



Information

The Living longer, living well - the 5th Norfolk Older People's Strategy is now available to download from the Health Information Leaflet service website:

<https://brochure.norfolklivingwell.org.uk/product/living-longer-living-well-the-5th-norfolk-older-peoples-strategy>

Training

Contribute significantly towards 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 2018
- Tuesday 28th August & Wednesday 29th August 2018
- Tuesday 22nd October & Wednesday 23rd October 2018
- Tuesday 26th November & Wednesday 27th November 2018
- Tuesday 3rd December & Wednesday 4th December 2018

Price: £57 per day or attend both days for a reduced price of £100.
8.45am – 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



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:

Tuesday 10th September at 14:00

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

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

News from CQC

Update

Our update for providers of adult social care services

July 2019

Chief Inspector's column

In this month's column Kate talks about the second year of the Quality Matters initiative and how we can reduce duplication across health and social care.

[Read more here.](#)



Phase two of our thematic review of restraint, seclusion and segregation

Phase one of our thematic review has been concluded and the findings were published in [the interim report](#) in May. We are now in phase two of the review which is looking at restrictive interventions in adult social care services, mental health rehabilitation and low secure hospitals, and some children's residential services. Phase two will run until the end of October and our team will be visiting approximately 40 services.

These visits are just one way of gathering information throughout the review, and we will also be using a variety of other methods including having discussions with people with lived experience, literature reviews and provider surveys.

If you would like more information please email RSSthematic@cqc.org.uk

New blog post from Deputy Chief Inspector Debbie Ivanova

In this month's blog on our thematic review of restraint, segregation and seclusion Deputy Chief Inspector Debbie Ivanova talks about the importance of getting the view of people with lived experience in phase 2 of the review and how we will be working with CHANGE, as well as other

organisations, to get this voice.

[Read the full post on our Medium page.](#)

Changes to the Provider Information Return

In June this year we updated you that we were making improvements to our Provider Information Return (PIR). From 7 August 2019 we will be requesting that all providers complete an updated PIR and this will then continue on an annual basis.

Requests for the PIR will be sent during the anniversary month of your first site visit. This will allow us to expand how we use information from the PIR to support our continuous monitoring of services and we will also continue to use the PIR as part of any inspections that take place.

We will be writing to all providers with details of the updated questions/guidance and a reminder of when your first site visit date was to assist with planning for your PIR.

Driving improvement through technology

[Our new resource](#) published on 16 July highlights how providers have used new technologies to try and meet the needs of people using their services and improve the quality of care.

The examples talked about in the report range from apps that help people to take more control of their care, to digital systems for sharing care records. At CQC we are committed to encouraging innovation and improvement, including through new technologies. This new resource aims to start a constructive discussion around how services are doing things differently and what that means for people and regulation

Our Director of Strategy and Intelligence, Dr Malte Gerhold, points out that providers, innovative and regulators need to work together to get the best out of innovation in [his blog to introduce the new resource](#).

Staying #TempAware during the heatwave

Temperatures throughout July have soared and we want to encourage those who work or volunteer in health and social care services to be #TempAware and help ensure older people, people living with disabilities or in vulnerable circumstances keep safe and cool in the heatwave. We also want to remind people to take themselves when working in the high temperatures.

[Read our news story and a quote from Chief Inspector Kate Terroni.](#)

[NHS England also has advice on how to stay safe in hot weather.](#)

Join CQC's digital participation platform!

You can be involved in CQC's work in different ways through the platform: reviewing documents, sharing your feedback through discussions, posting your own ideas, responding to surveys, and voting and commenting on the ideas of other users.

How do I sign up? It's easy! Follow the instructions on the [sign up page](#).

Quality Matters – Unlocking capacity: smarter together

The online resource, developed through the Quality Matters initiative, is called 'Unlocking capacity:

smarter together' aims to encourage system leaders between health and adult social care. Although it was launched in September 2018, the primary aim of 2019 is to use the resource to inspire partners in local systems to take action to work collaboratively.

Quality matters is a shared commitment to improve quality in adult social care services; one of the key actions is focused on collaborative working between adult social care and health in order to provide seamless support for people accessing services.

Learn more about [Quality Matters](#) and [Unlocking capacity: smarter together](#).

Every Day is Different – national recruitment campaign

The Department of Health and Social Care is pleased to announce that funding has been approved for a second national wave of their national recruitment campaign, *Every Day is Different*, to run in 2019/20.

The first year of the campaign has been a success, seeing 97% more searches for jobs containing 'care' or 'carer' in the job title on DWP Find a Job website. As well as this, one in four (26%) care staff surveyed saw an increase in either enquiries, applications, interviews or vacancies filled.

[Visit the campaign website for more information.](#)

Oral health free elearning resource

Last month we published our report [Smiling Matters](#), which looked at the state of oral health care in care homes across England.

We encourage everyone to read the report and look for ways to improve knowledge on this subject, such as the [Skills for Health free Oral Health elearning course](#) available online.

#hellomynameis

23 July was [#hellomynameis day](#), the campaign which was started in August 2013 by Dr Kate Granger MBE. Dr Granger was an inpatient with terminal cancer and was frustrated by how many care staff failed to introduce themselves to her. Her campaign asks frontline NHS staff to introduce themselves to their patients and now over 400,000 health workers from across the world now back this initiative for more personalised care.

CQC recognises that the #hellomynameis campaign values are similar to our own, and because of this our inspectors will now begin wearing 'hello my name is' badges during inspections to support the campaign.

New NICE resource for people receiving social care services in their home

The National Institute for Health and Care Excellence (NICE) has collaborated with several partner organisations to launch a new initiative to encourage better medicines support for people who are receiving social care services in their home.

The campaign focuses on NICE's [guideline](#) and [quality standard](#) on managing medicines in the community. [Find out more on the NICE website.](#)

Key messages for home care providers:

- Have a documented medicines policy, with content based on NICE guideline NG67.
- Ensure staff are appropriately trained and supervised at all time, as evidenced by annual assessment.
- Ability to prioritise care worker visits for people who receive support for time sensitive medicines.
- Where medicines support is being provided, robust processes should be in place to ensure written medicines administration records are accurate and up to date.
- Record and learn from errors and near misses.

Improved NMC readmission process for nurses, midwives and nursing associates

As part of the Nursing and Midwifery Council's (NMC) commitment to safer, better care, they are playing a role in addressing recruitment and retention challenges.

Better readmission processes have now been introduced, so nurses, midwives and nursing associates can return to the NMC register after lapsing. All relevant information will be asked for up front, the amount of information asked for has been cut down, and all readmission steps are now moving online.

[Find out more.](#)

Updated Local Authority Data Profiles

We've updated our profiles for each local authority in England. These give a picture of the health and social care system in each local authority area. Bringing together data to give an indication of how different services work together.

You can find the profiles on our [website](#)

Other news and events

- We have published our [annual report and accounts](#), reflecting both our achievements in 2018/19 as well as highlighting areas for improvement.
- We have published our [annual update on the safe management and use of controlled drugs](#).
- We have [published a new MoU](#) with the National Data Guardian for Health and Social Care, setting out how we will work together in order to safeguard the wellbeing of the public receiving health and social care in England.

Follow us on Twitter!

Keep up with our work with professionals and provider organisations in England by following us on Twitter [@CQCProf](#).
