



Dear Provider

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

Medicines Update

The information for patients on [nhs.uk](https://www.nhs.uk) around continuity of medicines supply if there is a no-deal EU exit has been updated. As well as this, the FAQ for clinicians on the [NHS England website](https://www.nhs.uk) has also been updated.

These updates explain the government's multi-layered approach to ensure that medicines continue to be available if there is a no-deal EU exit. It is important that this information is shared with front line staff, so they can pass this information on to patients.

Health and Social Care Workers – Information on Flu Immunisation

[https://campaignresources.phe.gov.uk/resources/campaigns/92-health-and-social-care-workers-flu-immunisation-
/resources?f.Profession%7Cprof000=local+authority&f.Resource+Type%7Cresource000=poster&que
ry=](https://campaignresources.phe.gov.uk/resources/campaigns/92-health-and-social-care-workers-flu-immunisation-/resources?f.Profession%7Cprof000=local+authority&f.Resource+Type%7Cresource000=poster&query=)



Nominations are open for The Norfolk Care Awards 2020

The Norfolk Care Awards team are pleased to announce nominations for the 7th Norfolk Care Awards are now open and will close at 12 noon on the 15th November 2019.

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

'It is incredible to think this is our seventh year of putting on this event, which raises the profile of working in care and supporting people to live their lives. We are humbled and impressed each year when we visit services – there is some great practice in Norfolk. This event enables us to 'give back', to the care sector, which we are both incredibly proud to be associated with, allowing us to say a big 'Thank You' to all the unsung heroes.

This event could not take place without the support of organisations who understand the importance of the work undertaken in social care. We are delighted Gordon Barber Funeral Homes, UEA, City College Norwich, Athena Care, Libby Ferris Flowers, Birketts, Grant Thornton UK LLP, Norfolk County Council, STP, Food Care Systems, Ashton Legal, Organ Donations and Boots recognises the care sector's fantastic workforce by supporting this event.

Norfolk County Council is delighted to support the Norfolk Care Awards once again. We want to celebrate the excellent work carried out every day by Norfolk's carers and care providers. It is important to acknowledge the expertise and commitment of carers, and we are proud to be sponsoring two awards: the Team Award and the Harold Bodmer Award. We have introduced a special bursary, of £1000, for the award winner of the categories we are sponsoring, which is for the further education and training for the award winners and their organisation.

The Norfolk Care Awards will take place at Sprowston Manor on 20th February 2020, and will be 'streamed live', to ensure everyone across Norfolk can celebrate with you.

To make a nomination visit www.norfolkcareawards.co.uk

The Norfolk Care Awards have ten 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

Media enquiries:

Norfolk Care Awards

Claire Gilbert claire@norfolkcareawards.co.uk

Tel: 07584047996

Newsletter

Our monthly update for everyone interested in health and social care

Declare Your Care: Children and young people

Our Declare Your Care campaign is now focusing on children and young people.

Our research reveals that young people (age 16 to 24) do not raise concerns about their care. They fear they will be seen as a troublemaker, or they don't think it'll make a difference. More young people have also experienced poor care when using mental health services.

We want to help change the story and encourage children and young people talk about their care.

[Find out more about our campaign](#)

Supporting World Patient Safety Day

This month saw the very first World Patient Safety Day, a global event organised by the World Health Organisation in recognition of the scale of avoidable harm linked with medical errors across the world.

A total of 194 countries supported the day by pledging to recognise patient safety as a key health priority and to take action to reduce patient harm in health care settings.

In support of the themes of the day, we're encouraging health and care providers, partner organisations, the public – and CQC staff – to advocate and promote the importance of patient safety.

[Read 'Speak up for patient safety', a blog by our chief executive Ian Trenholm](#)

Join us! Work for CQC

Current vacancies include:

- Senior User Researcher – Newcastle, London or Leeds
- Specialist Advisor (Ambulance) – National
- Communications Officer (Healthwatch England) – London
- Children's Services Inspector – National

[Browse our current vacancies](#)

Our proposals on restraint, seclusion and segregation: Still time to have your say!

There's still time to share your views about our proposals for a #BetterSystem for people at risk of segregation.

We published an [interim report looking at restraint, prolonged seclusion and segregation for people with a mental health problem, a learning disability and/or autism](#) back in May. One of the report's recommendations was to bring together a range of experts to make proposals for a more integrated

and preventative system.

We've been asking people for their views on these proposals. If you haven't commented yet, it's not too late! The deadline for responses is by the end of 1 October.

[Share your views on our proposals now](#)

Our September board meeting

Our board met on 18 September.

Topics discussed during the public session included:

- Executive team update
- Our performance report for the first quarter
- An update on our change and improvement work

[Watch a video of the board meeting](#)

Choosing an online healthcare service

These can be a convenient way to get medical advice, treatment and medicines.

A reputable company should provide a safe and effective service.

But we have found that some services may put patients at risk, particularly when they prescribe medicines online.

We have updated our advice about the things you might need to consider if you're thinking about using an online healthcare service.

[Read our advice for choosing an online healthcare service](#)

Training

Contribute significantly towards Subjects 1, 4, 5, 7 and 8 in 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
 Tuesday 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. 8.30am – 4pm each day at The Willow Centre, Cringleford, 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@carents.co.uk



ORAL CARE TRAINING

The CQC June 2019 report on Oral Health in Care Homes recommends all care staff are trained in oral care



Smiling matters

Oral health care in care homes

Oral Care Training for Care Settings delivered by Joy Hynes a practicing Dental Hygienist & Dental CQC Inspector

NORWICH	IPSWICH	CHELMSFORD
21st October	14th October	15th October
The Oaklands 89 Yarmouth Road Norwich NR7 0HH	Greshams 312 Tuddenham Rd Ipswich IP4 3QJ	Ashwells Sports & Country Club, Ashwells Road Brentwood CM15 9SE
£55pp + VAT		
09:00am - 11:15am 11:30am - 13:45pm 14:15pm - 16:30pm	CAMBRIDGE 22nd October Venue TBC	LINCOLN 29th October Venue TBC

01508 447311 / 01603 574079

info@angliantraining.co.uk www.angliantraining.co.uk





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 to run a session. Workshops are being run on the following dates:

Thursday 3rd October at 14:00

Thursday 14th November 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

Events



Hypo Awareness Week 2019

September 30 to October 6

This project has been funded by Sanofi who have had no input into any arrangements or content.

A message from Oliver Jelley who organises this national campaign:

We're busy preparing for Hypo Awareness Week 2019. The annual campaign to raise awareness of hypoglycaemia in the UK and Ireland by educating healthcare professionals will take place between September 30 and October 6.

The Hypo Awareness Week Excellence Award will be part of the QIC Diabetes awards programme, with the winner due to be announced at the awards ceremony which takes place on Thursday, October 17.

Again, the core of the campaign will focus on secondary care but we will also be looking to work with primary care and care provider colleagues to widen the campaign and get the important message about hypo awareness out into the community.

As in previous years, participating organisations need to register. They will be sent a printed pack* and a link to an electronic pack of materials and encouraged to hold activities and training throughout the week.

If you have not yet registered for Hypo Awareness Week 2019, please follow the instructions below:

Register:

To take part, email oliver.jelley@ojcr.co.uk and provide the following information:

- Lead organiser's name
- Name of trust/organisation
- Number of participating sites
- Address for printed pack*
- Numbers of t-shirts required* (10 per registration site available – if stocks last)
- Telephone number

[*printed packs & t-shirts are limited due to an overwhelming response this year, but access to online resources will be available to assist in increasing knowledge and to support your activities]

This project has been funded by Sanofi who have had no input into any arrangements or content.



Oliver Jelley / Managing Director
07803 003811 / oliver.jelley@ojcr.co.uk

Orange Juice Communications 01604 882342
Catherine House, Harborough Road, Brixworth, Northampton, Northamptonshire, NN6 9BX
<http://orangejuicepr.co.uk>

Senior Friendship Group



Come along and make new friends, have a cup of tea and enjoy new activities each month. We welcome all including those with memory loss or other health conditions. There is no charge for attending.



The group is organised and facilitated by Mark Johnston

Date	Activity
12 th June	Come and meet us. Looking at reminiscence kits and quiz
10 th July	Board and card games
14 th August	Holiday photo's and making holiday collage
11 th September	Musical based games and activities
9 th October	Pets and animals theme
13 th November	Visit from local school children
11 th December	Making Christmas cards and Christmas carols

Second Wednesday of each month from 10:30am to 12:00 noon at Hellesdon Library.

Please contact Home Instead Senior Care on 01603 482116 for more information.



Norfolk County Council

