

Norfolk Care News

News for the local care sector

Norfolk & Suffolk
Care Support Ltd | 

 **norfolkcare**
BROKERAGE

 **Augusta**
Partnership
Training Ltd

Funding for Inductions and NVQ units...

Are you missing out?

T raining Strategy Implementation (TSI) funding is still available for all care employers in Norfolk including Direct Employers.

CIS and Managers Inductions (including those carried out 'in house'), Care NVQ and LMCS units can be claimed through this Skills for Care funding stream. We are now also able to accept claims for some First Aid courses. The last date for claiming is 17th March. This funding is issued on a first come, first served basis and we can accept units signed off since 1st Jan 2010. We distribute £68 for each unit claimed.

If members of your staff have undertaken training and you would like to reclaim some of the cost, this funding is waiting for you.

What you need to do:

- Join our TSI partnership if you have not already done so.
- Successfully complete or update your organisation's NMDS-SC for this funding year, including fully completing individual worker records for over 90% of your staff. (for more on NMDS-SC see page 2)

Have you successfully updated your NMDS-SC?

To find out if your organisation has achieved eligibility for TSI 2010/11 or to join our partnership contact Lucinda at N&SCS Ltd on 01263 823232 or lucinda@n-scs.co.uk.

Winter-Spring 2011

Welcome

I hope you find this newsletter interesting and informative. Articles, letters and suggestions are always welcome. Please email contributions to pete@n-scs.co.uk. The next edition will be out in May and the copy deadline is the end of April.

Pete Alder (editor)

Inside this issue...

Latest funding news
Skills for Care Annual Conference
Dementia training
Care Ambassadors
CQC registration

and much more

What are your training needs?

Tell us what you and your staff require so we can source funding

P lease complete the Training Needs Survey enclosed with this newsletter. Funding organisations including Skills for Care and Norfolk County Council Community Services use this information to help determine their funding priorities for the coming year.

Satisfied with our services?

Would you also be kind enough to complete and return our annual Customer Satisfaction survey. Both can be returned free of charge using our FREEPOST address which is listed on the survey. The results will help us to improve our service to you.

Thank you

Norfolk & Suffolk
Care Support Ltd |  

Brokerage Service Customer Satisfaction Survey 2010

In order to help us improve the Brokerage Service, please would you complete this survey and return it to us by 11th March 2011 to:

FREEPOST RRSK-RSKS-CASL

Norfolk & Suffolk Care Support Ltd, 3 Augusta Street, Sheringham, NR26 8LA

You do not need to use a stamp. If you wish to complete the survey anonymously, please let question 14 blank. Thank you for your time.

*Please tick all appropriate answers.

How did you hear about us and which services have you used?		No. of people
1	How did you hear about the Brokerage service?	
	<input type="checkbox"/> Our Newsletter	<input type="checkbox"/> Another Care Provider
	<input type="checkbox"/> Phone call from us	<input type="checkbox"/> CSCI Inspector
	<input type="checkbox"/> Training Provider	<input type="checkbox"/> Our Website
	<input type="checkbox"/> Skills for Care	<input type="checkbox"/> Other (please state)
Please indicate which Brokerage services you have used:		
	<input type="checkbox"/> Advice on funding	<input type="checkbox"/> Looked at the Brokerage website
	<input type="checkbox"/> Advice on training	<input type="checkbox"/> Raised the Newsletter
	Health & Social Care Diploma Level 2 – Dementia Pathway	
	Health & Social Care Diploma Level 2 – Learning Disabilities Pathway	
	Health & Social Care Diploma Level 3 – Generic Pathway	
	Health & Social Care Diploma Level 3 – Dementia Pathway	
	Health & Social Care Diploma Level 3 – Learning Disabilities Pathway	
	Health & Social Care Diploma Level 4 (for managers already holding RMA/MCS)	
	Level 5 Diploma in Leadership for Health and Social Care	
	Assessor Award / Internal Verifier Award	

Norfolk Community Services funding still available

NVQ Completion Bonus

This is a bonus payment (on top of any other funding received) to encourage & reward achievement. The qualifications must have been started between 1st January 2010 and 31st March 2011 and be completed before 31st August 2012.

H&SC NVQ Level 3 (adults) – payment of £200 upon achievement.

H&SC Level 4 (adults)/LMCS – payment of £500 upon achievement.

To claim complete an NVQ/LMCS Completion Award Form (available from the Brokerage service) and send it in with evidence of the date of registration with the awarding body and a copy of the certificate.

Special funding for Personal Assistants and Day Care Centre employees

This is available to learners enrolling on or after 1st April 2010 and completing by 31st August 2012. Learners must be employed in Norfolk by an organisation on Norfolk Community Services contract list or as a Personal Assistant. This funding is not available if the course is being funded through Train to Gain.

H&SC NVQ 2 (adults) £750 (limited availability)

To claim call the Brokerage service to check availability and request an application form.

All of the above are first come first served! For further information contact Caroline on 01263 823232 or email caroline@n-scs.co.uk.

'Identifying Dementia Differentials' workshops

Dementia Differentials are the add-on competencies needed by experienced staff to productively care for people whose needs are made more complex because of dementia. Norfolk & Waveney Health Innovation & Education Cluster are holding three half-day workshops into explore the needs of Care Homes, Dom Care providers and carers.

- Great Yarmouth - Friday 11th February
- Norwich - Friday 4th March
- Kings Lynn - Tuesday 8th March

There is no cost and refreshments will be provided.

To book a place workshop please contact Carol Edwards on 07968 979523 or email carol.nickedwards@btinternet.com

National Minimum Data Set

The 'My worker list' report now includes a list of all your workers highlighting in red where there are missing data items for each individual worker. This is accessible by all NMDS-SC users when they are logged in to their account. The report can be found by clicking on the 'reports section' on the right hand side of the screen, scrolling down to 'my worker list' and clicking on 'run report'.

Visit www.nmds-sc-online.org.uk to log in to your NMDS-SC account.

For NMDS-SC password and login issues call the Helpdesk on 0845 8730129.

For help with updating your NMDS-SC: call Theresa at Change Consultancy on 01508 491584.

For information on how you can use your reports in workforce planning or feedback regarding NMDS-SC: contact Lee Stribling, the Eastern Regional lead on NMDS-SC: Call 07811 392584 or email lee.stribling@skillsforcare.org.uk

First Aid Training update

Norfolk County Council's funding for the Emergency First Aid at Work and Emergency Life Support courses through St John Ambulance has been fully allocated for 2010-11. When further funding becomes available it will be promoted in this newsletter.

C.Difficile

Coming shortly to a venue near you - infection control training via NHS Norfolk. As soon as we have more details we will keep you updated.



Skills for Care Annual Conference 2011

The Skills for Care Annual Conference 2011 will take place on Thursday 3rd March 2011, at The International Conference Centre, Telford.

This year's conference will bring together a mix of keynote speakers and workshops to give those attending the bigger picture of what is going on in adult social care and how the changes might affect the day to day job of providing adult social care, with some tools and resources and plenty of useful information to take away. For details visit www.skillsforcare.org.uk/events.

New, subsidised 3 day course: Tuesday 12th - Thursday 14th April

Cornerstones of Person-Centred Dementia Care

We have been very fortunate to receive funding from Norfolk County Council Community Services to offer another excellent Bradford University dementia course.

The aim of the Cornerstones of Person-Centred Dementia Care programme is to equip direct care staff with a complete knowledge set with which to provide person-centred dementia care. Learning outcomes are aligned with the Government's Skills for Care and other Health and Social Care Diploma units. It is suitable for mixed staff groups including care managers, nurses, therapists and support workers.

The course includes:

- Day 1 – Dementia explained
- Day 2 – Therapies and interventions in dementia care
- Day 3 – Making difficult decisions: An ethical framework

Cornerstones is an attendance based course, and there is no assessment or exam at the end of it. You must attend all three days to gain a certificate.

Training is delivered through taught presentations and group work where care workers are encouraged to consider their own care areas and how people with dementia experience care.

The course is suitable for all grades and disciplines of care worker, but particularly for those care workers who would benefit from a basic understanding of person-centred dementia care and for whom the Dementia Care Mapping course may not be appropriate.

There will be a small charge of £45 per delegate for refreshments for the three days. (The normal cost of this course is £495 per person). We will also require a deposit of £125 per delegate – refundable on completion of the course.

To book your place and request an application form, please call Caroline on 01263 823232 or email: caroline@n-scs.co.uk.



5 reasons to take on an apprentice in 2011

1. 16-18 year old apprentices are trained for free and 19+ apprenticeships are 50% funded
2. 80% of employers feel that apprenticeships reduce staff turnover
3. Apprentices tend to be eager, motivated, flexible and loyal to the company that invested in them
4. The majority of employers report that training apprentices is more cost-effective than hiring skilled staff
5. Two thirds of employers say that having apprentices helps them fill vacancies more quickly

N&SCS are ready to help find the right apprentice for your business. 'Try before you buy' with our Rotational Apprenticeship scheme. To find out more about taking on an apprentice call N&SCS today on 01263 823232.



'Lets talk care...' – become a Care Ambassador!

The Care Ambassador Scheme is an initiative to inform young people and other groups in the community about social care. It aims to encourage more people to enter into the social care profession, explaining that there are a great range of interesting employment opportunities and career pathways. Feedback from teachers, lecturers, students and adults in the community has been excellent.

A Care Ambassador is a social care worker who as part of a team promotes social care careers by giving presentations and workshops in schools and colleges, and also supports recruitment and careers events. Contact Emily Waterman for more details. emily@n-scs.co.uk.



Find us on Facebook -

Norfolk Care Ambassadors

Notice of N&SCS Ltd AGM

The 2011 AGM will be on Wednesday 23rd March at The Aylsham Manor, starting 6pm. Please see separate enclosure for further details.

Norfolk Independent Care (NIC) was pleased to facilitate two presentations in early January at which CQC Compliance Manager, Cathryn Bramham, gave a detailed presentation updating providers on the process and methodologies of using evidence of outcomes to demonstrate compliance.

Following a successful registration, inspectors will monitor compliance but this need not necessarily involve a visit to an establishment. Inspectors will, however, want to know the views of the people living within a service and will want to speak with them, their representatives and staff.

Inspectors will visit when they need to speak to people to get their views. Evidence gathering on standards will be undertaken prior to visits. Inspectors will comment on the overall impression given by clients/residents and staff on the outcomes which were being achieved. From January 2011 a new service (*Experts by experience*) was planned to observe some services where determining outcomes is difficult (e.g. for clients with dementia).

Providers who were unable to attend can obtain a copy of the presentation by emailing caroline@n-scs.co.uk.

During the sessions several key points were raised:

CRB checks for managers – rather than travel to a CQC office it is now possible to process a manager's CRB by going to identified regional post offices throughout the East (in Norwich, Ipswich, Cambridge and Peterborough).

Statement of Purpose – providers at registration are required to submit a statement of purpose for each location when registering with CQC. They may also be required to supply an updated statement if applying as a new provider, applying to add a regulated activity, to add or remove a location or to vary conditions on a regulated activity. CQC has prepared a Statement of Purpose template for providers to use which is downloadable from their web site.

Quality Risk Profile (QRP) - part of the information gathering process at registration, QRPs are an essential tool for providers, commissioners and CQC staff in monitoring compliance with the essential standards of quality and safety. QRPs do not produce judgements about the extent of a provider's compliance. Inspectors make these judgements, and use the QRPs as a starting point to their enquiries. Providers needed to have

confidence in the information on which they are being scored i.e. to have confidence in data being held on them.

Inspectors – providers unsure who their inspector is should email lallahudson@cqc.org.uk.

Inspections - are now known as a review of service and are either a *responsive review* resulting from information received by CQC which triggers an inspection and which would be a short focused review of specific items or a *planned review* to look at the 16 essential standards and which will normally take place every two years. Planned reviews will not happen more frequently than every 3 months and reviews will mainly be responsive reviews.

AQQAs - are no longer in existence. CQC has produced a **Provider Compliance Assessment (PCA) tool** which can be downloaded from the CQC web site. Although CQC will not insist providers use a PCA they will encourage providers to do so as it will assist providers to monitor their own work and check on quality assurance. It is also a good way to give evidence to CQC.

Compliance - providers will be determined to be *compliant* or *compliant with conditions* after their initial registration. After reviews, non-compliance is acceptable provided a provider registered any relevant actions aimed to remedy a situation on an action plan and CQC could see a provider was taking steps to achieve compliance. CQC has the option to suspend a service and implement on the spot fines when a provider is deemed to be in severe breach of their registration.

Star Ratings – CQC is reviewing post inspection star ratings (as previously awarded to providers). Consultation on a revised format for future ratings is ongoing and providers are urged to feed into this and let CQC have their comments as there will still be some form of rating in the future. Ratings will help the public to make decisions regarding their choice of care facility and, in some areas, local authorities link fees to an establishment's rating.

Both morning and afternoon sessions were very lively and CQC are planning further events to ensure providers are kept updated.

Many thanks to JRCS for hosting the event and to Norfolk County Council for providing the refreshments.

Surveys of service user satisfaction

As you see, CQC will now be checking your outcomes against 16 of the 28 regulations that come within Part 4 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 – which are the ones which most directly relate to the quality and safety of care. One of the sources of evidence which you can use to demonstrate these outcomes is a survey of service user satisfaction.

Should you wish for a more impartial assessment, N&SCS Ltd can carry out these surveys on your behalf. The cost ranges from £300-£600 dependent upon size of organisation and whether you require face to face or postal interviews.

For further details please contact Su on 01263 823232 or email su@n-scs.co.uk.

For all residents with an Individual Service Contract:

Death or self-discharge – Call NCC Customer Service Centre on 0344 800 8014 as soon as is reasonably practicable. Complete form SS(C)10 within 3 working days and send to NCC Purchasing and Quality Assurance Unit, County Hall, Martineau Lane, Norwich, NR1 2SQ.