



## Adult Social Services Covid-19 update

16/10/2020

Dear colleague,

I am writing to you as an organisation which supports people who use adult social services or supports people who are otherwise vulnerable.

### Health and Wellbeing Board

The Norfolk County Council Health and Wellbeing Board took place this week. There were some informative presentations and papers presented from across the health and care system and [you can find them here](#). The Board meeting was live streamed, and [you can see a recording of it here](#).

### Making it Real Facilitator

We need your help! Making it Real is looking for a new facilitator and we are supporting them to find someone.

We would be grateful if you could help us to spread the word that we are looking for a new facilitator. We have attached the advert for you to the email and [here is a link to our webpage](#). If you are able to circulate or include these in any other communications you might have, that would be very helpful and much appreciated.

### Free Positive Behavioural Support (PBS) Training – Webinar

PBS is recognised as best practice when working with people who have learning disabilities, are autistic and/or have mental health problems. PBS can support in enhancing quality of life and increasing independence whilst reducing behaviours that challenge from service users, as well as improving staff competencies and retention. Norfolk County Council has allocated funding to help train staff who work in adult learning disability supported living or residential care in PBS.

If you manage a setting or organise training for a setting or care organisation in Norfolk and Waveney and would like to find out more on how to access this training, email <mailto:nasca@norfolk.gov.uk> for the zoom link to the webinar which will be held on 29 October between 2-3:30pm.

### Carers Rights Day – 28<sup>th</sup> November

Each year, Carers Rights Day helps to:

- ensure carers are aware of their rights
- let carers know where to get help and support
- raise awareness of the needs of carers.





The theme for Carers Rights Day 2020 is 'Know Your Rights' and we are working closely with Carers Matter Norfolk and Carers Voice to promote and interact with local carers on this day.

On behalf of the Council, Carers Matter Norfolk provide Carer's Assessments, information, support and advice for unpaid carers in Norfolk. They offer a 7 day a week advice line service, along with one to one community support. The enhanced service launched in September and have already registered over 100 new carers and completed over 80 assessments. We continue to work closely with them and our Operational Business Lead for Adult Carers is promoting the new service with our front-line staff. Training is being delivered to both Carers Matter Norfolk and our staff. As part of winter planning, we are also exploring how we can reach carers to encourage them to have a flu jab & in turn promote the new service to them.

Please also help us to promote our [Carers Emergency Card](#) to ensure a person will be safe if a carer is caught up in an emergency.

### **Support for community hubs**

Our Development Workers are continuing to support the community hubs during the pandemic. They are also supporting the establishment of new community resources such as Men's Shed so that these can be up and running when it is safe to do so.

### **E-WELD programme**

Reducing distress in dementia patients and ensuring care home staff have access to support, Wellbeing and Health for People with Dementia (WHELD) has formed a new £1.2m online training platform accessible to all of Norfolk's care homes. The E-WHELD project has been described as "vital" by its creators who hope it can be rolled out to 1,500 homes across the country – [read more here.](#)

### **Useful resources**

- [The Kings Fund have collected some examples of resources to support the mental health and wellbeing of both individuals and teams working across health and care.](#) It's not an exhaustive list but it does demonstrate different ways to access help and guidance.
- [Opening Doors 17th easy read Being safe in 2020 newsletter is out now and you can see it here.](#)

Thank you for your continued support.

Debbie Bartlett

Director – Strategy & Transformation

