



Norfolk Care Association Ltd

This report is to give an update on the work by Interim Board. As of January 2020, Norfolk Care Association Ltd was registered with Companies House as a company limited by guarantee. The Board Directors are:

- Norfolk Independent Care (NIC) – Sanjay Kaushal
- 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) – Maria Plumb

You may have seen the advertisements for the post of Chief Executive with interviews being held on 13th February 2020 in Dereham. Please pass on the details to anyone you think may be interested. You will find the application pack at <https://www.norfolkcareassociationconsultation.com/vacancies>

The interviews for the Chief Executive will be in two parts: a presentation to a Stakeholder Panel and a formal interview. We are seeking volunteers for the Stakeholder Panel. Ideally it should consist of managers/owners from the full spectrum of social care services. We have already had some expressions of interest but would be glad to receive more. If you are interested in participating, please contact Dr Fiona Denny at fiona.denny@norfolkcareassociation.org

We will keep in touch with further updates on progress. In the meantime, if you have any questions feel free to contact our Project Officer, Fiona Denny.

News from Norfolk Safeguarding Adults Board

16 January 2020

Today Norfolk Safeguarding Adults Board (NSAB) publishes two important Safeguarding Adults Reviews (SARs) into the deaths of a woman (Ms F) and a man (Mr G) who lived in a Norfolk care home.

Both these SARs have important lessons for a range of agencies about the care provided for people who have challenging behaviour due to dementia.

The board wishes to record their condolences and thanks to both families for their assistance throughout the review process.

Ms F lived with dementia as did Mr G. The two residents were not related to each other in any way, and their cases are quite different. However, there are overlaps in a number of the learning themes, and NSAB agreed it would be beneficial for both cases to be reported in a joint report.

Key learning includes:

- the need for professional curiosity
- the way in which challenging behaviour is assessed and managed
- the recording of safeguarding data

[Click here for a link to the final report, executive summary and action plan.](#)

You can follow NSAB on Twitter, join us today – @NorfolkSAB

Thank you to everyone who follows NSAB.

Training

CareRite **endorsed**
Learning Provider

Experiential Dementia Workshops

Day 1: Dementia – The Wider Picture
Exploring the Brain, Different Types of Dementia, Recognising the Key Characteristics

Day 2: Dementia - Distressed Behaviour / Communication
What to say when someone says... What to do when someone does...

Thursday 26th & Friday 27th March 2020
Wednesday 8th & Thursday 9th April 2020
Tuesday 26th & Wednesday 27th May 2020

£87 per day (£180 both days)
The Willow Centre, Congford
Norwich
NR4 7JJ
9.00am – 3.30pm
(The days are designed to be booked as a two-day workshop)

To find out more and book your place please contact Clave Gilbert
07584 047996 claire@carerite.co.uk

This experiential learning workshop is unique and interactive. I would encourage you to experience this way of learning for yourself. As a registered dementia caregiver, you will gain valuable insights.

Now a limited number of places available

Duet Diabetes

“DUET diabetes helps care and health providers to **upskill and increase the confidence** of their staff when looking after adults living with diabetes.

We can run workshops exclusively for your organisation (at your location), or alternatively individual places can be booked for our open workshops held at various venues across Norfolk & Suffolk (please see attached flyers).

Whether you have some questions or would like to make a booking, please get in touch and one of the team will be happy to help.

DUET diabetes Ltd has learning provider endorsement from Norfolk & Suffolk Care Support Ltd.”



Upcoming Open Workshops – Norfolk & Waveney

Run by either an experienced diabetes practitioner/nurse educator or podiatrist

More dates are planned at various locations across Norfolk for all our open workshops in 2020 – please register your interest so that we can ensure venues are suitable for those looking to attend.

Diabetes Awareness Training*, £50pp:

27 Jan 2020; Beccles House, 1 Common Lane North, Beccles, NR34 9BN **2 places left**

*followed by Blood Glucose Monitoring and Glucometer Training after lunch (£40pp – including competency assessment) **4 places left**

Diabetes Update for Registered Nurses, £70pp:

24 Feb 2020; Beccles House, 1 Common Lane North, Beccles, NR34 9BN **5 places left**

Diabetic Foot Screening (including competency assessment), £55pp:

24 Jan 2020; St Nicholas House Care Home, Littlefields, Dereham, NR19 1BG **2 places left**

19 March 2020; Lydia Eva Court, 16 Peterhouse Avenue, Gorleston-on-Sea, NR31 7PZ

Diabetes & Healthy Eating, £32pp:

24 Jan 2020; St Nicholas House Care Home, Littlefields, Dereham, NR19 1BG **full**

20 March 2020; Beccles House, 1 Common Lane North, Beccles, NR34 9BN

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



Upcoming Open Workshops – Suffolk

Run by either an experienced diabetes practitioner/nurse educator or podiatrist

More dates are planned across Suffolk for all our open workshops in 2020 – please register your interest so that we can ensure venues are suitable for those looking to attend.

Diabetes Awareness Training*, £50pp:

March 2020; Ipswich & Newmarket/Bury St Edmunds

*followed by Blood Glucose Monitoring and Glucometer Training after lunch (£40pp – including competency assessment)

Diabetes Update for Registered Nurses, £70pp:

13 March 2020; Avocet Court Care Home, Monmouth Close, Ipswich, IP2 8RS

Diabetic Foot Screening (including competency assessment), £55pp:

10 March 2020; Seckford Care, Seckford Street, Woodbridge, Suffolk, IP12 4NB

- **5 places left**

25 March 2020; Avocet Court Care Home, Monmouth Close, Ipswich, IP2 8RS

Diabetes & Healthy Eating, £32pp:

14 February 2020; Avocet Court Care Home, Monmouth Close, Ipswich, IP2 8RS

Feb/March 2020; West Suffolk venue

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

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:

Wednesday 12th February at 18:00

Thursday 5th March at 14:00

Tuesday 14th April at 18:00

Wednesday 6th May at 14:00

Tuesday 2nd June at 10:00

For more information or to reserve a place please email Mark Johnston at mark.johnston@homeinstead.co.uk or call 07776 060837

National Medicines Safety Improvement Programme

We NEED your help

We are trying to gather as much information as we can from the people who work in and with care homes. To do this we are inviting all care homes to take part in a short e-survey which should only take five minutes.. Could we please ask you to click on the link below and provide us with your valuable knowledge.

Safer Administration of Medicines in Care Homes

Survey: <https://engage.improvement.nhs.uk/psmu/care-homes/>

Questions we are asking at this stage

What is the nature and scale of medication administration errors within care homes across the region?

What types of interventions are currently being used to reduce administration errors, and what kind of impact are these having?

What level of support do care home staff currently access to reduce harm, and what further support might they need?

Are there some care homes that would be willing to participate in an improvement programme from April 2020?

Background information

How can we improve the safety of giving medicines to people living in care homes?

Medicines are a vital part of keeping people well and improving our quality of life. Residents of care homes often have complex needs, which in turn means many residents are prescribed multiple medications. Often residents rely heavily on their carers or nurses to access the medicines they need.

The vast majority of medicines are given as intended, but we know from academic research that on occasion, some are not. Mostly these incidents result in no harm, but there is potential that medicines given incorrectly can have serious consequences; unnecessary suffering, hospitalisation or even death. We also know that older people are more susceptible to the side-effects of medicines.

What are we aiming to do?

We are keen to work with care homes to:

Better understand the things that affect the safety of giving medicines;

Look for ways to continuously improve safety and the experience of care, and;

Measure how effectively we can protect people from harm.

How will the work we will do help?

This work will help care homes be proactive in keeping people safe and well. This is of benefit to everyone: the residents, the care staff, the home and also the wider health and social care system.

Some people yo-yo in and out of hospital due to ill-health caused by their medicines.

It is a priority for health and care organisations to support people to remain at home where they thrive in familiar surroundings which enhances their quality of life.

The Care Quality Commission (CQC) regulates and inspects care homes to ensure they are safe, well-led, effective, caring and responsive to people's needs. The CQC expects all organisations supporting people to protect them from harm and to take action to improve practices where necessary.

Information about the survey

All information collected in this survey will be used for the stated purposes only, and will not be used for performance or contract management or passed on to commissioners, regulators of care homes or prosecuting authorities with the exception of adherence to statutory duties of safeguarding.

Individual care home returns will be shared with the Academic Health Science Network who operate the Patient Safety Collaborative in your area. Representatives of the Patient Safety Collaborative may contact you directly for more information.

All publicly published information resulting from this survey will be in aggregate format and will not identify any individual care home without the express permission of the care home's registered manager or owner.

If you have any questions about the National Medicines Safety Improvement Programme or the survey, please contact jodie.white@eahsn.org