

5th April 2023

Topics covered in this session include:

- Introduction and relaunch of Care Connected
- Service Area overview
- New PERSON approach to professional visit feedback form
- Come Dance with me

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Care Connected Re-Launch

As a local system we are committed to working together to provide joined up multi-agency support to our care sector and following extensive engagement with providers on what you want to see from a provider forum, North Yorkshire Council, City of York Council and NHS Humber and North Yorkshire ICB have come together to collaboratively launch our new forum. This builds on the success of the current Care Connected Forum, Partners in Care Virtual Forum and the North Yorkshire Provider Forum which from feedback we know have been an invaluable lifeline to providers during the pandemic period in accessing and understanding guidance changes, receiving local and national updates, and to discuss challenges with both fellow providers and health and social care partners.

- ✓ Guidance changes, News and Updates from your Local Authority and Integrated Care Board
- ✓ Quality Improvement Programmes and Initiatives
- ✓ Public Health Updates
- ✓ Market Updates
- ✓ Training and Development Opportunities
- ✓ Health and Wellbeing Support for You and your Workforce
- ✓ Latest Opportunities to Enhance your Digital Connectivity and Take Part in Research Studies.
- ✓ Your Chance to Ask Questions and Raise Burning Issues with Fellow Providers and Local Services.
- ✓ Sharing of Best Practice and Good News Across our Sector

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Care Connected will take place every two weeks starting from Wednesday 05 April from 10.30-11.30 through Microsoft Teams. Make sure you set a recurring reminder in your calendars to join us!



Reminders will be sent out the day before the session- sharing the details and agenda, so you can make an informed decision on joining the meetings you feel relevant to your service

Sessions designed to cover priority areas for our local area which may include.

- Additional meetings to cover urgent issues
- Take over sessions
- Sessions dedicated to a particular geography or service type using breakout rooms
- In person sessions



Missed a meeting? You can view the slides and resources from all previous sessions at your convenience through our [Care Connected Webpages](#)

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North Yorkshire Council Quality & Service Continuity Team

Undertakes quality assurance and improvement activity with adult social providers on behalf of Health & Adult Services. This includes ensuring appropriate quality standards are met in commissioned services as well as services delivered by Health and Adult Services. Through this activity we gain assurance that peoples' needs are being met and promote continuous improvement in achieving positive outcomes and experience of people and their families within our community.

We gather data & intelligence that informs decision making and identifies providers who are most at risk. We then identify and rate those risks to support early intervention, enabling support where it is most needed. We monitor risks within the provider market and will coordinate the response to provider failure and service interruption.

The team maintains a range of partnerships with statutory and non-statutory bodies and groups, to support the work of Health and Adult Services. Working with partners, we support market sustainability and reduce provider failure by directing resources to where it is needed most. This fosters a collaborative approach to supporting our market, building relationships with our providers, people who use our service and their families.





CITY OF
YORK
COUNCIL

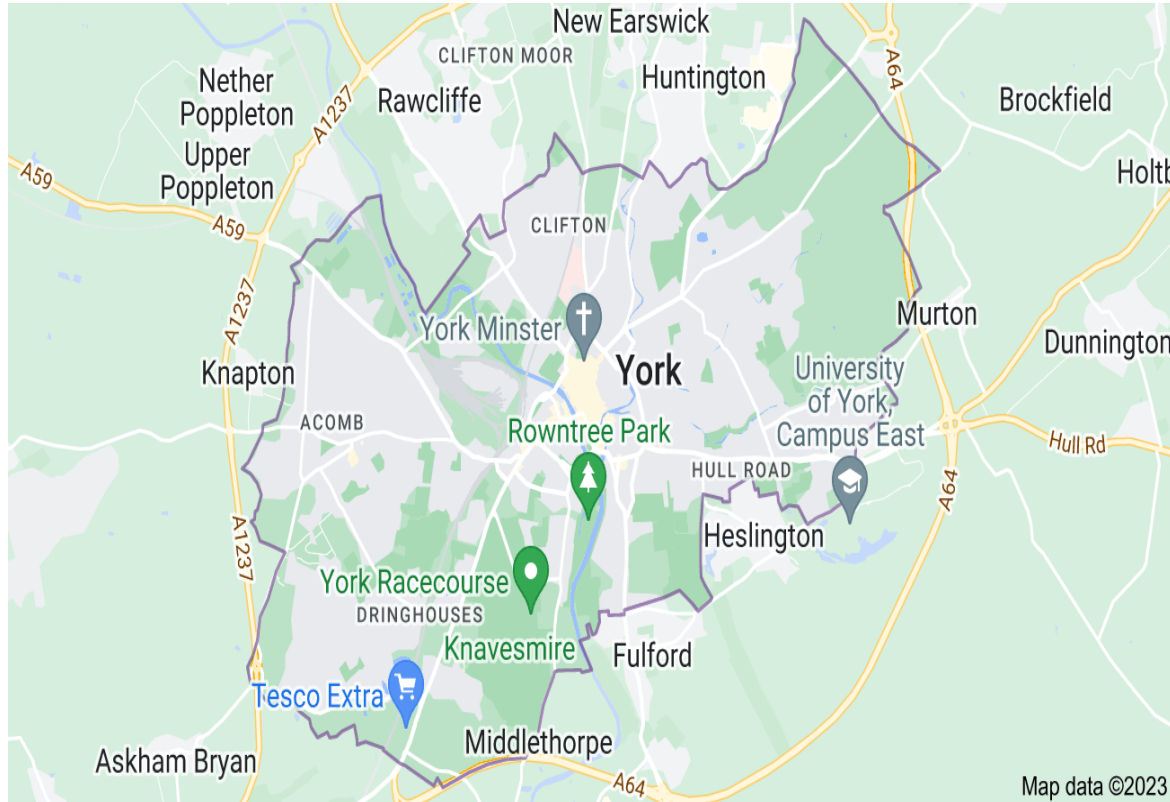
North Yorkshire
Partnership

NHS
Humber and
North Yorkshire
Integrated Care Board (ICB)



By **2025**, it is estimated that –

- the 65+ population in York will have increased by 16%
- the 85+ population in York will have increased by 32%
- the 0-19 population will have risen by about 9%
- York's population is on the whole healthy but this is not true of all communities and groups
- It is estimated that around 36,000 people in York have mental health problems
- There are predicted to be large increases in the number of people with dementia
- More older people are helped to live at home in York than the national average, but access to intermediate care remains a priority
- More carers are involved in planning services



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All Age commissioning & Contracting TEAM structure

Abid Mumtaz
Head of All Age Commissioning & Contracting

Antony Niebiesniak
Senior Contracts Manager

Contracts and Quality Improvement Manager(s)

Anne Hizzett
Sarah Carrick
Louise Walker
Eka Fallon
Uzmha Mir

Contract Assistant(s)

Carole Bayliss
Ben Wasden

Gillian Bucklow
SENDIAS Service Manager

Elizabeth MacDonald
SENDIAS Case Officer

Pam Bullivant
SENDIAS Case Officer

SENDIAS Case Officer
Vacant Post(s) x2

All Age Commissioning Manager(s)

Katie Brown
Judith Culleton
Edward Njuguna
Caroline Billington

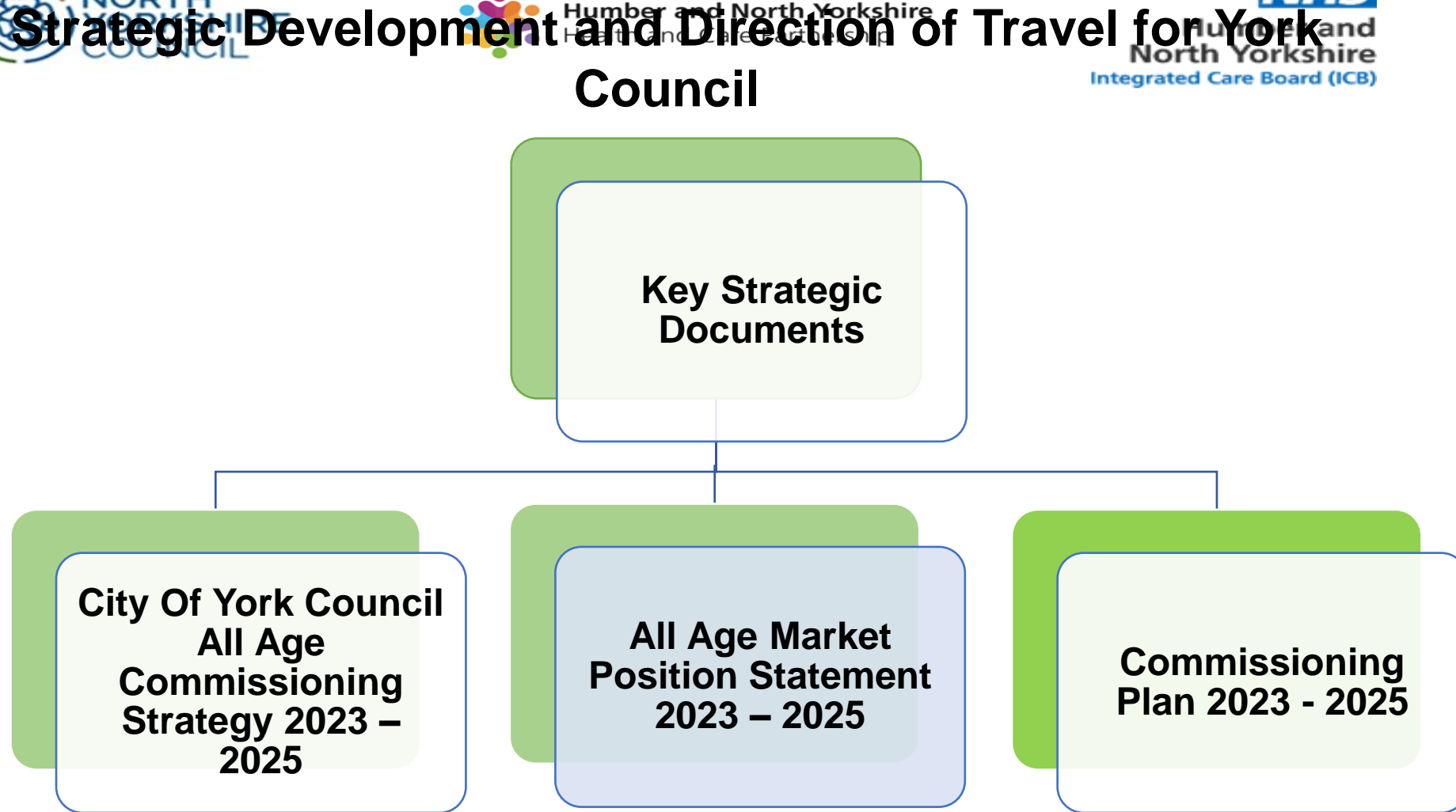
Clar-Lou Cook
All Age Commissioning Manager

Paige Stevens
Social Care Review Officer

Karen Appleyard
Placement Hub Manager

Brokerage Officer(s)
Vacant Post(s) x5

Dawn Hobson
Project Manager



Important documents have been developed to articulate the direction of travel for York Council, to inform and work with the market to provide sustainable, quality and value for money services that are in keeping with our priorities.

All Age Commissioners and Current Category Areas

Commissioner	Category Area
Clair-Lou Cooke	Learning disabilities and Autism
Katie Brown	Communities
Caroline Billington	Mental Health
Edward Njuguna	Carers and Advocacy
Judith (Jude) Culleton	Residential, nursing, Homecare

Next Steps

- Consistent contracts and frameworks
- Consistent contracts and quality processes

NHS Humber and North Yorkshire Integrated Care Board Quality and Nursing Team

Service Overview

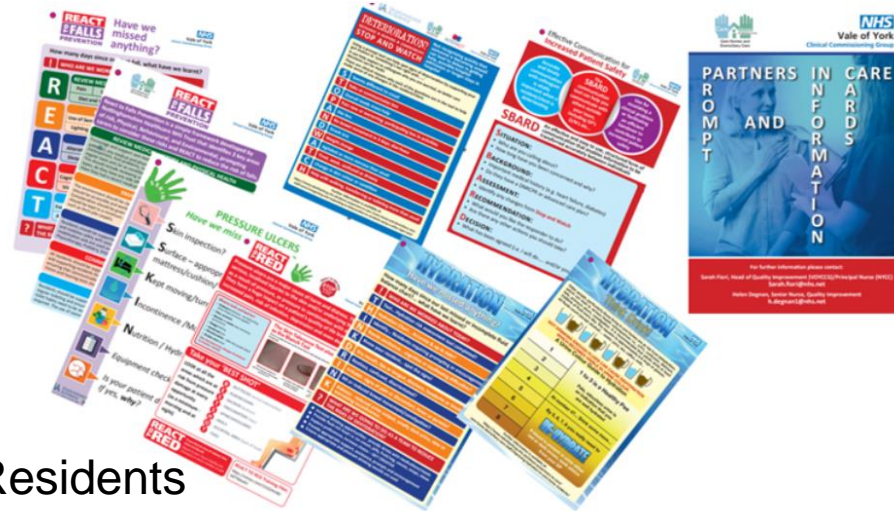
Who are We?

- Established in 2022 to replace Clinical Commissioning Groups (CCG's)- We are the statutory organisation accountable for health and care needs across our area covering 1.7 million people across Humber and North Yorkshire, coordinate services and plan in a way that improves population health and reduces inequalities.
- The Nursing Team are responsible for supporting all care providers across North Yorkshire and York (Excluding Craven) from a care quality perspective. We work closely with care providers and are able to provide:
 - ❖ **Quality Improvement Support and Training,**
 - ❖ **Acting as a Link Between Health and Care Services,**
 - ❖ **Communicating Key Health Messages and Programmes,**
 - ❖ **Support with Digital Care Initiatives**
 - ❖ **General Support and Advice to Providers from a Health Perspective.**
- Since Spring 2022 we have operated as a joint “**Quality Assurance and Improvement Team**” with North Yorkshire Council to provide integrated quality support to our care sector. Our aims are to support the delivery of high-quality care, prevent harm, share best practice and provide opportunities to influence and collaborate on service and quality improvement. We also work closely with City of York Council to support our sector and our “core” offer of support is available to all providers.

Our Providers

<p>Our "Partners in Care" Across North Yorkshire and York</p>		 <p>Care Homes and Domiciliary Care</p>
<p><u>North Yorkshire</u></p> <ul style="list-style-type: none"> • 214 Care Homes • 134 Domiciliary Care Agencies • 200 Non Regulated Providers • 330 Registered Nurses, 8900 Care Staff and 1610 Non Care Staff 		<p><u>York</u></p> <ul style="list-style-type: none"> • 42 Care Homes • 46 Domiciliary Care Agencies • 94 Non Regulated Providers • 110 Registered Nurses, 3000 Care Staff and 420 Non Care Staff

Our Quality Improvement Programme



- Improving Hydration in Care Home Residents
- React to Red- Pressure Ulcer Prevention
- React to Falls Prevention
- Identification of and Responding to Deteriorating Residents (Stop and Watch)
- Hand Hygiene and PPE
- Oral Health

For Further Information Please Follow This [Link](#)

Our Work



2022 North Yorkshire and York Care Provider Olympics



CARE CONNECTED



Our Team

- Sarah Fiori: Head of Quality Improvement/Principal Nurse (Joint Role with North Yorkshire Council)
- Maureen Hole: Project Nurse- Quality Improvement
- Charlotte Collister: Project Nurse- Quality Improvement
- Rosie Ostler: Project Nurse- Quality Improvement
- Kate Fraser: Project Assistant- Quality Improvement
- Sam Varo: Project Assistant- Quality Improvement

How to Get in Touch and Find Out More



- Our [Partners in Care Bulletin](#) goes out to all provides across North Yorkshire and York weekly-sharing national updates including around guidance changes, local updates from services who work with providers, opportunities to get involved in pilots and quality improvement programmes, training and workforce updates, and good news stories and updates from local care providers.

- There is a wide range of support for providers in full details of our quality improvement projects and programmes of support through our [website](#).

- To find our more and see how we can support your service, please contact sam.varo@nhs.net

You are here: Home > About us > Supporting our Partners in Care- Quality Assurance and Improvement Team

Supporting our Partners in Care- Quality Assurance and Improvement Team

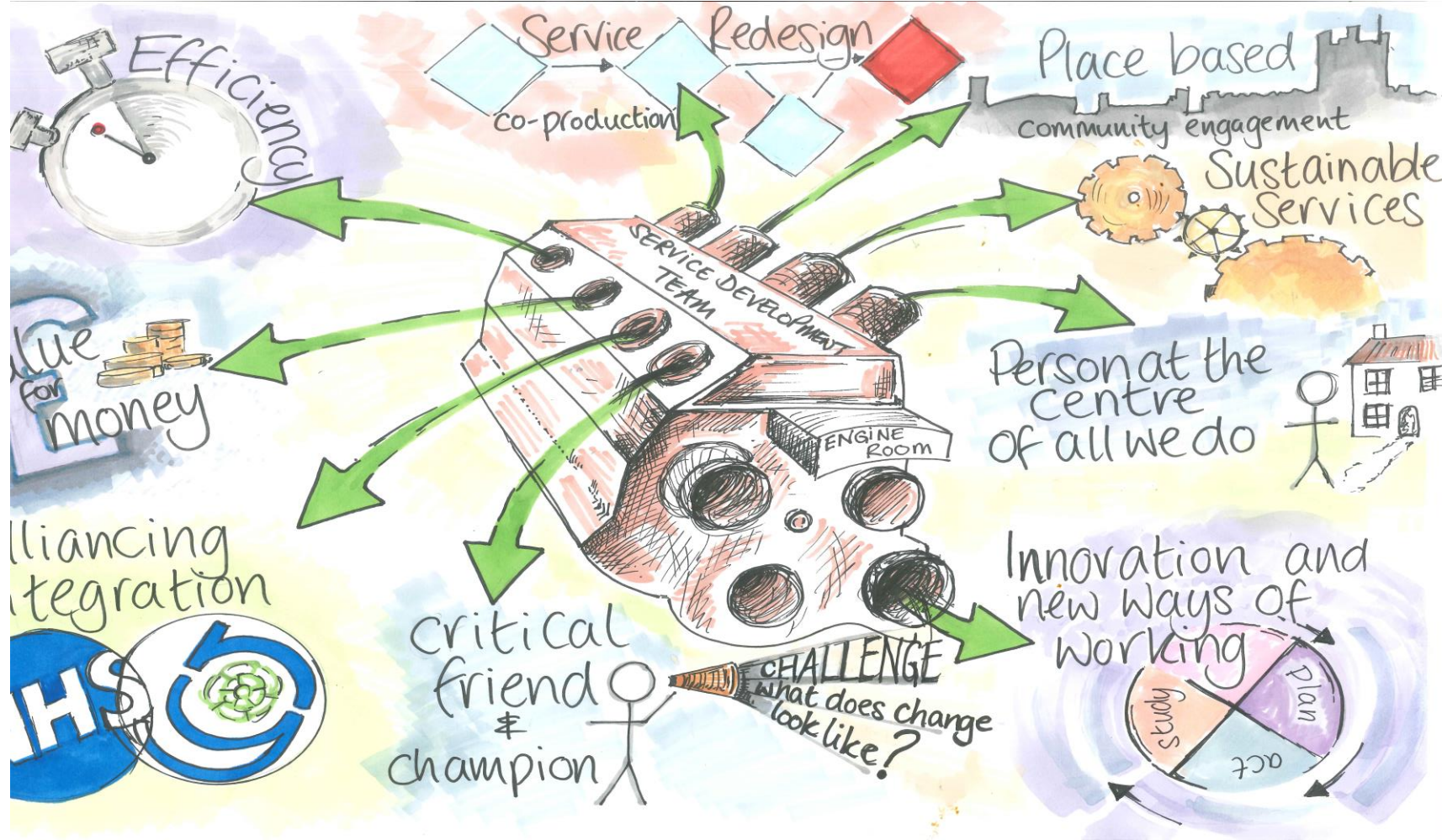
Care Connected >	Our Work During the COVID-19 Pandemic >	Quality Improvement Programmes >
Digital Care Initiatives >	Partners in Care- Provider Engagement >	North Yorkshire and York Post Covid Inter Care Home and Supported Living Summer Olympics >
Training and Development >	News for Care Providers >	Care Home and Domiciliary Staff Area >

Across the North Yorkshire and York area, work to support the independent care sector in preventing and managing outbreaks of Covid-19 has helped consolidate and expedite collaboration between Health and Social Care colleagues to develop the offer of support to you, the people you support and staff.

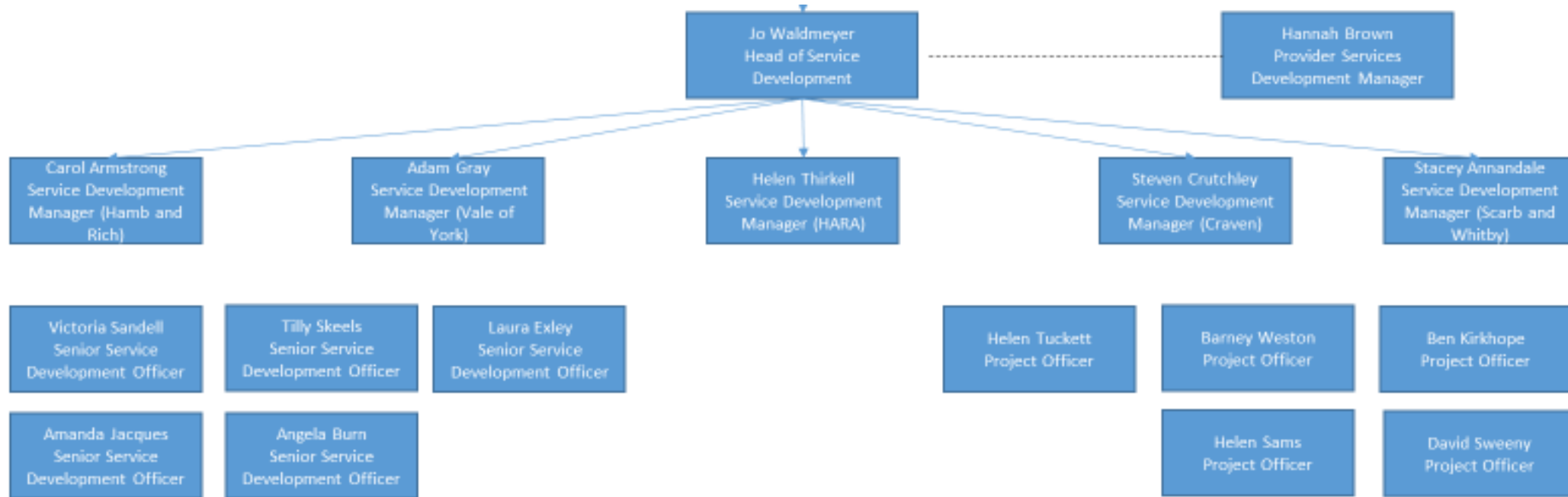
As a result of learning from the last 2 ½ years, Humber and North Yorkshire Health and Care Partnership (HNYHCP), previously known as the Vale of York and North Yorkshire CCGs) & North Yorkshire County Council (NYCC) are working together on a pilot to deliver an integrated approach to quality assurance and quality



Service Development Team



Who are we?



The Service Development Team is an engine room for commissioning, service transformation and improvement. The Team consists of Strategic Service Development Managers, Senior Service Development Officers and Service Development Project Officers who have responsibility for a locality and a defined strategic portfolio.



Our work!

Service Transformation

Service Development has recently embarked on an ambitious programme to transform the way we commission and deliver services, which includes the following portfolios; residential & nursing care, home based support, community based support, complex care services. To achieve the changes required to meet the strategic goals identified by the Council, we have established the following eight workstreams under the governance of a strategic Market Development Board:

- ✚ Planning & Performance (Data & Intelligence)
- ✚ Cost of Care
- ✚ Residential & Nursing Strategy
- ✚ Non-regulated care transformation
- ✚ Reimagining Homecare
- ✚ Communications and stakeholder Engagement
- ✚ Supported Living
- ✚ Housing solutions

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Public Health Priorities 2020-2025

“Adding years to life, and life to years”:

1 Reducing health inequalities through healthy place shaping and targeted work with groups, communities and neighbourhoods

2 Ensure measures are in place to protect the population’s health

3 Improving the mental health of our population

4 Ensuring babies and children and young people have a good start in life

5 Ensure the working age population have opportunity to live well

6 Ensuring older people are able to age well

7 Work with our NHS partners to maximise our joint effectiveness and impact on health outcomes

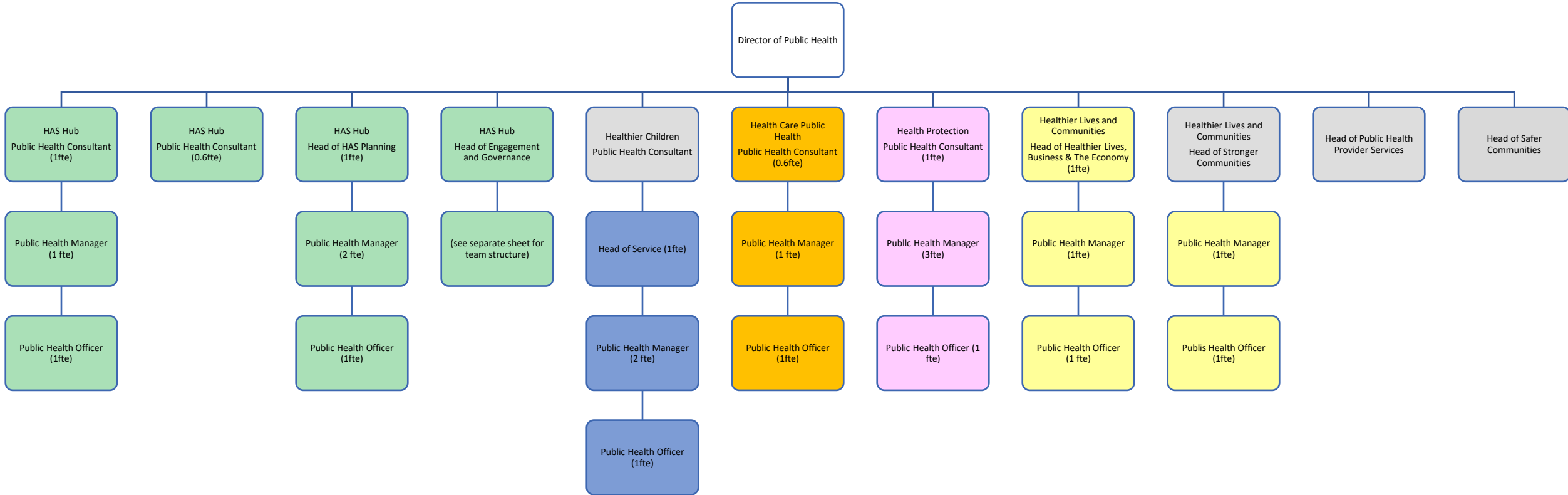
8 Develop a centre for public health excellence including in research, training, practice and behavioural science

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Engagement and Governance Priorities

- Effective and meaningful consultation and engagement in line with the principles of co-design and co-production so that the views of people and carers are heard and influence service delivery and planning and so that they are empowered to take a greater role in decision-making and delivery
- Effective and efficient discharge of the statutory adult social care and public health complaints processes in line with legislation and national guidance.
- A Directorate approach to Governance that enables our values and processes to be open to scrutiny within a culture of continuous learning
- Safeguarding, MCA and DoLS practice is in line with national policy, Best Practice (ADASS and the Safeguarding Adult Board's strategic outcomes

Public Health/Engagement & Governance Structure



Information and Guidance Updates

[COVID-19: information and advice for health and care professionals](#)

[COVID-19: managing healthcare staff with symptoms of a respiratory infection](#)

[Coronavirus \(COVID-19\) testing for adult social care services – withdrawn](#)

[Infection prevention and control in adult social care: COVID-19 supplement](#)

All updated 31/03/2023

Changes are based on the latest advice and evidence from the UK Health Security Agency (UKHSA) that indicates that the risk of harm from COVID-19 across adult social care has now been significantly reduced. This is due to high vaccination coverage amongst those receiving care, prior immunity, and access to COVID-19 treatments for those at the highest risk when appropriate. The Government is therefore moving to a risk-based approach to managing COVID-19 that prioritises reducing severe outcomes for those at the highest ongoing risk from COVID-19.

Please read the [letter from Claire Armstrong on ASC IPC changes](#), this takes effect from 3 April 2023.

Information & Guidance Updates

Vaccinations remain a vital protection against both COVID-19 and flu, helping to reduce the risk of serious illness, hospitalisation and death. We continue to encourage eligible staff and service users across adult social care to take-up existing and future vaccine offers for COVID-19 and flu whenever possible. This can be done via the national booking service, by phoning 119, or via a visiting vaccination team for residents in care homes.

- Symptomatic testing of individuals is advised only if they **are eligible for COVID-19 treatments** and have symptoms of a respiratory infection. This is unless advised as part of a suspected outbreak in a care home only. This is in line with general NHS settings and a focus on testing to enable treatment.
- People with symptoms of a respiratory infection who are not eligible for COVID-19 treatments therefore **do not usually need to test** but are asked to stay away from others until they feel well again and do not have a temperature. This includes staff with symptoms, who are asked to stay away from work during this time, in line with guidance for other respiratory illnesses.
- People who test positive for COVID-19 should follow updated guidance to stay away from others for a minimum of 5 days and until they feel well and no longer have a temperature. This replaces guidance to stay away from others for up to 10 days and means **tests to return to normal activities before 10 days are no longer needed**.
- Free PPE remains available for COVID-19 needs until March 2024, or until stocks run out if earlier than this. The use of face masks should continue to be risk-based.

For care homes and high-risk extra care and supported living settings

- Rapid response testing of staff after a single positive case in the setting is **no longer recommended**.

Information & Guidance Updates

For care homes only:

- In a suspected or confirmed outbreak, there is **no longer a need to test the whole home** to identify COVID-19 cases. Instead, only the first **5 linked symptomatic residents should take a lateral flow test** to assess if there is an outbreak if 2 or more residents display respiratory symptoms within 14 days. This is in addition to tests taken by any symptomatic individuals eligible for COVID-19 treatments. **PCR tests are no longer advised.** Further testing should only be done if advised by the local health protection team (HPT) due to specific issues of concern, outlined in guidance.
- Outbreak measures should now focus on protecting those who are at the highest risk from COVID-19. Measures can be lifted 5 days after the last positive or suspected case of COVID-19. **Recovery testing with PCR tests is no longer required**, and there are no differences in guidance between small and larger care homes. All care homes can continue to make use of flexibility to initiate **their own risk assessments** if they feel able to do so, with local health protection team (HPT) support available if required.
- Hospital admissions to care homes should **test with a lateral flow test within 48 hours** before hospital discharge. **PCR tests should no longer be taken.** Positive individuals **can continue to be able to be admitted**, provided they can be isolated and cared for safely. If residents being admitted develop respiratory symptoms after their discharge test, the provider can conduct a further lateral flow test at their discretion.
- Community admissions do not need to test as there is a lower risk of exposure compared to a hospital setting. This is also in line with no testing requirements for existing residents following visits out.

Ventilation

Ventilation is an important IPC measure. Letting fresh air from outdoors into indoor spaces can help remove air that contains virus particles and prevent the spread of COVID-19.

Rooms should be ventilated whenever possible with fresh air from outdoors after any visit from someone outside the setting, or if anyone in the care setting has suspected or confirmed COVID-19.

The comfort and wishes of the person receiving care should be considered in all circumstances, for example balancing with the need to keep people warm. Rooms may be able to be repurposed to maximise the use of well-ventilated spaces, which are particularly important for communal activities.

Further information regarding ventilation can be found in [Infection prevention and control: resource for adult social care](#) and guidance on the [ventilation of indoor spaces](#).

Updated and Streamlined Guidance on IPC and Testing for Adult Social Care

Updated and streamlined guidance on IPC and testing for adult social care is now available via the [COVID-19 supplement to the infection prevention and control resource for adult social care - GOV.UK \(www.gov.uk\)](#). As set out in the [letter from Claire Armstrong on ASC IPC changes](#), this takes effect from 3 April 2023.

Please note PCR tests will not be processed from 1 April and LFDs should be used instead of these.

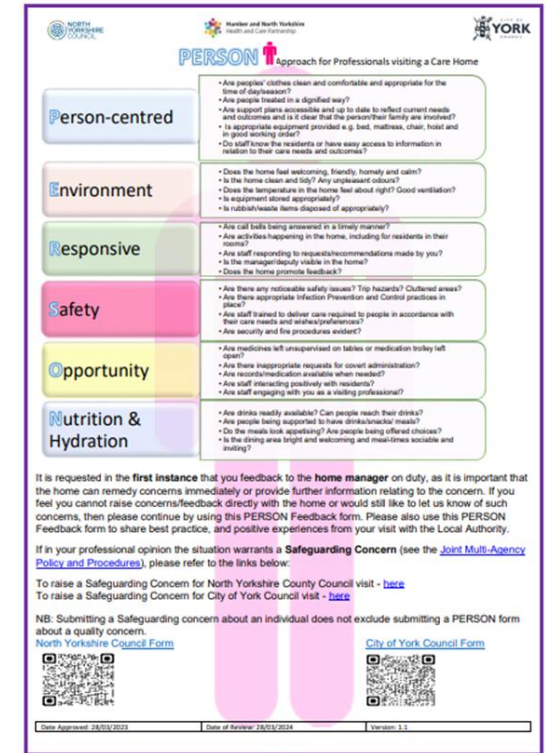
Please remember the Mandate window is **8th April – 14th April**. You will also see the North Yorkshire Council local survey when you log on to Capacity Tracker, only those in the pilot need to complete this; however, if you do want to complete it you can.

“PERSON” Approach to Professional visit feedback

As a response to lessons learnt regarding gaps in multi-disciplinary information sharing when visiting residents in care settings, an opportunity for Adult Social Care and Health partners to work together through an integrated approach has been developed. This approach aims to raise awareness of what concerns to look out for when in residential care settings and to encourage a celebration of good and outstanding care.

The “PERSON approach to professional visits” form which is intended as a prompt for professionals visiting residential settings. This will aid teams in what to look out for in terms of the quality of care, which might not be related directly to the task in hand and encourages professionals to be reminded where opportunities may exist to challenge or celebrate the quality of care.

Where quality related issues are identified, visiting professionals are encouraged to discuss these in the first instance with the home manager and complete the PERSON form



The form is titled "PERSON Approach for Professionals visiting a Care Home" and is divided into six color-coded sections, each with a list of questions to ask during a visit:

- Person-centred** (light blue):
 - Are people's clothes clean and comfortable and appropriate for the time of day/season?
 - Are people treated in a dignified way?
 - Are support plans accessible and up to date to reflect current needs and outcomes and is it clear that the person/their family are involved?
 - Is appropriate equipment provided e.g. bed, mattress, chair, hoist and in good working order?
 - Do staff know the residents or have easy access to information in relation to their care needs and outcomes?
- Environment** (light green):
 - Does the home feel welcoming, friendly, homely and calm?
 - Is the home clean and tidy? Any unpleasant odours?
 - Does the temperature in the home feel about right? Good ventilation?
 - Is equipment stored appropriately?
 - Is rubbish/waste items disposed of appropriately?
- Responsive** (light purple):
 - Are call bells being answered in a timely manner?
 - Are activities happening in the home, including for residents in their rooms?
 - Are staff responding to requests/recommendations made by you?
 - Is the manager/deputy visible in the home?
 - Does the home promote feedback?
- Safety** (pink):
 - Are there any noticeable safety issues? Trip hazards? Cluttered areas?
 - Are there appropriate Infection Prevention and Control practices in place?
 - Are staff trained to deliver care required to people in accordance with their care needs and wishes/preferences?
 - Are security and fire procedures evident?
- Opportunity** (yellow):
 - Are medicines left unsupervised on tables or medication trolleys left open?
 - Are there inappropriate requests for covert administration?
 - Are records/medication available when needed?
 - Are staff interacting positively with residents?
 - Are staff engaging with you as a visiting professional?
- Nutrition & Hydration** (light blue):
 - Are drinks readily available? Can people reach their drinks?
 - Are people being supported to have drinks/breaker meals?
 - Do the meals look appealing? Are people being offered choices?
 - Is the dining area bright and welcoming and meal-times sociable and inviting?

Below the questions, there is a section for feedback instructions:

It is requested in the **first instance** that you feedback to the **home manager** on duty, as it is important that the home can remedy concerns immediately or provide further information relating to the concern. If you feel you cannot raise concerns/feedback directly with the home or would still like to let us know of such concerns, then please continue by using this PERSON Feedback form. Please also use this PERSON Feedback form to share best practice, and positive experiences from your visit with the Local Authority.

If in your professional opinion the situation warrants a **Safeguarding Concern** (see the [Joint Multi-Agency Policy and Procedures](#)), please refer to the links below:

To raise a Safeguarding Concern for North Yorkshire County Council visit - [here](#)
 To raise a Safeguarding Concern for City of York Council visit - [here](#)

NB: Submitting a Safeguarding concern about an individual does not exclude submitting a PERSON form about a quality concern.

North Yorkshire Council Form [North Yorkshire Council Form](#) City of York Council Form [City of York Council Form](#)

QR codes for both forms are provided. At the bottom, it says "Date Approved: 28/03/2023", "Date of Review: 28/03/2024", and "Version: 1.1".



What Will We Do with The Information

- Use the information received to feedback to other council service areas or partner agencies, if there are areas that require additional response.
- Use the information to support our approach to our quality and contract monitoring.
- Track trends in areas such as Infection Prevention Control or Nutrition and Hydration and look at how we can provide support to the market to drive improvement and quality.
- To identify best practice and celebrate success
- We may use the information to contribute towards statistical analysis; statutory returns; knowing we're delivering care to the right people; driving quality and managing people's safety.

Come Dance with NYC

Vicky Wareham



CARE 
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Come dance with Care Provider Services

- July 2023 is Good Care Month and we want to celebrate this by getting everyone moving whilst have a jolly good time.
- We have asked all our care services to hold a party, dance session or disco between 10th July – 16th July. We are creating a timetable of events so any NYC staff, family or friends of the individuals who use our services can come and join in.
- We are taking lots of photos and videos of events as great evidence and to use in recruitment.



**COME DANCING WITH
NORTH YORKSHIRE COUNCIL
10TH - 16TH JULY 2023**

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We're asking you to get involved

- Hold your own event, and take pictures or short videos and send into us at socialservices.contractingunit@northyorks.gov.uk. Deadline for pictures and videos is Friday 21st July 2023. We will show the best ones in care connected and your service could be a 'Come dance with NYC' winner.
- Please ensure you gain consent from a staff member before filming and you review your publicity consent forms for the individuals who use your services in regards to filming. Keep any videos to a 10-15 second length so they can be sent via e-mail.
- There are physical and mental health benefits associated with dance and singing, it's also a great way to celebrate and shift focus back onto the great care we all deliver.
- If you want to get some more exercise to music ideas, take a look at [Join the Movement | Sport England](#) there are some great exercise ideas and free classes to join including NHS sitting exercises.
- There's also more ideas on 'ways to move' on [Home - We Are Undefeatable](#).

We're asking you to get involved

- Please have a think about what songs you would like to play, think about what songs your individuals you support would like, songs that are easy to dance and sing to, are uplifting and positive. Please include or introduce some traditional music from individuals or staff members from different ethnic backgrounds.
- Get creative, Mexican waves, armchair dancing, learning a routine, t-shirt painting, ribbons. Print lyrics to songs you'll play so you can have a sing along.
- Let's showcase to the world what fantastic care we provide in North Yorkshire.



**COME DANCING WITH
NORTH YORKSHIRE COUNCIL
10TH - 16TH JULY 2023**



10TH - 16TH JULY 2023



- Group dancing
- Lip syncing
- Group sing-along



**COME DANCING WITH
NORTH YORKSHIRE COUNCIL**

Feel free
to use
the
poster or
logo in
your
service

Community Pharmacy Easter Bank Holiday Opening Times

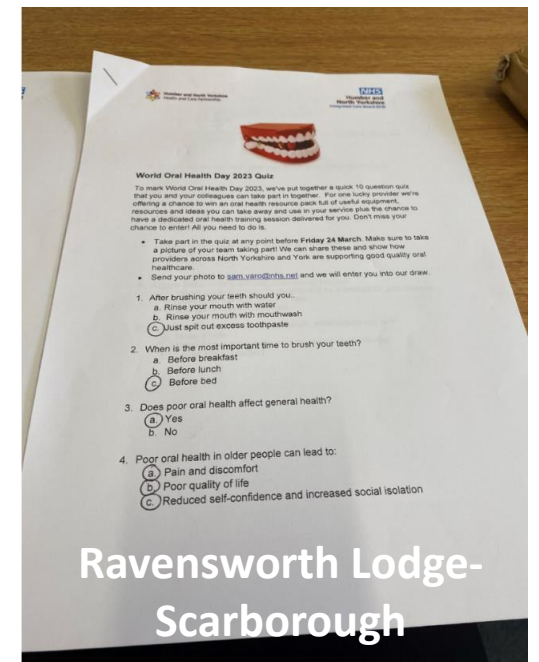
- Please find through this [link](#) Community Pharmacy Easter Bank Holiday opening times covering NHS Humber and North Yorkshire ICB, NHS West Yorkshire ICB and NHS North East and Cumbria ICB.
- For information about pharmacies signed up to the emergency palliative care drugs in community pharmacy scheme for North Yorkshire, please see the following [link](#).



Somerset House- York



Meadow Lodge- Kellington



Ravenworth Lodge- Scarborough



Ripon Reablement Service



Amarna House- York

World Oral Health Day 2023

A number of providers across the area took part in activities to mark World Oral Health Day and raise awareness of the steps we can all take to support high quality oral health for those in our care. Thank you for all the teams and residents who took part in our oral health quiz and tested their knowledge. Congratulations to Amarna House in York who are the winners of our “prize draw” oral health resource pack for the winner which is full of useful equipment, resources and ideas to take away and use in their service

A range of further resources to support you and your teams is available through this [link](#). This includes a video recording of our training session covering why good oral health is important, how to prevent disease, how to support with delivering daily care (including for those with a learning disability, dementia or at end of life), denture care and much more.

OFFICIAL





Celebrating Nursing in Our Region

When: Friday 12 May 10.00-14.30 at Hilton York

International Nurses Day is on 12 May and Skills for Care are celebrating by recognising the hugely important role that nurses and nursing associates in social care play in the lives of people who draw on care and support.

As part of our celebrations, they are hosting a face-to-face event for the North East and Yorkshire region specifically for registered nurses and nursing associates. This is a fantastic opportunity to connect with other nurses in your region, share good practice and contribute to professional discussion and debate, as well as taking the time to recognise the contribution you make. The event will be attended by Deborah Sturdy, the Chief Nurse for Adult Social Care, who is keen to hear your views.

They will also be recognising and celebrating key nursing leaders with an awards ceremony.

Refreshments and a networking lunch is included. To book your place please follow this [link](#).



Fire Risks Associated with Emollients

The fire risk associated with the use of emollient creams has been known about for many years, but CQC have sadly been made aware of another death of a person living in a care home due to burns sustained when they became engulfed in flames. CQC have published a [learning from safety incident webpage](#). This highlights the fire risk associated with emollients and signposts to resources, including a [short video](#) produced by the MHRA and National Fire Chiefs Council.

It's thought that contributory factors included regular use of emollients, including paraffin-based creams, and a reluctance to bathe or change clothes, increasing the likelihood of a build-up of products on skin and clothes. When prescribing, recommending, dispensing, selling, or applying emollient products, people should be instructed not to smoke or go near naked flames. Clothing or fabric such as bedding or bandages that have been in contact with an emollient or emollient-treated skin can rapidly ignite.

Be aware that washing clothing or fabric at a high temperature may reduce emollient build-up but not totally remove it.

Supporting people who
need care and support to
have meaningful and safe
relationships



New Training Resources to Help Support Personal Relationships

Skills for Care and Supported Loving have developed a package of training materials to help social care employers develop the skills and knowledge needed to support people who draw on services with personal relationships. Everyone has the right to have personal relationships. People providing care should be equipped with the right values, skills and knowledge to support the full breadth of people drawing on care with their relationships. This is important not just because it is the right thing to do, but because it can lead to better outcomes for people who draw on care. To find out more please follow this [link](#).

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Open Floor

- Updates
- Good news stories
- Questions
- Suggestion for Care Connected T/O



let's talk

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Dates for your Diary

26th April 2023 - Falls Summit to register [click here](#)

Skills for Care - Digital Leadership Programme

The Digital leadership programme Skills for Care and The National Care Forum for both new and experienced managers of adult social care services. To find out more please follow this [link](#)

[Craven College link](#) Craven College are offering free Level 2 courses if you meet the eligible criteria
Over 19yrs old as at 31/08/2022

- Lived in the UK for the last 3 years
- Home address must be in West/North Yorkshire or Lancashire.

Key Contacts

North Yorkshire Council website [Home | North Yorkshire Council](#)

Dedicated email address for care providers: SocialServices.Contractingunit@northyorks.gov.uk

Quality Team: HASQuality@northyorks.gov.uk

North Yorkshire Partnership website: [Care Connected | North Yorkshire Partnerships \(nypartnerships.org.uk\)](http://CareConnected|NorthYorkshirePartnerships(nypartnerships.org.uk))

NYC Approved Provider Lists for Adult Social Care – FAQs, Webinars can be found [here](#)

Public Health dph@northyorks.gov.uk

Service Development: HASservicedevelopment@northyorks.gov.uk

Training available NYC, PHE & NYSAB:

<https://safeguardingadults.co.uk/> & <https://www.nypartnerships.org.uk/phtraining>

Workforce

Make Care Matter www.makecarematter.co.uk



Key Contacts and Information

CYC website - <https://www.york.gov.uk/AdultSocialCare> – main York Council website

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

York Provider Bulletin is circulated to providers on a regular basis and when there is important information to share

Please direct all written communication to our shared mailbox: AllAgeCommissioning@york.gov.uk . If you require further assistance please contact All Age Commissioning on Tel: 01904 55 4661

Key Contacts Adult Social Care

NHS Humber and North Yorkshire ICB: sam.varo@nhs.net

iCG: John Pattinson johnpattinson@independentcaregroup.co.uk To join the iCG [click here](#)

ICG: DSPT Support clairebunker@independentcaregroup.co.uk

Heather Bygrave- Relationship Manager Immedicare hbygrave@immedicare.co.uk

Dreams Team - dreamsteam@eastriding.gov.uk

Skills for Care: Angela.Thompson@skillsforcare.org website: [Home - Skills for Care](#)

Training available

IPC [Home - Infection Prevention Control](#)

NHS Humber and North Yorkshire ICB- [Training and Development Opportunities](#)

Workforce

Skills for Care <https://www.skillsforcare.org.uk/Recruitment-retention/Recruitment-and-retention.aspx>

Department of Health & Social Care <https://www.adultsocialcare.co.uk/home.aspx>

The DHSC social care reform [Homepage -](#)

Workforce wellbeing resource finder: [Wellbeing resource finder](#)

The courses we offer have been designed around a flexible learning delivery model and can be completed on a computer, laptop, tablet, smart phone, or some can be completed paper based. *subject to eligibility

ALL SECTORS

- Customer Service
- Data Protection and Data Security **NEW!**
- Environmental Sustainability
- Equality and Diversity
- LGBT Inclusion in the Workplace
- Living in a Fair and Diverse Society
- Mental Health First Aid and Mental Health Advocacy in the Workplace
- Team Leading

CHILDREN AND YOUNG PEOPLE'S HEALTH & WELLBEING

- Allergy Awareness for those working with Children
- Autism
- Awareness of Bullying in Children and Young People
- Children and Young People's Mental Health

HOSPITALITY, LEISURE & SERVICE INDUSTRIES

- Allergy Awareness for those working in the Service Sector
- Event Planning
- Understanding Nutrition and Health

HEALTH, SOCIAL CARE & WELLBEING FOR ADULTS

- Allergy Awareness for those working in Adult Social Care
- Autism
- Awareness of Mental Health Problems
- Behaviour that Challenges
- Care and Management of Diabetes
- Caring for the Elderly
- Common Health Conditions
- Counselling Skills **NEW!**
- Dementia Care
- Dignity and Safeguarding in Adult Health and Social Care