

Registered Managers Networks' information exchange

Hello,

We know that many of your networks are now in touch with stakeholders including your local authority, Clinical Commissioning Groups (CCGs) and the Care Quality Commission (CQC).

This quarter I am pleased to share a feature from Annie Coppel, Associate Director – Field Team (North) from the National Institute for Clinical Excellence (NICE) who outlines NICE's offer of support to your networks. You can read more about a recent network meeting in Reading attended by NICE [here](#), where they presented on the subject of medicines management and best practice.

Please have a look at Annie's piece below and if you would be interested in hearing from NICE at your own network meeting please speak to your locality manager or contact your nearest NICE field team using the details [here](#).

Your information exchange this quarter also includes information from the Flu Fighter team at NHS Employers. They are keen to work with registered managers and they have included information about how you can invite them to your network meeting as well as a free event taking place in Manchester on the 24 April.

Finally, we have a signposting and information feature for you on the General Data Protection Regulations (GDPR) due to come into force on 25 May 2018. These new regulations will replace the Data Protection Act (DPA) and organisations need to be ready for their enforcement. You'll also find your regular news and up-dates section at the end of this information exchange.

I hope you find these up-dates interesting and useful. If you would like us to cover a specific subject in a future please email RM.networks@skillsforcare.org.uk and let us know.

Best wishes,



Christine Burkett - Head of area (North West) and Networks lead

NICE support for Registered Manager Networks

Are your network members seeking to improve the safety and quality of care they provide? Are they aware of guidelines and quality standards produced by NICE, and how using these can support them with CQC inspections and commissioner discussions?

Would you like an expert speaker at one of your network meetings to support your members?

About NICE

The National Institute for Health and Care Excellence (NICE) produces guidance and quality standards to help improve health and social care. Our guidance and standards are based on the best available evidence of what works and is value for money.

In our portfolio we have a number of guidelines and standards that are of direct relevance to care provided in residential homes and domiciliary settings. These include dementia, managing medicines in care homes, home care, and managing medicines in the community. We also provide tools to help people use the guidance/standards in practice, such as checklists, education tools and local case studies of good practice.

An offer of support

We have a small team who can provide expert advice on the practical use of NICE guidelines and standards, quality improvement and medicines optimisation.

We are offering support to regional or local registered manager networks. This will be through a presentation or an interactive workshop, and can be tailored to your local needs. The session aims to:

- provide an understanding of the role and function of NICE
- describe NICE guidance, helping identify local challenges to use in practice and offering solutions based on the experience of others
- demonstrate how using relevant NICE guidance and standards help providers prepare for CQC inspection and improve the quality of their services
- demonstrate the tools available that support the use of NICE guidance and quality standards in practice to improve quality and safety, and to support staff training and recruitment.

Benefits from NICE support

Our Field Team and Medicines Implementation Consultants have delivered a number of sessions for social care provider networks throughout the last year. Feedback from those sessions highlighted the benefits including

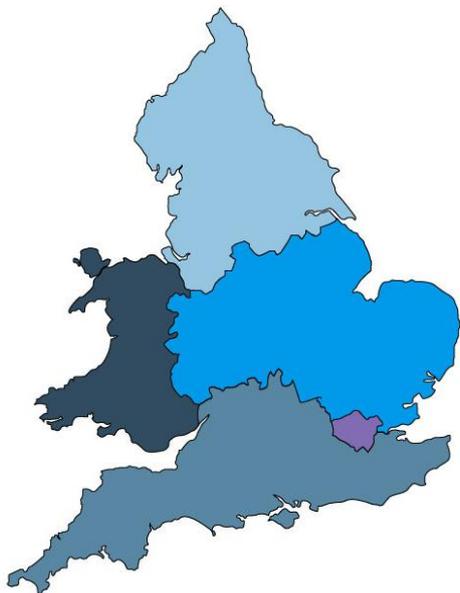
- helping local areas understand gaps in service delivery

- using NICE guidance and standards to support preparation for CQC inspection and improvement plans
- helping organisations to demonstrate their performance and to evidence their focus on quality
- sharing learning, and connecting people and organisations tackling similar issues
- being able to describe how NICE guidance and quality standards help reduce unnecessary hospital admissions and enable more effective discharge.

For further information please take a look at [our blog](#) where we supported a network meeting in Reading.

Contact NICE for support or a guest speaker at your network meeting

Please get in touch with our regional leads if you are interested in NICE support to your network. We will be happy to discuss how we can best meet your needs. Although we are a small team we will endeavour to meet your needs subject to our availability.



Annie Coppel (North)

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Deborah O'Callaghan (Midlands and East)

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Flu Fighters team – NHS Employers

The flu fighter team at NHS Employers supports social care organisations in delivering their staff facing flu vaccination campaigns. This support comes in the form of free online resources designed specifically for the social care sector, visits to organisations and sharing good practice across the wider health and social care system.

Free resources: A [suite of resources](#) have been designed purely for social care organisations to use to promote the flu vaccine to staff. These resources include posters, business cards, payslip leaflets and a website sticker. All the resources are free to download via the [flu fighter website](#). There are also flu fighter guides available to help you [review your campaign](#) and [plan for next year's](#).

Organisation or network visits: Depending on availability, the flu fighter team is happy to travel to your organisation, meeting or event to talk through the challenges your staff-facing flu vaccination campaign faces and solutions to improving uptake of the vaccine. If you have an event or meeting that you would like the flu fighter team to present at, please contact us in one of the ways mentioned below.

Sharing what works best: NHS Employers works with organisations to find examples of good practice to create case studies which can be shared across the wider health and social care system. If your organisation has an example of good practice in your staff facing flu vaccination campaign, please don't hesitate to let the flu fighter team know. You can read [previous examples of good practice](#) on the flu fighter website.

Flu fighter mailing list: The flu fighter team sends out regular updates about what's happening in the world of flu. To join the mailing list, simply email your name, job title and organisation to flufighter@nhsemployers.org and the team will be happy to add you to their mailing list.

Conference

The third annual flu fighter conference is free to attend and is [now open for bookings](#). This year the event will be held at the Midland Hotel in Manchester on Tuesday 24 April. The event will include a range of carefully selected speakers who will address an audience of both NHS and social care staff on ways to improve staff flu vaccination uptake. There will also be an opportunity to network in our breakout sessions, each led by a flu expert.

How to get in touch

For more information you can visit the [flu fighter website](#) or reach out to the team on 0844 334 5252 or by email at flufighter@nhsemployers.org.

Important changes to the way you keep and record data

On 25 May 2018, the General Data Protection Regulations (GDPR) come into force. The new regulations will replace the Data Protection Act (DPA), which has governed the use of data information for adult social care services since 1998.

The regulations apply to any personal information you or your organisation hold relating to individuals, whether they are employees, people who need care and support or other customers, suppliers or contacts.

What do you need to do?

The GDPR extends current requirements set out in the DPA and places new obligations on organisations that process personal data and special categories of data. The Information Commissioners Office (ICO) have published [12 steps](#) that all organisations should take:

1. **Awareness:** organisations should take steps to ensure that decision makers and key people are aware that the law is changing.
2. **Information you hold:** you should document what personal data you hold, where it came from and who you share it with.
3. **Communicating privacy information:** this is the information you provide which tells someone why and how you are using their data.
4. **Individuals' rights:** these have been strengthened under GDPR so it is important to review your existing data protection policy.
5. **Subject access requests (SAR):** the GDPR removes the £10 fee payable to make a SAR¹ and reduces the time for complying with one.
6. **Lawful basis for processing personal data:** you should document your reasons for processing specific data.
7. **Consent:** if you are not already you will need to be clear on how you have identified where consent to use data and information has been sought and is required.
8. **Children:** you should consider whether it is appropriate for your organisation to have separate template notices and policies for adults and children.
9. **Data breaches:** Do you have the right procedures in place to detect, report and investigate a personal data breach.

¹ The SAR gives any person including current and former employees as well as people in need of care and support the right to request sight of all data you hold on them

10. Data Protection by Design and Data Protection Impact Assessments

(DPIAs): privacy by design is now an express legal requirement and in some circumstances DPIAs are now mandatory.

11. Data Protection Officers: many social care organisations will need to appoint a formal data protection officer if they don't already have one.

12. International: this only applies to organisations operating in more than one EU member state.

Full guidance for each of the 12 steps is available [here](#).

More information

- The Information Governance Alliance (IGA) have produced helpful detailed guidance on for social care and health organisations, available [here](#). This is part of a [suite](#) of useful resources published by NHS Digital.
- The ICO has launched a new helpline aimed at SMEs and charities to advise how to be GDPR compliant by 25 May 2018. **Call 0303 123 1113 and select option 4.**
- Skills for Care have published a [short briefing](#) for employers on the implications of GDPR and we will continue to up-date our [Digital working, learning and information sharing](#) pages over the coming months. Our [Why information collection, sharing and storage is important](#) guide is a starting point with the basics about how the law is changing.

News and up-dates

Becoming a manager – the manager induction standards (MIS)

Have you used our 'Becoming a Manager' (Manager Induction Standards (MIS)) workbook? Do you know someone who has? We'd like to know about your experiences using it to help us improve our products and create better equipped adult social care managers. <https://www.surveymonkey.co.uk/r/Managerevalsurvey>

Are you a registered manager member of Skills for Care?

If you are a registered manager member of Skills for Care then we have two exciting up-dates for you:

- **Join our new Facebook group, exclusively for members** – this new group gives you the chance to communicate with other members and discuss challenges, successes and everyday queries. You can join using [this link](#).
- **Coming soon: new wellbeing survival guide for members** – your wellbeing is important. You're good at caring for the wellbeing of others, but how good are you at thinking about your own wellbeing. Our new go-to guide is exclusive to members from April 2018.

Not already a member? You can find more information [here](#); to see a preview of our latest newsletter for members, [click here](#).

Facing the Facts, Shaping the Future – adult social care workforce consultation

As the delivery partner for the Department of Health and Social Care (DHSC), Skills for Care is running a linked consultation building on the adult social care workforce question in the Health Education England (HEE) 'Facing the Facts, Shaping the Future' consultation.

We're asking for your views and evidence on a wide range of questions designed to explore what actions could be taken to address a number of workforce challenges specific to the adult social care sector. The outcomes of this linked consultation will inform the final health and care workforce strategy planned for publication in July 2018. They will also inform the content of the forthcoming DHSC Green Paper on care and support for older people. Any consultation responses already provided to HEE on adult social care will be provided to Skills for Care.

Skills for Care will collate and analyse the results of this consultation and share with DHSC and partners to inform development of the strategy and the Green Paper.

[Take part in the consultation](#) - it closes at **10:00 on Monday 09 April 2018**.

We're also running consultation events across the country. [Find out more](#).