



News from CQC

Dear colleague,

We are writing to share an update on how we are responding to the outbreak of Covid19, as well as how we plan to approach any future decisions as the situation develops.

We will always act in the best interests of people who use services – so while it's appropriate to recognise the need for you to focus on delivering care, we will always balance this with our responsibility to check that the safety of service users is maintained.

This is a fast-moving situation which may involve us changing what we do and how we do it. We have, therefore, established three key principles that we will use to make sure services continue to be safe, whilst limiting the impact on you and our own colleagues.

- We will be focusing our activity where it is needed most to ensure people receive safe care – this means concentrating on those areas where we see that the risk to the quality of care is the highest and where we can make the biggest difference.
- We will support providers by looking at how we can act flexibly and proportionately to reduce the asks that we make of you – including reducing what you need to do to prepare for inspection and looking at what we can do to limit our need to be on site.
- We will honour our duty of care to our colleagues at CQC.

We will still be carrying out inspections, but inspection managers will be reviewing inspection plans on an ongoing basis to make sure our activity is aligned with the very latest position. Most inspections will continue as planned in the short term, we will keep the position under review and may decide to postpone an inspection, perhaps with relatively short notice. We will take a pragmatic and flexible approach to how and when we regulate as and when this situation develops and we commit to continuing conversations with providers and their representative organisations.

We will continue to share updates with you through our regular communication channels, such as the provider bulletins, our Twitter feed and our website. The latest general official information coming from the Department of Health and Social Care, NHS England and Public Health England can be found [here](#).

The government is currently coordinating the national response to the outbreak of COVID-19 and has published its coronavirus action plan.

Public Health England (PHE) has published a range of COVID-19 guidance for health professionals – including guidance on the assessment and management of suspected UK cases, and specific guidance for social or community care and residential settings. The NHS has also updated its coronavirus webpages, bringing their guidance for social care staff and healthcare professionals into one place.

We continue to monitor the situation and will keep you up to date with any further developments.

This is the latest update from GOV.UK:

Washing hands for 20 seconds is central to the expanded public awareness campaign to prevent and slow the spread of coronavirus (COVID-19).

This phase of the campaign focuses on the importance of washing your hands more often, especially:

- when you get to work or arrive home
- after you blow your nose, cough or sneeze
- before you eat or handle food

You should wash your hands for 20 seconds, using soap and water or hand sanitiser.

You should also cough or sneeze into tissues before binning them.

The campaign will appear in the print media, radio, online and in public places, including billboards

News and updates from Norfolk Care Association (NorCA)

Now that Norfolk Care Association is formally established we are beginning to look at how we can fully engage with the sector. These plans are still developing but in the meantime we know there are many pressing issues that won't stand still. To that end we have arranged our first meeting of the Joint Consultative Forum (JCF) which will take place on the 31st March 2020. This is where Norfolk Care Association (NorCA), the new voice for adult social care providers, will meet quarterly with health and

social care commissioners. Agendas will vary so that we can respond to important and urgent priorities but will include:

- the cost of care;
- the review and development of strategy, policies and guidance; and
- the standardisation of systems and procedures.

Going forward these meetings will be preceded by face to face Care Association provider forums so that you can help shape the agenda and to ensure your views are understood and represented.

In the meantime, we have given below the proposed agenda for the JCF meeting on 31st March and would welcome any comments, feedback or suggestions for other items. Please send them to the NorCA Project Officer, Fiona Denny, at fiona.denny@norfolkcareassociation.org

- Terms of Reference
- Update on the role/function of NCC Commissioners following re-structure
- Update on Integrated Commissioning function
- Cost of Care – engagement and timescales
- Quality Improvement matters
- JCF provider subgroups
- Strategy Development – consultations and programme oversight
 - ❖ Temporary beds strategy
 - ❖ Dementia strategy
 - ❖ Workforce strategy – Adult Social Care and #WeCareTogether People Plan
- Home Care – registered nurse links
- Emerging issues
- Any Other Business

News from Norfolk Safeguarding Adults Board

Norfolk SAB is pleased to announce bookings are now open for

Mental Capacity Act masterclass: 26 March 2020

With keynote presentation by barrister

Alex Ruck Keene

Registration 09.00 | Start 09.30 | Finish 13:30

Lecture theatre 3 (LT3), University of East Anglia,

Norwich NR4 7TJ

This is a not to be missed opportunity to hear one of the leading barristers in the country discuss **current issues around the Mental Capacity Act**. **This event is FREE*** to attend but please note a good understanding of the MCA is required – this is not designed to be an introduction to mental capacity.

[Click here to book your place.](#)

* PLEASE NOTE

A late cancellation/non-attendance fee of **£100** will apply to cancellation within 48 hours of the event or non-attendance on the day. Delegates unable to attend can provide a substitute up to 48 hours before the event.

Described as at the *'forefront of high-profile policy work [...] An impressive barrister and the font of all knowledge on Court of Protection work'*, Alex is an experienced barrister, writer and educator. His practice is focused on mental capacity and mental health law. Alex also writes extensively in the field, editing and contributing to leading textbooks and (amongst many other publications) the 39 Essex Chambers Mental Capacity Law Report, the *'MCA bible'* for solicitors (and others) working in the area.

Alex is the creator of the leading website on mental capacity – [Mental Capacity Law and Policy](#) – which provides resources and expert commentary on some of the most difficult mental capacity issues. [Click here to read more about Alex.](#)

Joining Alex on the day will be leading experts to facilitate breakout sessions on the following topics:

- Points of transition: the MCA and 16 & 17 year olds
- Unwise decision v duty of care
- The interface between MCA & MHA: navigating some choppy water
- So, you think you can do a mental capacity assessment?

[Click here to book your place.](#)

Also, NSAB news update include:

- *Policy framework for prisons and probation service on domestic abuse* | 2 March 2020
- *NICE Impact report on dementia care* | 28 February 2020
- *Promoting sexual safety through empowerment: CQC major report* | 28 February 2020

- *Article of interest: Safeguarding adults who refuse support: how antisocial behaviour legislation may help* | 27 February 2020
- *Modern slavery risk in the adult social care sector* | 24 February 2020
- *MSP - Outcomes Framework Project summary report 2018/19* | 24 February 2020

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

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

Training

CareRite **endorsed**

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 (£169 both days)
The Wilkie Centre, Colingford
Norwich
NR14 7JJ
9.30am - 3.30pm
(The days are designed to be booked as a two-day workshop)

To find out more and book your place please contact Claire Gilbert
07564 047996 csaire@carerite.co.uk

The Experiential Dementia Workshops are designed to be booked as a two-day workshop. As a registered manager you need the two days workshop to be booked.

Duet Diabetes

Diabetic Foot Screening training (including a competency assessment)

This workshop is particularly useful for the ‘**diabetes champion**’ of any care setting. It goes beyond the everyday foot care / foot health check all carers should be familiar with when looking after someone living with diabetes. NICE recommends that people living with diabetes receive a diabetic foot assessment on diagnosis and at least annually thereafter.

As well as the theory and importance behind a diabetic foot assessment, the ‘hands on feet’ practical session allows the learners plenty of time to familiarise themselves with performing a diabetic foot assessment. In line with

NICE and CQC guidance, this workshop provides the tools/processes that are used to undertake an assessment and result in a risk score; the person performing the foot assessment is not required to make a clinical judgement.

Next date: 19 March 2020

Venue: Lydia Eva Court, 16 Peterhouse Avenue, Gorleston-on-Sea, NR31 7PZ

Time: 9.30am – 1.30pm

Cost: £55 per person (includes delegate pack, certificate, refreshments)

For further information or to book a place email info@duetdiabetes.co.uk or call Lynne on 01799 584178

This workshop will be delivered by an **experienced HCPC registered podiatrist**



Upcoming Open Workshops – Norfolk & Waveney

Run by an experienced diabetes practitioner/educator (nurse) 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:

April/May 2020; Norwich & North Norfolk

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

Diabetes Update for Registered Nurses, £70pp:

24 Feb 2020; Beccles House, 1 Common Lane North, Beccles, NR34 9BN

May 2020; Dereham

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

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

Diabetes & Healthy Eating, £32pp:

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

May 2020; Norwich & North Norfolk

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:

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



