, you should still have the vaccination. If you're in one of the "at risk" groups you should still get the vaccine. As flu is caused by several viruses, the immunity you naturally developed will only protect you against one of them – you could go on to catch another strain, so it's recommended you have the vaccine even if you've recently had flu.

The vaccine remains the best defence we have to protect against the spread of flu and we encourage everyone eligible to get it each year. Care provider staff may need a letter giving the following information to make sure that they can get the free vaccination—a template is available here:

<http://psnc.org.uk/wp-content/uploads/2017/10/TEMPLATE-Care-home-providers-letter-of-evidence.docx>

Consent and Immunisation

There is no legal requirement for consent to immunisation to be in writing and a signature on a consent form is not conclusive proof that consent has been given, but serves to record the decision and the discussions that have taken place with the patient.



Nursing Homes—Guidance on Immunisation and Anaphylaxis

During flu season there is a range of information and resources that may support your nursing home in preparing to have residents and your workforce vaccinated. For your nurses to give the vaccinations:

- ❓ All healthcare professionals advising on immunisation or administering vaccines must have received specific training in immunisation, including the recognition and treatment of anaphylaxis. They should maintain and update their professional knowledge and skills through appropriate training.
- ❓ Immunisation training is available on the eLearning platform Immunisation - e-Learning for Healthcare: <https://www.e-lfh.org.uk/programmes/immunisation/> Click on the link then register, they will ask for your Nursing home registration number. If you are having difficulties go on live chat and they will support you in accessing the training modules
- ❓ Individuals giving vaccinations must have received training in the management of anaphylaxis, and must have immediate access to appropriate equipment. Adrenaline (epinephrine) must always be immediately available. Information on anaphylaxis is contained on page 3 in the recent Prescribing Matters Bulletin, available here: <http://www.southnorfolkccg.nhs.uk/sites/default/files/Prescribing%20Matters%20August%2018%20FINAL.pdf>
- ❓ All health professionals responsible for immunisation must be familiar with techniques for resuscitation of a patient with anaphylaxis to prevent disability and loss of life. A protocol for the management of anaphylaxis and an anaphylaxis pack must always be available whenever vaccines are given.
- ❓ An anaphylaxis pack normally contains two ampoules of adrenaline (epinephrine) 1:1000, four 23G needles and four graduated 1 ml syringes, and Laerdal or equivalent masks. Packs should be checked regularly to ensure the contents are within their expiry dates. Chlorphenamine (chlorpheniramine) and hydrocortisone are not first-line treatments and do not need to be included in the pack. It is the responsibility of the Nursing home to provide either pack or just adrenaline and syringes as a stock item
- If an adult has refused immunisation before losing the capacity to make a decision, this decision will be legally binding, provided that it remains valid and applicable to the circumstances. If an adult has not clearly refused the treatment before losing the capacity to make such a decision, you will be able to treat an adult who is unable to consent if the treatment would be in their best interests, e.g. in a nursing home situation where the risk of influenza could compromise the individual's health. This decision would be made by the patient's doctor in discussion with those close to the patient.
- ❓ **Immunisation by nurses and other healthcare professionals** Unless covered by exemptions to the Medicines Act 1968, there are two ways of achieving this: either by Patient Specific Direction (PSD) or Patient Group Direction (PGD). As a PSD is individually tailored to the needs of a single patient, it should be used in preference to a PGD wherever appropriate.

Please refer to the Green Book for any further queries or guidance:

http://www.southnorfolkccg.nhs.uk/sites/default/files/Green-Book-updated-280113_test.pdf

TOP TIPS FOR CARE WORKERS—FLU

Manage Outbreaks:

NCHC Infection Prevention & Control Team will provide IP&C phone advice to care homes within Norfolk from the 1st October 2018. This is available Monday to Friday, 9– 5pm

- Dedicated phone line – 01603 272767 (there is an answer phone service)

The team consists of: Beth Kimber, Jackie Thomas, Simon Isbell and Trish Mayes with a further 2 members of staff soon to join the team

For Great Yarmouth and Waveney homes please contact East Coast Community Healthcare (ECCH);

- Teresa Lewis 07775852019 Kelly Osborne 07917241369 Wayne Butler 07535648923

However any outbreaks within your homes remain under the remit of Public Health England (PHE) and you must contact them on:

Wash your hands!

Washing your hands reduces your risk of catching or transmitting flu to other people—encourage and enable the person you are caring for to wash their hands as well.

Remember to ask visitors to wash their hands as well! Use the flu posters and signs to encourage staff and visitors to wash hands. More information is available here: <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>

Stay hydrated

Reduce the number of staff attending the individuals home to the minimum

Encourage visitors to a home to be kept to a minimum and make sure all visitors are traceable

Get Vaccinated as soon as possible

Vaccination against flu not only protects you from flu but stops you from transmitting it to your family, as well as those you care for at work.

• **Make sure you regularly clean your**

uniform, which might mean domiciliary care staff having more than one to change into before entering another person's home.

- ☒ **Increase the cleaning of direct areas, such as table tops and food preparation areas, and be clear on the product to use and the concentration, i.e. chlorine releasing agent**

All care staff should ensure personal protective equipment is used to prevent cross contamination, which could include masks where appropriate

Bed Tracker

Dear Provider,

We are building on the success of our Bed Tracker and making improvements to how we work together to arrange care in the residential sector.

In January 2018 we launched a new process for residential homes to inform us when vacancies become available. Using our [online form](#) over 60% of care and nursing homes in Norfolk have benefited from quickly and easily sharing vacancy information that we use to brokering care. The information you submit has enabled us to arrange care placements quicker than ever before and provide Norfolk's citizens with better information about the homes available in the market.

Building on these successes we are making several improvements to the Bed Tracker in preparation for Winter, focusing on information that will help us to identify suitable homes with capacity. To increase the efficiency, suitability and speed of Norfolk County Council placements we will also be prioritising placements with providers who are using the bed tracker on a regular basis.

We will communicate further over the coming weeks with more detail about the changes we are making. In the meantime, you can continue to submit vacancies with the existing version of the Bed Tracker here <https://apps.norfolk.gov.uk/BedVacancyTracker>

You can find more information on how we will use this data, along with help on how to use the form, on our website www.norfolk.gov.uk/bedtracker

Market Development Team,
Norfolk County Council

Norfolk Integrated Community Equipment Service (ICES)

Would like to invite you to our
Community equipment Demonstration day.
(this is the repeat of the day in January 2018 for those that were
unable to attend)

On

Monday 15th October 2018 at Holiday Inn, Norwich Airport, NR6 6JA

The day will start at 9am for registration and Coffee/Tea for a 9.30am start.

Faye Gower-Smith ICES Clinical Consultant will give a short presentation on ICES and the outline of the day.

Melanie Sturman Moving and Handling Lead for Norfolk County Council will give a presentation on Adult social care referral pathways and the reduced handler care project.

The rest of the day will then involve breakout sessions in the following subjects:-

- **Session1:** Standard profiling bed, features of the bed and how it works with dynamic pressure care mattress
- **Session 2:** Reduced handler care: How to use WendyLett sheets/hoists.
- **Session 3:** Pressure care: How do the Repose cushions, mattress/ Active premier 2 mattress really work?
- **Session 4:** Managing the plus size person (Bariatric bed, mattress, WendyLett sheets, hoists)

The purpose of the day is to upskill home care agency staff/trainers on the products that Community and Acute Hospital Occupational Therapist, Physiotherapist and Nurses maybe prescribing to service users/patients in the community.

The day will conclude with a questions section and end for 4pm.

Please can you complete the attached form for all delegates that would like to attend, places are available on a first come first serviced basis.

This is a free event and tea and coffee will be provided throughout the day, however you will have to bring your own lunch.

Community equipment Demonstration day.

Monday 15th October 2018 at Holiday Inn, Norwich Airport, NR6 6JA

Please complete a delegate booking form for each individual who wishes to attend.

Please send this form to ICES@norfolk.gov.uk.

You will receive confirmation via email.

Delegate Name	
Employer	
Job Role	
Contact email	
Contact Number	
<i>Office use only</i>	<i>Place available/not available Confirmation sent to delegate</i>



**Nominations opened on 3rd September 2018 for
The Norfolk Care Awards**

Nominations have now opened for the 2019 Norfolk Care Awards. The awards will take place at Sprowston Manor on Thursday 21st February 2019, and will once again be streamed live to ensure everyone across Norfolk can celebrate with those

at the ceremony. This year we are pleased to announce that the Awards will be hosted by the Reverend Richard Coles (pictured).

The 2019 awards have 10 categories:

- 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 or unpaid carer
- Rising Star
- Team Award – Together Everyone Achieved More
- Harold Bodmer Outstanding Achievement Award

To make a nomination visit <https://norfolkcareawards.co.uk/>

Media enquiries:
Norfolk Care Awards
Claire Gilbert claire@norfolkcareawards.co.uk
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News from CQC

Update

Our update for providers of adult social care services

September 2018

Chief Inspector's column

In her column this month Andrea Sutcliffe CBE talks about why CQC challenged care services to do something musical and extraordinary for the Last Night of the Proms

[Read more here.](#)



Free flu vaccinations for adult social care staff

NHS England have confirmed that free flu vaccinations are available in 2018/19 for social care workers who offer direct care to people using services.

Who is eligible?

Health and social care staff, employed by a registered residential care/nursing home or registered domiciliary care provider, who are directly involved in the care of vulnerable patients/clients who are at increased risk from exposure to influenza. Vulnerable means those patients/clients in a clinical risk group for flu or who are aged 65 years and over.

NHS England have confirmed that this includes staff directly involved in the care of vulnerable people who are at increased risk from exposure to influenza who are working for registered:

- residential care homes;
- residential nursing homes;
- domiciliary care services;
- Shared Lives schemes;
- extra care housing services;
- supported living services.

Where and how can eligible staff get a free vaccination?

Staff can go to their own GP practice or any pharmacy. To prove that they are eligible they will need to take identification with them that shows their names and the name of their employing organisation. This could be an ID card or badge, a letter from their employer, or a recent payslip.

Further information and resources

For more information on the free flu vaccinations for social care staff read the [full announcement letter](#).

[NHS Flu Fighter Social Care](#) is a free resource for social care providers to encourage their staff to get a flu vaccination to protect themselves and people using services from the flu virus.



New learning resource on caring for people at risk of choking

Earlier this year CQC launched '[Learning from safety incidents](#)', a series of resources that describe a critical safety issue - what happened, what CQC and the provider have done about it, and the steps you can take to avoid it happening in your service.

A new issue of these resources has been [published](#), focusing on caring for people at risk of choking.

Social care is alive with the sound of music!

CQC teamed up with [Live Music Now](#) to challenge social care providers across the country to do something musical to celebrate the Last Night of the Proms.

Over 100 services have got involved so far and have used the [#LiveMusicInCare](#) hashtag on Twitter to share what they have been doing. Find out more on [our website](#) and read why Andrea Sutcliffe thinks this initiative is so important in her [monthly blog](#).



Provider information return update

We are working to develop and roll out a new digital system for the provider information return (PIR) in order to create a system that is easier to use, allows us to share the information we gather between CQC, providers and partners, and reduces burden on providers and CQC.

300 adult social care providers have been using a prototype of the new system and sharing their feedback on how it works. With their help we have identified improvements we need to make to the system. In June [we updated you](#) that the roll out had been temporarily paused while we make these improvements – this pause will continue for a short period while we do further work. We are increasing the capacity and capability of our digital teams to ensure we can bring these additional improvements about as quickly as possible.

Providers will continue to complete PIRs in the normal way in the meantime.

We will share all future updates via this newsletter.

Withdrawing registration applications

We have made a change to allow providers to withdraw a registration application at any time prior to us issuing you with a Notice of Decision. This applies to applications to register with us or vary, cancel or remove conditions of registration. The [guidance for providers](#) has been updated to reflect this change. Please note that if you decide to withdraw an application the whole process is closed down and you will need to reapply.

Reviewing how CQC regulates duty of candour

The duty of candour is a legal duty to be open and honest with users of services or their families when something goes wrong that appears to have caused, or could lead to, significant harm in the future. It applies to all health and social care organisations registered with the Care Quality Commission.

We are starting a review of how we regulate duty of candour and would like to hear your feedback. Visit our [online community](#) to share your views - the short survey will be open until 12 October. If

you're not yet a member, you can [sign up here](#).



State of Care 2017/18 is coming soon.

[Sign up to be the first to receive the report when it is published.](#)

In the meantime, why not read [State of Care 2016/17?](#)

Local system reviews programme extended

Following a request by the Secretaries of State for Health and Social Care and for Housing, Communities and Local Government, it has been confirmed that [CQC will be undertaking a further tranche of local system reviews](#). Three new areas will be reviewed and reported on individually by December: Staffordshire, Leeds and Reading. Three further reviews will follow up on progress made following our [programme of work in 2017/18](#). The three follow-up areas are: Stoke-on-Trent, York and Oxfordshire.

Other news

[Fire safety learning resource](#)

The London Fire Brigade have provided a free e-learning module designed to help care staff working in care at home settings identify key fire risks and prevent them happening in the first place. Enroll for the course [here](#).

[Dancing for Dignity](#)

CQC is supporting Dancing for Dignity month in October. Find out more and see how you can get involved on the National Dignity Council's [website](#).

Events

- Andrea Sutcliffe CBE, Chief Inspector of Adult Social Care will speak at the [Healthwatch Network Annual Conference](#) on 4 October in Stratford-upon-Avon.
- We are exhibiting at [The Care Show](#) on 17-18 October in Birmingham. Say hello to our team and ask them any questions you have about CQC. Deputy Chief Inspector Debbie Ivanova will also speak about State of Care 2017/18 on 17 October.
- Andrea Sutcliffe CBE will speak about State of Care 2017/18 at the [Solace Summit](#) in Brighton on 18 October.

Follow us on Twitter!

Keep up with our work with professionals and provider organisations in England by



following us on Twitter [@CQCProf](#).

Events

All-In Productions and Creative Arts East present

Rules for being a man.

By Alex Oates

**FREE
EVENT**

A Comic yet heartfelt one man show explores
the everyday battle of masculinity

Wednesday 10th October, 10.30am 

King's Lynn Library

London Rd, King's Lynn PE30 5EZ

This is a non-ticketed event
but all donations received
will go to the Samaritans

For more information call 01553 772568 or visit all-inproductions.co.uk



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Norfolk County Council

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ARTS EAST**



NOPF
Norwich Older People's Forum

Annual event

Lots of
useful
information
stands

Wednesday 3 October 2018

The Halls, St Andrews Plain, Norwich, NR3 1AU

Crossing the generations

where young and old meet together

10:00am: AGM

10:10am: refreshments

10:30am: Students from The Garage
will give a presentation and
we will hear from organisations
running intergenerational
projects in Norwich

1pm: light lunch

Please come along and bring a friend

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NEWS

Financial and practical support for you or a loved one living with dementia

September is World Alzheimer's Month, an international campaign that raises awareness and challenges the stigma that surrounds dementia. There are over 850,000 people in the UK living with dementia and many people have little or no understanding of the illness.

Our factsheet '**Living with dementia**' looks at the different types of dementia and help that's available. It also covers:

- What is dementia
- Common symptoms
- Living with dementia
- Financial support
- Practical tips for caring for someone with dementia
- And much more

Being diagnosed with dementia can come as a shock and can be very distressing for you as well as your family. This factsheet will help you to understand what dementia is and where to get support so you or a loved one can stay independent for as long as possible.

[Find out more](#)

New RVS page with a video about volunteering:

<https://www.royalvoluntaryservice.org.uk/volunteer>

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

Kind regards

Caroline

On behalf of
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Please note: my normal working days are Monday and Wednesday

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