

Norfolk Care Conference 2016 – For Evaluation of the Conference and photos please follow link:

<https://www.norfolk.gov.uk/business/supplying-norfolk-county-council/care-providers/keeping-up-to-date/events/norfolk-annual-care-conference>

Government’s review of the care home market, made early last month.

<https://www.gov.uk/cma-cases/care-homes-market-study>

Sent on behalf of Norfolk Independent Home Care Group

Remuneration Survey

Thank you to those who contributed to the recent remuneration survey, the results of which are summarised below. This was a joint initiative between NCC and the NIHCP group to gather factual evidence of the true cost of providing care in Norfolk. Senior Council Officers have committed to use the outcomes from the survey to help formulate their proposals for future pricing policy. 11 completed responses were received. The average number of weekly hours of domiciliary care provided per respondent was 1,457 and the total for all respondents was 14,568 hours per week, of which 11,166 was commissioned by Norfolk County Council. This represents 26% of the total volume of directly commissioned NCC homecare in Norfolk.

Basic Rates of Pay for Care Workers

	Median Average per hour*	Mean Average per hour*
Trainee Care Worker	£7.75	£7.83
1st Level Care Worker	£8.08	£8.02
Experienced Care Worker	£8.24	£8.20

*All respondents pay the same hourly rates regardless of whether their care worker are over or under 25 years of age

Supplements for Working Unsociable Hours

	Average Addition to Hourly Rate
Evenings	£0.50
Saturdays	£0.97
Sundays	£1.33
Bank/Public Holidays	£4.97

Blended/Average Wage Rate

(i.e The overall average hourly rate paid per organisation after taking into account supplements but excluding mileage payments)

Lower Quartile	Median Average	Mean Average	Upper Quartile
£7.60	£8.08	£8.26	£9.42

Travel Time vs Client Contact Time

The median and mean average proportion of spent travelling to time spent with clients was 12%. This can be interpreted as the minimum average amount above the current National Minimum Wage of £7.20 per hour that providers in Norfolk need to pay in order to meet the requirements of minimum wage legislation (i.e. £8.06 per hour including supplements)

Mileage Payments

The median and mean average mileage payment made to care workers was £0.25 per mile

Multiple Pricing Structure

91% of respondents believe the Council should introduce a multiple pricing structure with different charge rates for urban, rural and hard to reach areas.

We understand that the full results of the survey will be available on the Norfolk County Council Website in due course.

NIHCP and NCC view this as a very positive project with valuable outcomes which hopefully will contribute to shaping the future of homecare commissioning in Norfolk. It is also an example of how commissioners and providers of homecare can work together constructively to address the challenges facing homecare provision in Norfolk. We would like to take this opportunity to thank all members of the joint taskforce for their help in designing, delivering and analysing the results of this study.

News from CQC

Chief Inspector's column: learning, candour and accountability

This month, Professor Sir Mike Richards discusses the findings of CQC's review of how NHS trusts investigate and learn from deaths of people who have been in their care. [Read more...](#)

Chief Inspector's blog: Care for Social Care

Read Chief Inspector [Andrea Sutcliffe's latest blog](#), as she looks at expectations for adult social care in 2017, highlighting CQC's values of Excellence, Caring, Integrity and Teamwork.

Your views please – proposals for our next phase of regulation

We are now consulting on proposals for our next phase of regulation (closes 14 February 2017). This includes proposals for how we will regulate new and complex types of providers, and changes to our assessment frameworks and KLOEs, as well as specific proposals for how we regulate NHS trusts from April 2017. You can [read and respond](#) to the consultation online.

We are also consulting jointly with NHS Improvement on our shared approach to leadership and use of resources in NHS Trusts, and would encourage NHS Trusts to read both consultation documents before responding. Please visit [here](#) for more information.

Next phase consultation webinars: sign up now!

To support you to respond to the consultation, we will be hosting a series of webinars where you can hear about our proposals and ask questions. You can sign up to attend the webinars [here](#).

Reminder: Have your say on CQC's fees consultation

Our consultation on the fees we propose to charge registered providers in 2017/18 will close at noon on Wednesday 11 January 2017. If you have not responded, you can find out more about our proposed fees scheme and how to respond to the consultation [on our website](#).

Norfolk Safeguarding Adults Board

New news items have been posted on the Norfolk Safeguarding Adults Board's (NSAB) website:

Items include:

Be alert to 'cuckooing'

Health Committee publishes interim report on suicide prevention

See

Norfolk Safeguarding Adults Board (NSAB)

Sent on behalf of RadcliffesLeBrasseur

Care homes briefing

December 2016

New guidance to ensure patients participate in Court of Protection cases

Some eight months after the Vice-Chair of the Court of Protection broke with convention and called on the Secretaries of State for Health and Justice ensure people deprived of their liberty have sufficient representation, he has issued new guidance on how these

people should be represented.

Mr Justice Charles has provided guidance which is to be taken as a practical suggestion rather than a mandatory checklist. The aim, however, is that the person ('P') who is the subject of an application before the Court of Protection is given enough chance to get involved in the proceedings.

It is important for P's representative - whether a lawyer or a litigation friend - to establish P's wishes and feelings about the proceedings, and how they would like to participate. This could include:

- Whether they wish to attend court for hearings, and how this could be accommodated
- Whether they would like to meet the judge deciding their case
- Whether they would like to provide 'information' at the hearing
- The special measures which may be needed to support other vulnerable witnesses at the hearing

As we know, care providers involved with P may be asked to establish P's wishes and feelings in connection with the substantive issue before the court (e.g. the change in residence/ proposed treatment). However, P's wishes and feelings about engaging in their court case should be for their own representative to establish.

It may help to be aware of the guidance, and encourage P's representatives to consider these points where these discussions do not appear to have taken place, but for now care professionals are apparently expected to keep a respectful distance on this issue.