

Norfolk Care News

Keeping the local care sector informed

Norfolk & Suffolk
Care Support Ltd



norfolkcare
BROKERAGE

Augusta
Partnership
Training Ltd

Spring 2011



Celebrate Norfolk care staff achievements

The role of well-trained social care staff is a valuable one and achieving appropriate qualifications involves a lot of effort and commitment which is not always fully appreciated.

One way we can recognise their hard work is by inviting them to the annual Norfolk Care Staff Celebration of Achievement evening at Delia's Restaurant and Bar on Thursday 21st July. Please promote this to employees who have achieved an Apprenticeship, NVQ, LMCS, Literacy, Numeracy or ESOL qualification in the past year and encourage them to come along.

See the back page for more details and find out how to book places for you or your employees.

Su Pointer steps down

Sadly Su Pointer has decided to step down as Operational Manager of the N&SCS Ltd for family reasons. She had intended to depart at Christmas, but the recruitment process suffered some hiccups which delayed her departure. She has been very flexible and understanding over this for which we are grateful.

On behalf of everyone at the N&SCS, I must pay tribute to Su's consistent and tireless dedication to the company since its inception. She is, in large part, the person who has driven

it forward and can be very proud of what has been achieved as a result.

There have been tough and stressful times along the way which she has endured with great courage and determination. She will be a hard act to follow. I am delighted to report that she has agreed to remain in the Company on a part-time basis and has also joined the Board as a Director, so her knowledge and expertise will not be lost.

John Sharples
Chairman, N&SCS Ltd



Thank you and farewell

Iwould like to say a huge 'thank you' to all colleagues, the Board and to all of you, for making these last nine years with N&SCS so enjoyable.

Admittedly, there have been enormous changes within the sector – in fact we always say to prospective new staff that they need to enjoy change, otherwise it's not the right job for them! – and there are many more

changes to come within the near future. However, change always creates new opportunities, and I am extremely confident that our two new staff, Christine Futter and Chris Bunting (see pages 2 & 3) will take the Company and its services on to new levels to help you maximise every one of these.

Su Pointer

I do hope you find our spring edition interesting and informative. Articles, letters, comments and suggestions are always welcome. Please email contributions to me at the address below. The summer edition will be published in August and the deadline for contributions is the end of July.

Electronic newsletter and email updates

Norfolk Care News is also available electronically. If you would prefer to receive your newsletter by email please let me know and I will update the mailing list accordingly. If you want to ensure you receive regular updates from N&SCS between newsletters please make sure we have an up to date email address for you.

Were you satisfied?

Enclosed with the last edition of Norfolk Care News was our annual Satisfaction Survey. We would like to say a big thank you to all those who completed it. We really do appreciate the feedback.

For a second year running 100% of respondents felt that the newsletter was either useful (47%) or very useful (53%) By this time next year our target is to dramatically increase the proportion of you who felt it was *very* useful.

For the first time ever, the overall satisfaction level with the services we provide hit 100%. As with the newsletter score, we plan to increase the proportion who grade us as *very* good by next year.

Once again we would like to thank everyone who responded and for all the lovely comments you made about our staff team. It's good to know we are making a difference and providing a service you appreciate.

Pete Alder (editor)
pete@n-scs.co.uk

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A message from Christine...



I'm really pleased and excited to be joining N&SCS as Operational Business Manager from 1st June. Some providers may already know me through my employment with Norfolk County Council.

Prior to the end of April I had spent more than 24 years, working with the County Council as a Home Care Manager, Social Worker and Purchasing Manager for Adult Social Care. Previously I had also worked as a Research Officer for trade unions and community groups. I have retained my Social Work qualification and have been working with the domiciliary care sector for the past fourteen years.

I am committed to the provision of quality services in all areas of care and working together with partners to achieve this. I am passionate about

social care from both a professional and personal perspective. The care delivered and received impacts all our lives and therefore I firmly believe that together we can make a difference.

Recent developments in the health and social care agenda will mean significant changes in funding and how the sector will deliver care in the future. It is currently a time of immense change and there are challenging times ahead for us all. However there are great opportunities too and I'm delighted to be given this chance to work with care providers and agencies supporting you through the changes and continuing to develop the workforce for the future.

I look forward to meeting and working with many of you in the forthcoming weeks and onwards.

Christine Futter
christine@n-scs.co.uk

Resident and relative survey service

N&SCS Ltd now offers a service to help you illustrate the care outcomes assessed by the Care Quality Commission (CQC).

We provide:

- a questionnaire for residents. This can be posted to you to hand to your residents, or for an additional charge we can provide staff to ask the questions in person;
- a similar questionnaire for relatives or friends;
- a freepost addressed return envelope for each form – this helps to ensure that responses are confidential;
- inputting and analysis of the data;
- a short summary report showing the average scores for each question and any comments/suggestions provided by residents and relatives. Those areas which require improvement are highlighted (red for immediate action and amber for medium term action).



To discuss this service or commission a survey please call us on 01263 823232. Guide price: £500 for a 30 bed establishment.



The next three survey commissions received will get a 15% discount on the cost. Please phone and ask for details.

Let us help fill your staff vacancies

N&SCS Ltd is having a stand at this year's Norfolk Jobs Fair at The Forum in Norwich on July 1st and we are offering care providers a fantastic opportunity to advertise your staff vacancies.



If you provide us with the details of the vacancy, the application process, closing date, contact details and any specific requirements, e.g. 'car driver essential', we will print them out and distribute them as widely as possible at the event: all for a contribution of just £30 per organisation.

We aim to have an interactive stand, using care ambassadors and holding various activities throughout the day to attract attention. If you think you may be interested and/or you would like more details please contact Christine Futter on 01263 823232.



Watch this space for details of the new N&SCS recruitment service...

Introducing Christine Bunting



I am now Deputy Manager at N&SCS Ltd and head up our training company Augusta Partnership Training Ltd.

I have previously worked in various care settings, including managing a care home in Norfolk and leading the NVQ department at Norfolk County Council's Adult Social Services Learning and Development/Adult Education team.

APT Ltd offers a mixture of bespoke training and accredited qualifications. I am committed to maintaining high standards in the health & social care workforce.

I look forward to helping you with your workforce development needs.

Christine Bunting
chris@n-scs.co.uk

Short course funding

We are still awaiting news from Norfolk County Council as to whether or not we will have funding to distribute for Moving & Handling, Food Hygiene, Infection Control, Medicines and Conflict Management/Challenging Behaviour courses. We will let you know by email and through our website the moment we receive confirmation.

Health & Social Care Diplomas and Apprenticeships

There is now extensive funding for Apprenticeships. Social Care apprentices can be funded to undertake the H&SC Diploma, Certificate in Preparing to Work in Adult Social Care along with English and Maths qualifications. There is no upper age limit for apprentices although funding levels are based upon age. Get in touch for the full eligibility criteria to find out which learners would be fully-funded

and in which cases an employer contribution would be required.

We also have funding available for staff who achieve a Level 3 or 4 NVQ/LMCS in the coming year. This is first come first served so get in touch to find out more so you don't miss out.

There is also limited funding available for Personal Assistants and Day Centre employees who wish to do a H&SCS Diploma at level 2 or 3.

Finally, we have 5 lots of £100 available as a contribution to staff undertaking a PTLLS course.

Contact the N&SCS Brokerage Service for details of all available funding - 01263 825889.

Skills for Care TSI Workforce Development Funding

Skills for Care will once again have funding to support learning and development in 2011 – 2012. This will be launched with the workforce development strategy which is anticipated shortly. The funding will be focused on vocational qualifications to support the ongoing professional development of adult social care workers.

The National Minimum Data Set for Social Care (NMDS-SC) will remain the key criteria. We advise that you ensure that your NMDS-SC records are completed and updated to leave you plenty of time to submit your funding claims. Visit www.nmds-sc-online.org.uk to log in and update your NMDS-SC account To speak to someone at Skills for

Care about your NMDS-SC account call the friendly helpdesk on 0845 873 0129. To enquire about joining our funding partnership please call email Lucinda at lucinda@n-scs.co.uk or call 01263 825889.

Changes have been made to the NMDS-SC system so that an employer can see exactly what data items are missing for individual workers. Skills for Care are also improving the system to make it easier for large employers to upload large volumes of NMDS-SC data.

Information and further updates on what will be funded and how the funds can be accessed will be made available on the Skills for Care website www.skillsforcare.org.uk.



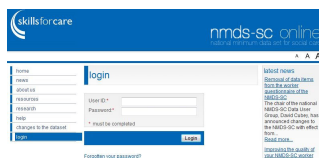
Latest NMDS-SC changes

Skills for Care has developed the NMS-SC system so that you can now record details of the new qualifications that your staff are working towards or have achieved. The new qualifications added are those that are part of the Qualifications and Credit Framework (QCF) that has replaced the existing National Qualifications Framework.

New Training section

A training record section has also been developed so you can record any training that your workers have completed that is outside of the QCF framework.

Using the NMDS-SC to record and keep up to date



information about the qualifications and training of your workforce is a great tool to help demonstrate how well your workforce is complying with CQC standards.

Move it or lose it

Due to the new training record section being created, please be aware that the 'qualification notes' text box

which enables you to add additional information about your workers training will be removed.

If you do not want to lose your notes please ensure any relevant information is recorded in the new training section by June.

For further information on the new qualifications visit www.skillsforcare.org.uk/qcf.

Sharing information with CQC

NMDS-SC data can now be shared with the Care Quality Commission (CQC) to minimise the amount of information they need from providers. To confirm you are happy with this view your establishment details when you

log into NMDS-SC, then check and edit the permissions you have allowed. To ensure the data CQC receives is accurate, it is important your information is up to date - visit www.nmds-sc-online.org.uk to register and regularly update your information.

Purées, Hydration and Nutrition (PHAN) project

Did you know that between 2005 and 2009, 650 care home residents died of dehydration?

It can be difficult to meet the national standards for eating, drinking and nutrition, especially if residents are on puréed meals and/or thickened drinks. If left untreated, malnutrition is common and costly, both clinically and financially. It can cost the resident their life and cost the home their reputation.

Effects

As little as 2% loss of body weight through dehydration can result in impaired physiological and performance responses. A loss of 15-20% of body weight as water is fatal. Overall, elderly patients admitted to hospital from a nursing home have a significantly worse nutritional status than those admitted from the community. Protein-energy malnutrition is one of the important contributing factors to morbidity.

What can be done?

By providing nutrient and fluid dense foods frequently every day weight loss can be stopped and in some cases reversed. Food is incontrovertibly the best vehicle for



nutrient consumption. It can taste good! Research shows that the addition of natural energy-dense ingredients to regular meals is an inexpensive way to improve voluntary energy intake in elderly nursing home residents. Nutritional

intakes have been found to be 25% higher on a fortified menu compared with a normal menu. Designing menus and food services that promote and encourage the enjoyment of fluid dense foods may improve the fluid intake of those with dysphagia.

The cost

It literally costs pennies to provide delicious fortified foods and fluids. Compare this with the cost of an empty bed.

Make use of the PHAN project

The ISS Dietitians at the Norfolk & Norwich University Hospital have been sponsored by Norfolk Adult Social Services to develop a free training package for your staff regarding nutrient and fluid dense foods. To find out about the first stage which will be meetings for managers where you'll be able to sample seriously yummy food and find out what PHAN can do for your home contact call 01603 287011 or email PHAN@nnuh.nhs.uk.



e-ELCA
End of Life Care for All

e-Learning to enhance education and training for end of life care



End of Life Care online learning for Social Care professionals

End of Life Care for All (e-ELCA) is an e-learning project, commissioned by the Department of Health and delivered by e-Learning for Healthcare (e-LFH) in partnership with the Association for Palliative Medicine of Great Britain and Ireland to support the implementation of the Department of Health's national End of Life Care Strategy.

e-ELCA aims to enhance the training and education of health and social care staff involved in delivering end of life care to people, so that well-informed high quality care can be delivered by confident and competent staff and volunteers. Highly interactive e-learning sessions are available in five areas:

Advance Care Planning; Assessment; Communications Skills; Symptom Management; Comfort and well-being; Integrating Learning.

For more information on the project or to see a sample session visit www.e-lfh.org.uk/projects/e-elca.

Access to e-ELCA is now available to all social care professionals whose employers are registered with the Skills for Care National Minimum Data Set for Social Care (NMDS-SC). Every employer providing NMDS-SC workforce information to Skills for Care has been given a user registration code for their staff. This code enables employees to self-register for access to e-ELCA. Register at www.e-lfh.org.uk/nmds-sc.



Social Care Information and Learning Services

Social Care Information and Learning Services (Scils) is an online learning resource/community dedicated to the Health and Social Care Sector.

Access to Scils is free to all health and social care workers in Norfolk (courtesy of Norfolk County Council). Just visit www.scils.co.uk and sign up using the registration number **191NORFOLK**.



I hope that all members have enjoyed recent 'back-to-back' Bank Holiday weekends. Without wishing to detract from such times it is worth pointing out that most of us pay double time/ enhance our pay rates for Bank Holiday working (and rightly so) however, the difficulty in making ends meet each payday are brought firmly into focus at such times.

Although Norfolk decided not to cut fee rates for 2011/12 (unlike Suffolk CC) inflationary pressures mean that, once again, we are in a position of having to do more for less. This fact has not escaped the banks thus making funding support very much more problematic, and expensive! The opposite side of the funding coin sees CQC reaping a great deal more in fees from our members whilst providing less in terms of service. For example, a care provider operating a 32 bed home will see their annual inspection/registration fee increase to a whopping £4,300 - 19.4% more than last year. Quite frankly, the consultation that preceded the increase was a farce

and the result a disgrace. Strong words but I doubt those running care services would disagree.

On March 25th an event aimed at bringing key alignment issues into focus took place at Dereham Football Club. More than 100 care providers were represented, most being owner operators and senior executives. Discussion focused on opportunities that the change agenda may bring forth and so we were pleased to hear from both Harold Bodmer, Head of Norfolk's Community Services, and Andrew Morgan, CEO of NHS Norfolk. There were also good contributions from Martin Green, CEO of the English Community Care Association and Norman Lamb MP, Chief Political Advisor to the Deputy PM. Norman is a great reformer and supporter of the independent sector. We remain very grateful to him for helping bring focus and impetus to our cause. For the first time at such events we had all the key stakeholders present including Anna Dugdale, the CEO of the N&N University Hospital and David Prior, Chair of the NNUH's Board. Another 'first' was for the

assembled audience to hear the story of a service user from his parents' perspective, of how poor alignment and some pretty dreadful 'system deficiencies' have affected their lives, especially that of their son. It was a moving story and important for senior public sector figures charged with running Health & Social Care services to hear. Some good news came in the form of indications from both Harold Bodmer and Andrew Morgan that transformation money would be forthcoming to help create 'link' positions aimed at supporting providers during the current reform process whilst helping to identify and make the most of any opportunities that arise as commissioning arrangements are transformed.

Right now we need to focus on our businesses more than ever, to continue to make our case for better, fairer fees without which choice, quality and value for money will undoubtedly suffer.

Chair, Norfolk Independent Care
dennis.bacon@norfolk-independentcare.co.uk

Nursing homes need more representation

The next two years will be a time of huge change for health and social care in Norfolk, bringing opportunities as well as pitfalls.

Norfolk Independent Care (NIC) is the umbrella group that consults with Community Services and elements of the NHS to champion the interests of people cared for by the private and voluntary sector and to help plan to make the very best use of the resources provided by our enterprises.

The NIC Steering Group has representation from the voluntary sector, domiciliary care, residential care, mental health and nursing homes. The workload of meetings for members often seems daunting,

but it is essential that planners take account of our expert knowledge. So many of the coming changes relate to the potential of nursing homes that NIC needs a second nursing home representative and we seek volunteers for this role.

The representative can be a proprietor and it will be really great if s/he is a nurse. If the representative is an employee it is essential for the employer to confirm willingness to release the person to attend meetings. The representative will gain real insights to the operation of the health and social care system, but must always remember that the role involves representing the interests of Norfolk's nursing homes.

The minimum commitment is

attendance at bimonthly steering group meetings (usually 9:30–11:30 at Blofield). Other involvement can be built around the interests of the person, including top level strategic meetings of the Health & Social Care Consultative Forum and service development meetings of the Joint Care Partnership. There are also targeted meetings that we need nursing home representation on with Acute Trusts, work groups with the PCT, the Ambulance Trust etc. If you are interested and would like more detail please email me at sun.court@btconnect.com

Tim Leadbeater
Chair, RNHA Norfolk and member of the RNHA National Management Committee.

Chair's report to the NIC AGM - 25th March 2011

It's been another tough year for providers across Norfolk with many facing lower bed occupancy rates, reduced fees and rising costs.

Since 2008 a number of care providers have faced 'real-terms' reductions in funding of between 15% and 20% as fee levels have remained flat whilst costs have soared. The pace of change is continuing unabated with the radical reform of many community-based services on the horizon as personal budgets and direct payments replace traditional methods of purchasing services through the Local Authority.

'Norfolk's Big Conversation' produced an overwhelming rejection of plans to cut many frontline preventative services. NIC submitted a comprehensive paper as part of the consultation exercise and this was supported by all of the County's MPs. Whilst the purchase of care budget has not been cut, demand continues to increase as the County struggles to get to grips with the demands of a rapidly ageing and widely dispersed population. Our position on the proposed expansion of direct payments where service users can choose to 'employ' individuals without the need for a police check, and where unregulated care services will proliferate, is one of urging extreme caution and a slow, measured approach. With public finances in some disarray it is a concern that without any form of regulation, safeguarding issues are bound to increase, which, in the final analysis, will prove more costly to the system as a whole.

The Care Quality Commission is still struggling to convince provider members of its new approach to the regulation and physical inspection of services as the reformed system is implemented. The relationship management approach of yesteryear has all but disappeared and in its place comes a more remote, system

driven way of regulation with an increasing emphasis on forms and provider-generated information 'informing' the regulator of potential problems. Despite fewer offices, inspectors and visits to providers, the cost of registration and inspection has never been higher.

Whilst a tremendous amount of work has been completed around commissioning, many providers are unclear about how their services will meet the needs of a changing market and whether they will have a role to play in the future. What does seem clear is that a number of our members will not have sustainable businesses as the pace of reform quickens. Many will have to adapt their services as they seek to attract individuals who will be making their own decisions about the services they wish to buy.

New contracts for Learning Disability (LD) services have been introduced together with a simplified banding structure for fee payments. There are winners and losers (providers) with the new system and this position is likely to be replicated as the new mental health contract/specification is introduced. The volume discount scheme introduced last year will be expanded to take in all types of service provision, not just LD and mental health.

Domiciliary care providers are particularly concerned by the prospect of service users being able to purchase unregulated home care. Many have invested heavily in creating capacity and improving quality and early reports from members indicate that a number of unregulated arrangements are not quite turning out as intended. NIC continues to urge caution, because if valuable capacity is lost as a result of the new arrangements it will take time to replenish should a proportion of the new system be found to fail.

On a more positive note, it is encouraging to see Health looking to

engage more congruously with our members. In Andrew Morgan, NHS Norfolk has a new CEO with a fresh approach and an open mind. The message is clear: the NHS needs to reform and with pressures now intensifying, particularly on acute hospitals, independent and voluntary sector providers will have opportunities to develop services in the community that reduce unnecessary admissions, speed up discharge and take heat out of the system. NIC continues to engage on a regular and increasingly frequent basis with our Health colleagues and we are very encouraged by this welcome change. Our aim is to improve communication and broaden engagement around the county so that we can help identify solutions to some of the problems I have mentioned. There will be opportunities as a result of this work so please ensure that you read newsletters, circulars and emails. Locality provider meetings will also become more important as reform gathers pace and new services are developed. We must stay in touch with what's happening or risk being left behind.

Finally, this is the time of year when it is appropriate to extend my sincere thanks to all NIC colleagues for their valuable time and to urge other members to become more involved in the association's work. We are investing more and more time in the relationships we have with both Community Services and Health, and in persuading both organisations of the merits in using our members' services. We need more help so please get involved, get in touch.



Dennis Bacon
Chair, Norfolk Independent Care

What's on?

Date/Time	Event Title/Details
9th June; 10.40am - 3.15pm	No Health Without Mental Health Strategy: Implementation and Implications Westminster, London: £175 - £225 per place www.westminster-briefing.com
22nd-23rd June	Care Show, Birmingham. www.careshow.co.uk/birmingham
29th June; 10.00am - 3.30pm	Workforce transformation in action - improving care and productivity in the community. Visit the Skills for Health website for more information and to register for the free event. Prospero House, London.
12th July; 9.15am - 4.00pm	End of Life Care: Improving the Quality and Delivery of Care, Central London, Call 0845 666 0664 or email enquiries@insidegovernment.co.uk
21st July	Celebration of Achievement Evening, Norwich. See below for details.
27th September	National Care Association Annual Conference and Exhibition 2011, London www.nationalcareassociation.org.uk
11th-12th October	Care Show, London. www.careshow.co.uk/london
16th November	English Community Care Association (ECCA) Conference, London. www.ecca.org.uk

Celebration of Achievement evening



Care staff enjoying the 2010 celebration

Thursday 21st July
Delia's Restaurant and Bar, Norwich

Social care staff in Norfolk who have gained an Apprenticeship, NVQ/Diploma, LMCS, Literacy, Numeracy or ESOL qualification during the past year are invited to attend this free celebration.

The evening includes a complimentary meal and the presentation of a certificate for each establishment, listing the names of those employees who have achieved during the past year.

Booking is essential as places are strictly limited.

For a booking form please call 01263 823232 or email caroline@n-scs.co.uk or emily@n-scs.co.uk.

The celebration evening is organised by N&SCS Ltd and funded by Norfolk County Council Community Services.

Please note: if you book a place and do not attend we will need to charge you at £40 per head.

Free End of Life Care training

NHS East of England National End of Life Care Programme invite you to formally register your care home staff for the East of England end of life care ABC training programme.

The care home training course offers a blended approach which integrates e-learning and face to face sessions with an identified mentor.

The free of charge programme offers:

- The East of England End of Life Care ABC Programme
- Face to face sessions with an identified mentor
- Activity and impact measurement to evaluate the course and to use in your work setting
- Signposting and advice to future education programmes

The end of life care course is designed to be flexible and will take approximately 10 hours to complete over a 6 week period. It is based upon the End of Life Strategy (2008) and End of Life Competencies (2010).

Topics covered include:

Overarching principals of end of life care; Communication skills; Assessment; Comfort and wellbeing; Advance care planning; End of life care tools; Follow up face to face workshop.

This project will be facilitated by the East of England's Cancer Networks: Anglia Cancer Network; Essex Cancer Network and Mount Vernon Cancer Network.

For further information please contact Emma Harris.

Tel: 01603 287227.

Email: emma.harris@nuh.nhs.uk.