



The annual assessment of health care and social care in England

State of Care looks at the trends, highlights examples of good and outstanding care, and identifies factors that maintain high-quality care.

[Read the summary online and download the full report.](#)



Host announced for Norfolk Care Awards 2020

SIOBHAN PHILLIPS

Siobhan recently wowed audiences as the only female finalist in Britain's Got Talent 2019. Described as "The love child of Peter Kay and Victoria Wood" her hilarious self-penned songs really struck a chord with the nation who could totally relate to a selection of her observational daft ditties... covering subjects from becoming a first-time Mum at 40, tantrum throwing toddlers and the frustrations of mother daughter relationships, we were treated to an insight of her life which she presented with exceptional candour and warmth.

"You're hilariously funny but more than that you have this tremendous warmth....we love you" DAVID WALLIAMS

"Very natural, very relatable, you're a great writer and an absolute breath of fresh air" ALESHA DIXON

"You always get this massive crowd reaction...you light up the room and you're very funny" SIMON COWELL

"I'd just love to go on a girls night out with you, you're a riot!!" AMANDA HOLDEN

The show was not Siobhan's first foray into the world of entertainment. She started her career at the age of 16 taking to the road playing gigs up and down the UK which was a tough apprenticeship but invaluable experience in dealing with audiences. Back then, she was a vocalist, treating the crowds to every style from pop to Opera. The Stage newspaper declared her as having "one of the great British voices of this, or any other time" but she soon found her personality shone through and Ken Dodd deemed her "a sunny new star with the voice of an angel and a natural comedic ability"

In 2003 she was a finalist on Channel 4s classical singing competition "Operatunity" dazzling with a version of Nessun Dorma. After this exposure she was in great demand performing at major sporting events, belting out this classic Puccini crowd pleaser on the pitch in front of thousands of spectators! She met Frank Skinner, surprisingly an opera fan himself, at the London Coliseum and he generously gave her a spot on his TV show.

Offers from major cruise lines came flooding in (pardon the pun!) and Siobhan has performed all over the world to every nationality imaginable, proving that her appeal is universal. Australia and Antarctica are her all time favourite cruise destinations.

She has appeared on "This Morning", "Loose Women", "Lorraine" and "Good Morning Britain", each time custom-writing amusing songs in a matter of minutes, all about the shows presenters. This is indicative of her spontaneous quick wit and her natural ease in live television situations.

Siobhan has strong Irish roots but grew up in Yorkshire where she lives with her partner and 3 year old daughter. She should probably cultivate some worthwhile high brow hobbies... however in her spare time, of which there is very little, she is a self-taught gin and red wine taster!

Siobhan brings her own inimitable charm to any event and leaves her audiences feeling like they've made a new life-long friend.

**Just over 3 weeks to submit your nominations – don't miss out!
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

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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 2018
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 @ 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 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

University of East Anglia Dementia Open Forum on Wednesday 6th November 2019 (Norwich)

We are pleased to let you know about the following UEA Dementia Open Forum

When: Wednesday 6th November, from 2pm to 3pm in Room 3.02, The Harvard Lecture Theatre, Julian Study Centre, Chancellors Drive, UEA, NR4 7TJ ([see map](#)).

Speaker: Dr Michael J. Grey, Reader in Rehabilitation Neuroscience, School of Health Sciences, UEA

Presentation: 'Can sport lead to dementia?'

Recent high-profile incidences of neurodegeneration and dementia in former professional sportsmen have caused a media frenzy in the United States and concern in the British press. Whilst it has highlighted the need for greater awareness of the issue, the media coverage has led to a relatively poor understanding of the issue. Chronic Traumatic Encephalopathy (CTE) is a debilitating neurodegenerative disease that has been increasingly reported in athletes and military veterans in combat settings. It has been suggested that CTE is caused by repetitive mild traumatic brain injuries that have produced neuropathology rather than structural damage that can be seen via neuroimaging. In this talk I will discuss the science of CTE and highlight some of the preventative strategies that can be adopted.

Michael J. Grey is a neuroscientist with interests in neuroplasticity and neurorehabilitation following acquired brain injury. He leads the Concussion Action Programme with University of East Anglia's Health and Social Care Partners. He is Co-PI for the Repetitive COncussion in Sport (RECOS) project in Birmingham where he contributes to the development of physiological tests to aid the return to play decision following concussion in sport.

When: Wednesday 5th February 2020, 2pm to 3pm in Room 3.02, The Harvard Lecture Theatre, Julian Study Centre, Chancellors Drive, UEA, NR4 7TJ ([see map](#)).

Speaker: Milena Contreras, Postgraduate Researcher, School of Health Sciences, UEA

Presentation: 'What factors affect the quality of life of family carers of people with dementia?'

Family members supporting a person with dementia often experience elevated levels of depression and anxiety as well as lower levels of quality of life (QoL). However, the support provided to family carers within medical and social care services can be limited depending on the available resources. Therefore, it is important to identify key modifiable factors that predict QoL among family carers in order to develop the targeted intervention which can have the greatest impact on their QoL with the limited resources available. Milena will present preliminary results of her PhD which aims to investigate various potential factors

affecting QoL among family carers and discuss how the findings may inform future support and development initiatives.

Milena Contreras graduated as a psychologist in 2015 in Argentina and moved to Spain in 2016 to undertake a Masters in Gerontology. She has extensive experience working with people with dementia living in care homes in Spain and London. Currently, Milena is doing her PhD funded by the National Institute for Health Research (NIHR), Applied Research Collaboration East of England (ARC EoE), Norfolk and Suffolk Primary and Community Care Research Office and Faculty of Medicine and Health Sciences, University of East Anglia.

The bi-monthly series of free dementia events at UEA create an exchange of knowledge between researchers, clinicians, the general public, people with dementia and their carers. Anyone with an interest in dementia research is welcome.

Researchers from UEA will present their cutting-edge research studies and findings – with a different UEA dementia researcher leading each event. There will also be an opportunity for people to find out how to take part in any upcoming studies. At the end of each meeting there will be a short 15 minute Q&A and there will be tea and coffee available on arrival.

We are also delighted to include a link to our [previous talks](#), together with a [promotional film](#) about the Dementia Open Fora for your interest.

To book or for more information about the events contact:

Email: dementia.research@uea.ac.uk

Tel: 01603 593540

Please note: the lecture theatre is on the third floor of the Julian Study Centre, if in the event of an emergency you would need assistance please contact us by reply to arrange a Personalised Emergency Evacuation Plan (PEEP) dementia.research@uea.ac.uk.

The events are open to all and free to attend. Parking is free of charge for this event in the 'Main Visitors Car Park' only ([see map](#)) and parking tokens will be validated at the registration desk on arrival. Please note that other car parks on campus will incur standard UEA parking charges.

Please also be aware that photography and videography may be used to film the event - if you have any questions or would not like to be filmed please reply to let us know.

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

