

# North Yorkshire and York Care Provider Support Handbook

# How We Can Support You

The Quality and Nursing Team provide support and advice to care providers across North Yorkshire and York, promoting provision of high quality care. This handbook introduces how we can support you and your service through a variety of programmes such as continuous quality improvement, leadership, workforce development, digital and much more working together to support the best outcomes and quality of life for those in your care

For more information please follow this [link](#) or contact [hnyicb-voy.yorkplacequalitynursingteam@nhs.net](mailto:hnyicb-voy.yorkplacequalitynursingteam@nhs.net)

# Welcome to your Care Provider Support Handbook

**WELCOME**  
MEFCOWE

Welcome to your care provider support handbook which is designed to assist you in identifying, navigating and accessing local partners who work together to support your team and those in your care. There will be information on how and when you can contact them with space to record information specific to your service such as your GP practice and community and district nursing team.

We recognise the diversity of the local care sector and no one provider is the same so we encourage and support you to use this handbook as best meets the needs of your service.

The handbook is designed to capture information relevant to most providers but may not be exhaustive so please contact us to for any further support or questions you may have.

## Our Aims and Values



## Our Offer



# Introduction to Our Quality Team

Our team are employed by NHS Humber and North Yorkshire ICB, and work to support all care providers across North Yorkshire and York. We work as part of an integrated quality team alongside North Yorkshire Council and closely with other partner Local Authorities to promote delivery of high quality care. You can find a summary of our teams offer above which is ever evolving to support the needs of the sector. This handbook will guide you through that offer and how to access it for your service.

We hope you find this handbook helpful, and look forward to working with you and your team.

Your Quality and Nursing Team

[hnyicb-voy.yorkplacequalitynursingteam@nhs.net](mailto:hnyicb-voy.yorkplacequalitynursingteam@nhs.net)

# Your Local Authorities



City York Council website -

<https://www.york.gov.uk/AdultSocialCare>

Dedicated email address for care providers:

Commissioning and Contracts:

[AllAgeCommissioning@york.gov.uk](mailto:AllAgeCommissioning@york.gov.uk) - If you  
require further assistance, please contact All Age  
Commissioning on 01904 55 4661

Transformation and Service Improvement:

[asctransformationteam@york.gov.uk](mailto:asctransformationteam@york.gov.uk)

<https://www.york.gov.uk/ShapingCare> - Market Position  
Statement for all providers to view

City of York Council Independent Provider Bulletin is circulated regularly to providers and as/when there is important information to share.



The team operate as part of an integrated quality model between the NYC Quality & Service Continuity Team and ICB Quality Nursing to provide quality support available to all providers across the county. The Integrated Quality Team has Quality Nurses, Quality Improvement Officers and Quality Assurance Officers working together in a risk based approach, to provide support and advice to providers. By working as a single service, we are able to ensure that the most appropriate support is provided by the most appropriate staff for the job. A summary of our joint offer can be found through this [link](#).

Contact: [SocialServices.Contractingunit@northyorks.gov.uk](mailto:SocialServices.Contractingunit@northyorks.gov.uk)

Quality Team: [HASQuality@northyorks.gov.uk](mailto:HASQuality@northyorks.gov.uk)

Public Health [dph@northyorks.gov.uk](mailto:dph@northyorks.gov.uk)

Service Development: [HASservicedevelopment@northyorks.gov.uk](mailto:HASservicedevelopment@northyorks.gov.uk)

Make Care Matter [www.makecarematter.co.uk](http://www.makecarematter.co.uk)

# Our Quality Improvement and Training Programmes



## Improving Hydration

Participating providers are supported to evaluate their current hydration assessment and monitoring tools and progress improvements where appropriate to optimise hydration for residents and staff. The training includes good hydration practice, continence care, catheter hygiene and includes advice around the 'No Dip' principles for testing urine in suspected UTI. Through improving recognition and response to hydration needs of residents in care settings it is anticipated that we will reduce avoidable harm caused through poor hydration, enhance clinical outcomes, improve experience for residents in care homes, improve staff experience, develop safety culture and improve antimicrobial stewardship.



## **React to Red (Pressure Ulcer Prevention)**

React to Red is an education package using a simple yet effective framework to support carers in recognising when an individual may be at increased risk of pressure ulcer development and the simple steps that can be taken to avoid them. The intensive face-to-face training programme has already resulted in a significant reduction of reported pressure ulcers by participating care homes within our area contributing to improved quality of life for residents. The framework known as 'SSKIN' prompts carers to consider key areas important in maintaining skin integrity including nutrition, hydration, mobility and use of equipment.

# Our Quality Improvement and Training Programmes



## React to Falls Prevention

We are committed to supporting colleagues to provide safe care and are promoting the React to Falls Prevention principles across care settings. The emphasis of this work is to reduce falls risks by implementation of a person centred approach to prevent for each resident. Ideally all care staff should receive face to face training.

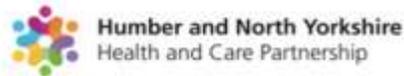
Resources used include an educational video, workbook and self-assessment skills booklet which supports carers in recognising when an individual may be at increased risk of falls and the steps that can be taken to reduce these risks. React to Falls Prevention identifies 3 key areas of risk: Physical, Behavioural and Environmental, and refers to a simple framework that prompts carers to consider these risks and 'REACT' to reduce the risk of falls.

S	Seems different to usual
T	Talks or communicates less
O	Overall needs more help
P	Pain new or worsening: participating less in activities
A	Ate less
N	No bowel movement in 3 days; diarrhoea
D	Drank less
W	Weight change
A	Agitated or more nervous than usual
T	Tired, weak, confused or drowsy
C	Change in skin colour or condition
H	Help with walking, transferring or toileting more than usual
<b>Seems Different to usual</b>	
<p>However small the change; if YOU feel a resident/client is different, assess using the <b>Stop &amp; Watch</b> tool. Often early signs of a problem show when a client is not 'quite right' or acting out of character - like a gut feeling. This may be changes in a client's daily routine, or not joining in as much as usual.</p>	

## Recognising and Responding to Deterioration in Residents Using a Softer Signs Tool (STOP and Watch)

This training develops care staff skills and knowledge in the early identification of deterioration and how to respond using a softer signs tool. Training also includes communication skills and how to use the SBAR (Situation, Background, Assessment and Recommendation) tool to help relay accurate, relevant and timely information to other health and care services. The aim of this work is to reduce avoidable harm, reduce the likelihood of hospital conveyance, enhance clinical outcomes and improve the experience for individuals. This training can be offered face to face, virtual or through the use of a workbook.

# Stay Connected with Latest Updates and Engage with Care Sector Colleagues



## Care Connected– Your North Yorkshire and York Provider Forum

Join us and fellow providers every other **Wednesday 10.30-11.30** for our care provider forum, open to all providers across our local area. The group is facilitated jointly by City of York Council, North Yorkshire Council and NHS Humber and North Yorkshire ICB and designed to help you access updates relevant to your teams from across health and social care in one single place. These sessions are an opportunity to share key updates such as guidance changes and news from local services, quality improvement initiatives, learning and development, workforce, health and wellbeing, good practice and your chance to ask both questions of local services and fellow providers. For further information follow this [link](#)



## Partners in Care Weekly Bulletin

We produce weekly bulletins to keep our Partners in Care updated with all the latest development in health and social care. The bulletin is a collaborative effort shaped by the news and updates providers have told us they would like to hear. Content of these includes latest advice and guidance, updates around programmes of works across the North Yorkshire and York, and the availability of training and support. To make sure you are on our list or receive the bulletin please contact:

[hnyicb-voy.yorkplacequalitynursingteam@nhs.net](mailto:hnyicb-voy.yorkplacequalitynursingteam@nhs.net)

# Supporting Digitalisation in Our Care Sector

The Department of Health have set an ambition for the majority of health and social care services to have digital foundations in place, including electronic care records, by March 2025

**Emails sent to and from health and social care organisations must meet the secure email standard (DCB1596) so that everyone can be sure that sensitive and confidential information is kept secure.**

**Annual completion of the Data Security Protection Toolkit (DSPT) is mandatory for all providers who hold an NHS standard contract, as well as some local authority contracts and to access services such as NHS Mail and proxy ordering of medication**

## Did You Know?

## Stay Safe– Ensure You Are Using Secure Email

All social care providers must use an approved secure email to ensure any sensitive information being shared (including in relation to your staff or service users) is done so securely. To check if your email meets the minimum standard you can follow this [link](#).

Where you do not have a secure system in place, providers are being encouraged to register for NHS Mail which is same system that will be used by health services you interact with.

## Don't Forget Your Data Security Protection Toolkit (DSPT)

The DSPT is an annual self completion toolkit which demonstrates you are handling data in compliance for the data security protection act and CQC key lines of enquiry. Once completed for the first time you will just need to check your answers and resubmit each year. It is best practice to ensure your DSPT is updated, and mandatory for most providers.



# Supporting Your Digital Journey



## **DREAMS Team**

Digital Records Enabling  
and Management Support Team

All care providers across the area are able to access support from DREAMS– An ICB Commissioned team working to support digital enablement across our sector. They can be contacted to provide guidance and support on any digital queries, as well as to access national funding streams to improve Wi/Fi connectivity and embed digital social care records.

Tel: (01482) 396622

Email: [dreamsteam@eastriding.gov.uk](mailto:dreamsteam@eastriding.gov.uk)

## **Better Security Better Care– North East and Yorkshire**

The BSBC Team are funded by NHS England and work to support providers to complete the DSPT, which includes providing regular training sessions guiding you through how to answer each session, with 1:1 and individual support also available.

Tel:0113 360 4847

Email: [england.dsptney@nhs.net](mailto:england.dsptney@nhs.net)



# Capacity Tracker

## *Insight for Care*

The Capacity Tracker is the national portal that is the primary source of information used by the Department of Health and Social Care used to understand and respond to pressures within the sector. It is also used on a local footprint by the ICB and your local authority to identify packages of care available, and provide targeted support to our providers. Information recorded through the Capacity Tracker includes:

- Current occupancy/service users supported
- Vacancies/additional hours available
- Number of individuals employed and levels of agency usages, overtime and workforce absence.
- COVID-19 and Flu Vaccination uptake (Seasonal)
- COVID-19 Infections (Care homes only)

## When To Update



**All providers must complete at least during a national submission window of 8th-14th each month.** This is now a CQC requirement with potential fines as a last resort for those who miss the deadline. So we would encourage providers to have multiple users who can update in case of staff absence.

However we would encourage providers to **update as often as possible**, to ensure data is up to date to allow packages of care to be identified as efficiently as possible

# Know Your Local Health Services: GP Practice and Primary Care Teams



If you are a care home, as part of the Enhanced Health in Care Homes Framework you now **must** have a nominated Lead GP and Primary Care Network (A group of GP Practices working together to coordinate services in your local area), who will be responsible for working with you to support those in your care alongside a wider multidisciplinary team including nurses, pharmacists and others

Care home settings should receive a weekly ward round from your practice to support your residents– do you know which day yours is and how it is conducted?

For other provider types you will also have a key relationship with your local GP Practice colleagues (This may be across several different practices depending on the footprint you cover). Make sure you are familiar with the GP practices who support your service users and know how best to contact them and any agreed processes to observe.

My Linked GP Practice  
(S)

My Nominated Lead GP  
(If Appropriate)

Our Weekly Ward  
Dates (If Appropriate)

How to Contact

## **Enhanced Health in Care Homes Framework**

Launched in 2020, the EHCH Framework was based on an ambition for the NHS to strengthen its support for the people who live and work in and around care homes. People living in care homes should expect the same level of support as if they were living in their own home – but this can only be achieved through collaborative working between health, social care, voluntary, community, and social enterprise (VCSE) sector and care home partners.

As well as assigning a lead practice/Primary Care Network, and weekly ward round to support residents on a priority basis, the framework also sets out that within 7 days of admission/readmission residents should have a holistic health needs assessment to produce a personalised care plan, as well as conducting a structured medication review where appropriate.

# Know Your Local Health Services

**We work together as a network of health and social care services working together across North Yorkshire and York to support our care settings. Have you reached out to these key contacts yet for your service?**

## **Immedicare Telemedicine Service**

Over 100 care homes across North Yorkshire and York have the Immedicare service funded by the ICB. These has been allocated based on need, and will provide you with access to 24/7 remote clinical consultation and guidance should you be concerned about a resident. The service sits alongside other clinical services as an additional layer of support for you and your team. If you have the service in place– You will have a clinical laptop that you can use to access the service through.

For additional support on how to optimise the service in your setting please contact our local relationship manager:

[hbygrave@immedicare.co.uk](mailto:hbygrave@immedicare.co.uk)

## **Yorkshire Ambulance Service– Call 999**

You should call 999 for an ambulance when it is obvious that you or another person is seriously ill and in need of immediate emergency medical care. Some examples of situations when you should dial 999 immediately (please note, this list is not exhaustive):

- Chest pain, difficulty breathing, Loss of consciousness, Severe loss of blood, severe burns and scalds, choking, fitting/convulsions, drowning, severe allergic reaction, Head injury.

## **GP Out of Hours Service– Call 111**

The GPOOH service operates between 6pm-8am, Monday to Friday, and all day and night on weekends and bank holidays. This service is to support you accessing urgent care when your GP surgery is closed. The service is for urgent calls only, and not emergency or routine calls. If the person in your care has a potentially life-threatening illness or injury, please dial 999.

## **Community and District Nursing Teams**

Community nurses, also known as district nurses play a crucial role in the primary health care team working alongside GPs and other health care professionals. They visit housebound people in their own homes or in residential care homes, assessing the health care needs of patients, providing high quality holistic nursing care to patients who have a nursing need. As well as providing direct patient care, community nurses also have a teaching role, working with patients, their families and carers to promote self management and independence.

The community nursing team also includes specialist nurses who will advise and link with all residents so please do ensure you have a contact for your local team

Urgent Care Response Teams also work under alongside these services. They work to provide urgent care to people in their homes which helps to avoid hospital admissions and enable people to live independently for longer. Immedicare is the point of contact and referral for this team for services who have that in place

### **Our Community and District Nursing Team and Contact Details Are:**

**Urgent Care Response Team (If Immedicare not in place):**

# Know Your Local Health Services

## Patient Transport Services (PTS)

These services are provided in our area by Yorkshire Ambulance Services, and offers NHS-funded transport for eligible people who are unable to travel to their healthcare appointments by other means due to their medical condition. To check eligibility please follow this [link](#):

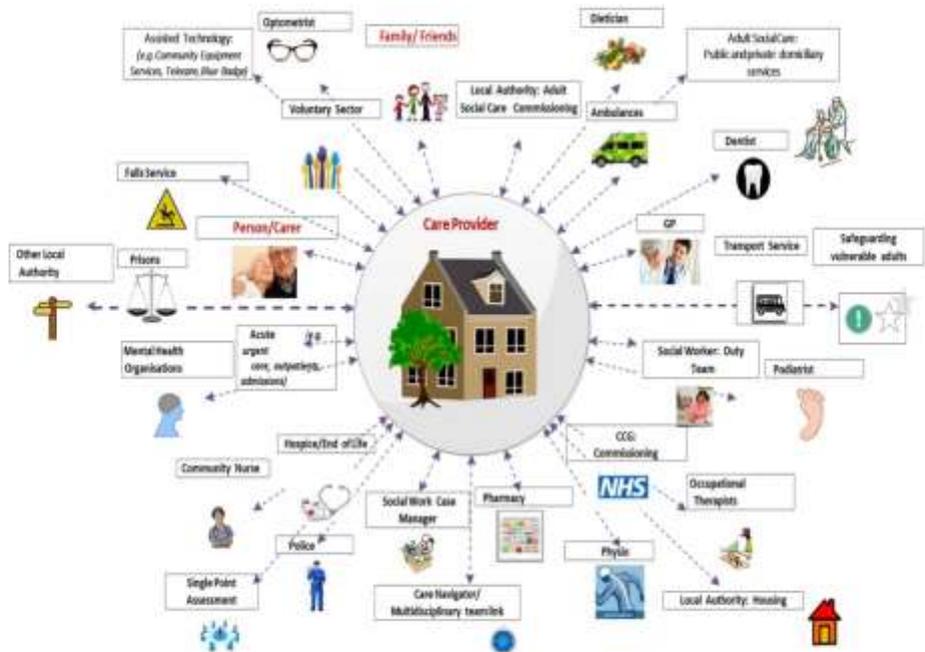
**Contact Number: 0300 330 2000**

## Palliative and End of Life Care Services

Will work with you to providing access to support and guidance around, pain and symptom management, end of life care and psychological, social and spiritual support. Services across our together work closely together to support people die well within our communities, and your hospital trust will work in partnership with your local hospice and partners including Marie Curie.

## Community Therapy Services

Based within your local hospital trust, this speciality encompasses occupational therapy, physiotherapy speech and language therapy, and dietetics which will work to together to support you and those in your care. In many cases these services can be referred into directly.



## Continence Teams

A team of specialist nurses who can offer support, assessments, treatment and advice to individuals who have bladder and or bowel problems. They will supporting you and your team in accessing continence products for those in your care where appropriate. Ordering processes and products differ across the area, so make sure you are familiar with the process for your setting.

## Podiatry Services

Provide in depth foot assessments, diagnosis and treatments for those patients with foot problems in order to optimise foot function and comfort.

# Know Your Health Services

## Dementia Services

Work in close partnership with providers, families, GP services and local authority to support those living with dementia in their own home or a care setting. This includes providing assessment, care planning and management to respond to the behavioural and psychological symptoms of dementia. These services are provided by Tees, Esk and Wear Valleys NHS Foundation Trust

## Learning Disability Services

Teams will work in partnership care providers to support with learning disabilities within their service, including care planning, management and wider health promotion. These services are provided by Tees, Esk and Wear Valleys NHS Foundation Trust.

## Discharge Hub

Each of our hospitals will have a discharge hub who will work to facilitate efficient and safe discharge of an individual back to their own home or care setting. They will link closely with individual wards and providers to ensure you receive all the information, medication and equipment needed to follow your service user back into the community.

## Fire Prevention Services

North Yorkshire Fire and Rescue work with care providers to support them in keeping those in their care safe and identify and respond to fire risks within your service.

## **Dentistry**

Provide a vital role in supporting good oral health for those in your care– Make sure to contact your local dentist practice to see how they may be able to assist you.

## **Community Pharmacy**

Will provide a key link to accessing medication for your service users, in addition to other services such as supporting the winter vaccination programme. Remember to keep an eye on bank holidays and opening times for your local pharmacy.

## **Audiology**

Healthcare professionals that will support manage and finds a solution to problems in the auditory system of an individual in your care. Audiologists are professionally trained to diagnose, treat and monitor all levels of hearing loss, tinnitus symptoms and balance issues (vestibular).

## **Advocacy Services**

Advocacy is taking action to help people say what they want, secure their rights, represent their interests and obtain services they need. Advocates and advocacy schemes work in partnership with the people they support and take their side. Advocacy promotes social inclusion, equality and social justice.

Free and confidential services are provided by York Advocacy Hub for York, and Cloverleaf Advocacy for North Yorkshire

# Know Your Health Services

## Contact Details

Palliative and End of Life Care Services

Community Therapy Services

Continence Team

Podiatry

Dementia Services

Learning Disability Service

Dentistry

Community Pharmacy

Audiology

Discharge Hub

# Notes Page

Advocacy Services

Fire Prevention Team

# Resources and Signposting



**Infection.  
Prevention.  
Control.**  
You're in safe hands

## [Community Infection Prevention Control Team](#)

Responsible for providing advice and guidance to support care providers across North Yorkshire and York in preventing and managing infections in their setting. We would encourage providers to register to receive their regular bulletins and updates



## [Skills for Care](#)

The strategic workforce development and planning body for adult social care in England., working to ensure the sector has the skilled staff needed to deliver high quality care. The organisation provides funding, guidance, development and networking opportunities including local Registered Managers Networks.



## **Dementia Forward**

Provide support to those living with Dementia across North Yorkshire and York, and those who work with them. This includes training and support to care providers, as well as opportunities for those within your care.



## [North Yorkshire Sport](#)

Active partnership covering North Yorkshire and York with the aim of promoting and encouraging increased participation in Sport and Active Recreation for all. The team are able to work alongside providers to support activity strategies for those in your care.



## [Humber and North Yorkshire Cancer Champions](#)

Deliver free awareness sessions teach people about the key facts, statistics, symptoms, and screenings linked to a number of cancers. Cancer Champions are equipped with the knowledge needed to raise awareness about cancer, engage in conversations that could help to reduce the risk of cancer and encourage early diagnosis of cancer – when treatment could be simpler and more successful.



## **The Positive Approach to Care™**

Model designed to support people living with dementia by equipping both formal and informal carers with specific skills aimed at increasing understanding of what it is like to live with dementia. Tees, Esk and Wear Valleys NHS Foundation Trust are facilitating a number of sessions open to care staff. Contact your local dementia team for more information.

# Oral Health Support to Care Providers



A package of training has been commissioned for all care providers across North Yorkshire and York which is delivered by Harrogate and District NHS Foundation Trust Oral Health Promotion Team. For further information and to book please contact: [ruth.harrison18@nhs.net](mailto:ruth.harrison18@nhs.net)

A range of resources and information including assessment tools and NICE guidance for care home managers can be found through our [website](#)

The Stay Smiling e-learning also provides video-based mouth care training that has been codeveloped by Kings College London with care staff and dental experts.

- Free and easily accessible by computer, tablet or mobile phone
- Takes just 30 minutes in total that can be completed over time
- Care workers receive a certificate upon completion.

The full e-learning programme is available at: [www.acffglobal.org](http://www.acffglobal.org) .

Once you sign up as a free member, the Stay Smiling programme can be found in the members section.

# Queens Nursing Institute

## Care Home Nurses Network



The  
Queen's  
Nursing  
Institute

- Would you like to be part of a national network of nurses working in the care home setting?
- Would you like to learn from and listen to the latest research, best practice, innovation and policy?
- Do you want to use your voice and get involved in the work the QNI does, to represent your discipline within Nursing?

To join the online network, please register through this [link](#) and choose the “Care Home Nurses Network” as your area of interest. You can also sign up for email updates from us and join other QNI networks. You can also join their Facebook forum for Care Home Nurses where you can network, ask for advice and get support from fellow nurses. The group holds regular meetings and has a newsletter for members.

# ENRICH– Enabling Research in Care Homes



All care homes are eligible to join the ENRICH Register, which allows you to join the national database and receive invitations to take part in research studies which you can take part in flexibly around the needs of your service. Did you know that taking part in research:

- Encourages residents to take an increased interest in their own health and wellbeing
- Allows residents to feel they are contributing to the future
- Stimulates residents with something new to do and someone new to talk to
- Provides learning development for staff
- Offers improvement opportunities for the home

To find out more please follow this [link](#)

# Humber and NY Resilience Hub



Humber and North Yorkshire  
Health and Care Partnership

## The Humber and North Yorkshire Resilience Hub



[hny.resiliencehub@nhs.net](mailto:hny.resiliencehub@nhs.net)  
0330 00 22 044

The Humber and North Yorkshire Resilience Hub offers advice and support for issues such as emotional wellbeing to bereavement, debt, domestic violence and relationship issues. . The Resilience Hub is completely confidential and separate from mental health and internal occupational health services.

The hub is available for all staff working in health and social care across our area as well as your families. So whether you just need some general wellness advice, or more extensive psychological support, we are here to help you.

To find our more please follow this [link](#) or email

[hny.resiliencehub@nhs.net](mailto:hny.resiliencehub@nhs.net)

# North Yorkshire and York Care Provider Olympics



The NYY Care Provider Olympics is our annual chance to come together to get moving and active, whilst having fun and competing against fellow providers for our Olympic title. To date over 1400 people across 44 care providers have taken part in the competition since it launched in 2022.

## Our Aims

- Celebrate the importance of physical activity to health and wellbeing within our sector
- Showcase creative and innovative activities, and share best practice between providers
- Share resources and local opportunities to get moving
- Highlight the role of personalised care– and how we can tailor activity to the different abilities and wishes of residents

For more information on how to get involved please contact [hnyicb-voy.yorkplacequalitynursingteam@nhs.net](mailto:hnyicb-voy.yorkplacequalitynursingteam@nhs.net)

# MHRA Alerts– Make Sure You Are Signed Up



**National  
Patient  
Safety Alert**

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The Medicines and Healthcare products Regulatory Agency (MHRA) is now an accredited issuer of National Patient Safety Alerts, a format devised by NHS England. National Patient Safety Alerts are alerts that require local executive management level action to reduce the risk of death or serious harm

The Central Alerting System (CAS) is a web-based cascading system for issuing patient safety alerts, important public health messages and other safety critical messages to communicate actions required by health and care providers

Failure to take the actions required under any National Patient Safety Alert may lead to the Care Quality Commission (CQC) taking regulatory action.

It is expected that providers as standard practice register to receive alerts directly to support the safety of those in your care.

For information on how register please follow this [link](#) or contact [safetyalerts@mhra.gov.uk](mailto:safetyalerts@mhra.gov.uk)

## Who Are We?

NHS Humber and North Yorkshire ICB is a statutory organisation accountable for NHS spend and performance for 1.7million people. We work alongside NHS providers, local councils, health and care providers and voluntary, community and social enterprise (VCSE) organisations. We are one of 42 such bodies across England.

Our role is to meet health and care needs across an area, coordinate services and plan in a way that improves population health and reduces inequalities between different groups. Our aim is for people to start live well, live well, age well and die well.

## How Can We Help You?

There is a wealth of further information including local training availability, opportunities for providers, the latest news from our team and local services through our [website](#).

If you would like to find out more about how we can support you, then contact us to arrange an informal conversation



Humber and North Yorkshire  
Health and Care Partnership

