

## 3<sup>rd</sup> May 2023

Topics covered in this session include:

- Dying matters awareness week
- World Hand Hygiene Day
- Glove Awareness
- North Yorkshire and York Care Provider Olympics
- Skills for Care Update

# Public Health

## COVID-19 spring booster and first and second doses – reminder

The Department of Health and Social Care published materials designed to increase awareness of the COVID-19 spring booster offer among eligible cohorts.

The resources include ‘Top up your immunity this spring’ graphics, with information on eligibility for the COVID-19 spring booster and materials alerting that the offer of a first and second dose of the COVID-19 vaccine will be changing during 2023.

Many people will no longer be eligible for these doses after 30 June. The [resources](#) are designed to encourage people to come forward in good time to get both doses before this date



If you're in one of the following groups, you can take up the **spring COVID-19 Booster offer**

**Adults  
75 years  
and over**

**People aged 5-74  
with a weakened  
immune system**

**Residents  
in care  
homes**

**Please wait to be contacted**  
by the NHS if you're eligible



CARE   
CONNECTED



Humber and North Yorkshire  
Health and Care Partnership



# Dying Matters Awareness Week

Carly Walker, Public Health Manager



**CONNECTED**

# About Dying Matters



Launched in 2009, Dying Matters has been part of Hospice UK since July 2017.

The Dying Matters campaign aims to create an open culture that talks about death and where people feel able to listen and support those who are planning for end of life, who are dying and who have been bereaved.

We want to break the stigma around death, to challenge preconceptions and to normalise public openness around death and dying.

# Dying Matters at Work (staff)

- 57% of employees will have experienced a bereavement in the last five years (Hospice UK, 2022)
- Every day, more than 600 people quit work to look after older and disabled relatives (Carers UK, 2019)
- Fewer than one in five managers feel as comfortable as they could supporting someone they manage with a bereavement.



Dying  
Matters

Dying Matters  
at work

#DyingMattersAwarenessWeek  
8-14 May 2023

CARE   
CONNECTED

# Dying Matters

- less than half of adults have made a will
- Around 30% of people have let someone know their funeral wishes
- Only 7% of us have written down wishes about the care we would want if we couldn't make decisions
- Only 25% of us have asked a family member about their end of life care wishes



CARE   
CONNECTED

# Resources/further support

[Resources | Dying Matters](#)

[www.gov.uk/power-of-attorney](http://www.gov.uk/power-of-attorney)

[www.gov.uk/make-will](http://www.gov.uk/make-will)

Planning ahead tool: <https://advancecareplanning.org.uk/planning-ahead>

[www.digitallegacyassociation.org](http://www.digitallegacyassociation.org)

Join the conversation on social media:



Instagram - [@DyingMatters](#)



Facebook - [www.facebook.com/DyingMatters](http://www.facebook.com/DyingMatters)



Twitter - [@DyingMatters](#)

## Dying matters podcasts

There are 16 episodes of the Dying Matters podcast, discussing everything from the importance of music at the end of life to tackling racism in palliative care, with guests including Dr Kathryn Mannix, actor Greg Wise, and Dr Rachel Clarke.



# Glove Awareness & Hand Hygiene

5<sup>th</sup> May 2023- World Hand Hygiene Day

Louise Hodgson

Community Infection Prevention and Control Specialist Nurse



# What's glove got to do with it?

- Gloves are items of PPE which are designed to protect the wearer from blood and body fluids
- It's 1 of the 10 SIPC's
- They are **NOT** a replacement for hand hygiene practices
- Gloves spread germs too!
- Never decontaminate gloves with alcohol hand gel/soap and water
- Changed in-between resident's or after completing task
- Avoiding overuse or inappropriate use of PPE is a key principle in order to minimise the impact on the environment



# Glove use in the UK



- Between 25 February 2020 to 31 March 2022 a staggering 12.7 billion gloves were sent for use in the NHS and social care in England alone
- Compared to 1.7 billion in 2019.
- The manufacturing of gloves contributes to environmental pollution and climate change

# To Glove or not to Glove?



- Aseptic tasks such as wounds & catheter care/insertion
- Body fluids exposure (urine, faeces, blood, vomit)
- Where there is exposure to mucous membranes (nose/eyes/mouth)
- Cleaning of the environment & equipment
- Venepuncture/phlebotomy
- Handling used/dirty linen
- Food preparation
- Handling chemicals e.g domestic staff



- Dispensing medications
- When assisting with feeds/drinks
- When collecting/dispensing dietary trays
- When comforting residents
- When handling clean/laundered linen
- When helping residents to mobilise
- When undertaking administrative tasks e.g. writing in care plans, answering the phone
- Staff involvement in activities e.g. arts and crafts

**Always Risk Assess**

# Hand Hygiene

- *The most common cause of transmission of bacteria from patient to patient or around the environment is via our hands. **World Health Organisation (2009)***
- The hands of staff are the most common vehicle by which microorganisms are spread.
- Up to 80% of healthcare related infections are transmitted via the hands of healthcare staff



# Hand hygiene



## 5 Moments of hand hygiene

1. Before touching a resident
2. Before clean/aseptic procedures
3. After body fluid exposure
4. After touching a resident
5. After touching a resident's surroundings

# Hand hygiene



## Bare below the elbows:

- National standard
- Ensures the correct hand hygiene technique can be carried out effectively
- Promotes patient confidence in staff
- Undertake regular spot checks to ensure compliance

## False nail tips and cuticles



## Watch and Strap



# What's on your hands?

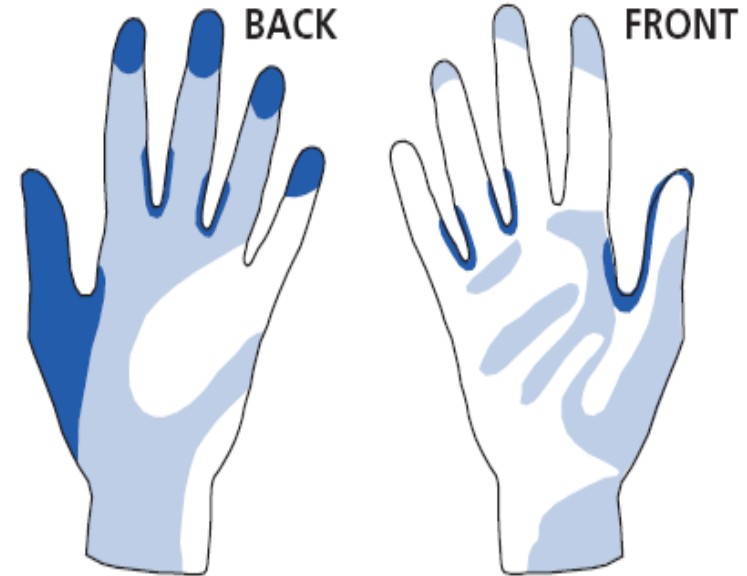
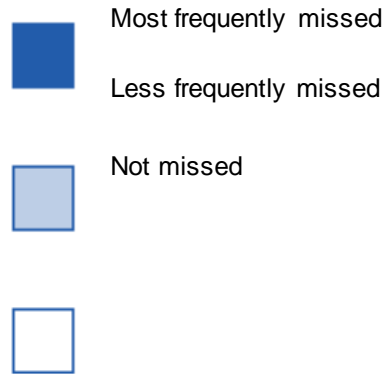


- Resident Micro-organisms
  - Deep seated in skin crevices & under nails
  - Protective function
  - Do not readily cause infection
  - Not easily removed.
- Transient Micro-organisms
  - Found on surface of hands
  - Easily picked up and transferred
  - Easily removed with hand washing e.g. MRSA, *C. difficile*, Norovirus



# Hand hygiene

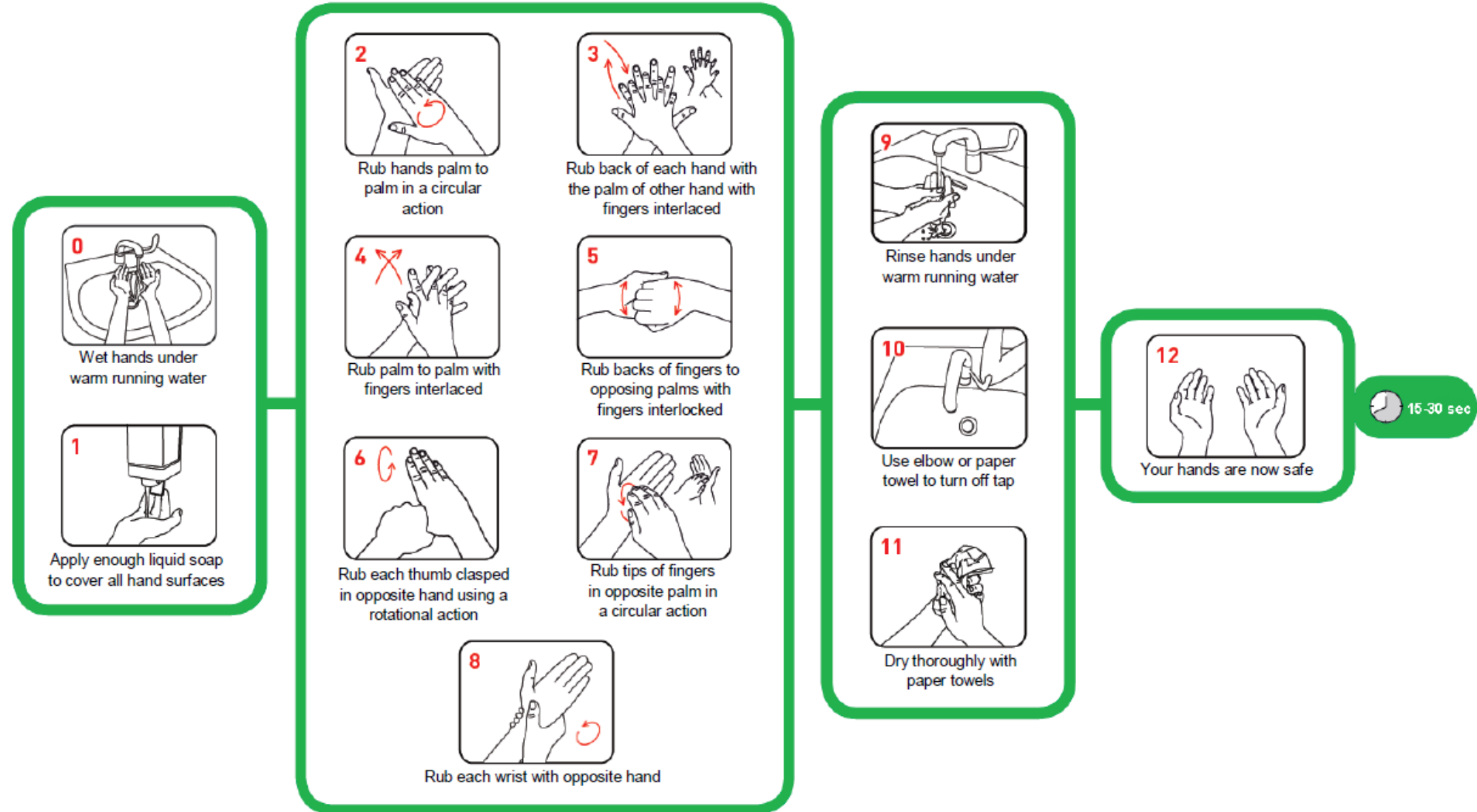
## Areas mostly commonly missed during handwashing



Ref: NICE, *Infection Control, Prevention of healthcare associated infection in primary and community care 2003*

# HAND HYGIENE TECHNIQUE FOR STAFF

- If using liquid soap and warm water, use all steps.
- If using alcohol handrub, use steps 2-8.



# Hand hygiene

## Indication for types of hand hygiene:

- Use **alcohol handrub** to decontaminate your hands if your hands are not visibly dirty
- You must wash your hands with **liquid soap and warm running water** if:
  - Your hands are visibly dirty
  - Looking after a patient with diarrhoea



# Hand Hygiene and Residents

- As it is a shared living environment, residents will inevitably share microorganisms.
- Therefore, they should be encouraged to perform regular hand hygiene, in particular after using the toilet and before meal times.
- Alcohol hand-rub is new to older people
- Lead by example
- Make hand hygiene accessible e.g. wipes



## How to contact us

- Telephone : 01423 557340
- Email : [infectionprevention.control@nhs.net](mailto:infectionprevention.control@nhs.net)
- Website:  
<http://www.infectionpreventioncontrol.co.uk/>
- <https://www.who.int/campaigns/world-hand-hygiene-day>

# Information and Guidance Updates

## Free COVID-19 Disclosure and Barring Service (DBS) checks are likely to end 11 May.

The check was introduced as an emergency measure to support employers recruiting health and social care staff into COVID-19 roles. The need for these roles has significantly reduced. Therefore, applications made on or after 11 May will be processed in the normal way and fees will apply.

The DBS provides two additional services - [DBS Update Service](#) and [Adult First Service](#). These can be used to tackle ongoing COVID-19 related or other emergencies, where there may be significant risk to service provision should recruitment be delayed.



## Coronation Toolkit

The Coronation website includes an interactive map, which is designed to encourage people to add their own [Coronation Big Lunches](#), street parties, [Big Help Out](#) plans and other Coronation activities so others in the local community can find out about events near them. It also includes information for getting involved, a toolkit including templates, a playlist, recipes, and designs.



## Information & Guidance Updates

North Yorkshire Council are currently undertaking a piece of work to implement an online care needs self-assessment, which people will be able to access through our website.

As key partners in the delivery of support to meet needs identified in these assessments, we're interested in your thoughts and opinions about how things work now and anything you think would be helpful to include in someone's assessment moving forwards.

This will not replace the current assessment process. Instead, it will provide an additional option which provides a more person-centred approach. The aim is to improve the service for people who would prefer to do it online rather than face-to-face.

This [survey](#) is open to **all North Yorkshire** care providers.



## **Homecare Provider Training: Using Capacity Tracker**

- ✓ How to get set up on Capacity Tracker
- ✓ What Capacity Tracker is and its general functionality
- ✓ Tips & tricks to make your service stand out
- ✓ Current government policy and guidance, related to Capacity Tracker
- ✓ How Capacity Tracker is used to source vacancies
- ✓ How Capacity Tracker benefits the health & social care system

**Training link can be access with the slides [here](#)**

## **Care Home Provider Training: Using Capacity Tracker**

- ✓ How to get set up on Capacity Tracker
- ✓ What Capacity Tracker is and its general functionality
- ✓ Tips & tricks to make your service stand out
- ✓ Current government policy and guidance, related to Capacity Tracker
- ✓ How Capacity Tracker is used to source vacancies
- ✓ How Capacity Tracker benefits the health & social care system





## Community Pharmacy Bank Holiday Opening Times Rota - May 2023

Please find through the link below, the Humber and North ICB Community Pharmacy Bank Holiday opening times rota - May 2023. <https://northyorkshireccg.nhs.uk/pharmacy-opening-times-in-north-yorkshire-and-york-may-bank-holiday/>

Please note that rota's covering the North-East and North Cumbria and West Yorkshire ICBs will be added through this link once received for communities that border these areas.

# Training Opportunities

## North Yorkshire only

Training opportunity ASIST free (funded) to those living / working / volunteering in North Yorkshire, but excludes staff members of North Yorkshire Council. The course requires you to attend both days 27/28<sup>th</sup> July. 9-5. Delivered by CAST: Learning Solutions Ltd

Livius Training Centre,  
Boroughbridge,  
North Yorkshire,  
HG5 0FF

Please email Amber Graver to secure your place on this training course [amber.graver@northyorks.gov.uk](mailto:amber.graver@northyorks.gov.uk)

Applied Suicide Intervention Skills Training (ASIST) is a two-day interactive workshop in suicide first aid. ASIST teaches participants to recognize when someone may have thoughts of suicide and work with them to create a plan that will support their immediate safety. Although ASIST is widely used by healthcare providers, participants don't need any formal training to attend the workshop—anyone 16 or older can learn and use the ASIST model. Since its development in 1983, ASIST has received regular updates to reflect improvements in knowledge and practice, and over 1,000,000 people have taken the workshop. Studies show that the ASIST method helps reduce suicidal feelings in those at risk and is a cost-effective way to help address the problem of suicide.



# 2023 North Yorkshire and York Care Provider Olympics





2022 North Yorkshire and York Care Provider Olympics



## 2022 North Yorkshire and York Care Provider Olympics

In 2022 we hosted our inaugural North Yorkshire and York Care Provider Olympics- where care settings were invited to host their own Olympic style event during a six week period during July-August. This included both older adults and younger adults/LD settings. **32** providers and over **600** individuals took place in the initiative.

Providers could take part in any physical activities of their choosing during the day. But we picked eight “medal” events which they could record scores in and allow us to create an Olympic medal table crown an overall champion.

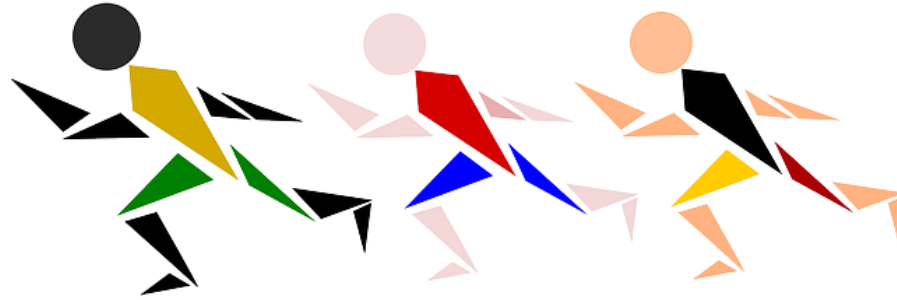
The event was really well received by settings that took part, and feedback about how the competition element encouraged staff and residents to rise to the challenge!



North Yorkshire Sport.

## Our Reigning Champions

- Older Adults Category- Winners: The Orchards (Northallerton)
- Older Adults Category- Runners Up: Kirkwood Hall (Leyburn)
- Older Adults Category- 3rd: Abbey Lea Residential Home (Barlby)
- Younger Adults and LD Category- Winners: Sherbutt Residential and Home Care (Pocklington)
- Younger Adults and LD Category- Runners Up: The Gravers (York)
- Younger Adults and LD Category- 3rd: The Botton Community with Ryedale MENCAP (Whitby)



## **North Yorkshire and York Care Provider Olympics- Our Aims**

- Promote physical activity and associated health and wellbeing benefits for those in receipt of care, as well as staff across North Yorkshire and York.
- Support reconditioning/fight deconditioning
- Promote the prevention agenda
- Encourage providers to think creatively about how they can design physical activities personalised to the needs of those in their care.
- Share good practice and ideas between care settings, as well as resources to support physical activity, and local and national opportunities to get involved in sport and activity.
- Bring together our care sector across North Yorkshire and York to create a lasting legacy of supporting physical activity within our settings.

2023 NORTH YORKSHIRE AND YORK  
CARE PROVIDER OLYMPICS  
01 June- 14 July 2023



The Challenge- Host Your Own Olympic Style Event, and Get Those in Your Care Active and Moving. Compete Against Fellow Providers to Be Our 2023 Olympic Champions!



## Register Your Service for Our 2023 Competition!

- Providers are now able to sign up to take part in our 2023 competition which will take place between **01 June and 14 July**.
- You can fill your day full of any activities of your choosing, anything to support those in our care up and moving. Make sure you personalise this to the differing needs of those in our settings and make inclusive to all.
- However again we will have suggested “8 medal” events which providers can take part in and record scores towards our medal table and the competition to be our overall 2023 champion in our older adults or younger adults/LD category.
- All the information you will need to take part can be found in our [competitors guide](#) including the registration form. For more information please contact: [sam.varo@nhs.net](mailto:sam.varo@nhs.net)

## Time to Start Planning Your Event!

- Throughout the competition we will be sharing a weekly bulletins sharing highlights from across our providers, as well as lots of resources, ideas and opportunities active that you can take and use in your settings.
- We will host our Olympic Closing Ceremony later in July where our 2023 champions will be announced!



### Things to Think About:

- Start Training- Limber Up and Get in Shape!
- Plan your day- Spark the excitement, get busy making decorations such as banners/flags/bunting. Consider a team mascot, an Olympic torch, a podium? Get creative with your events!
- Is there anyone that you can involve such as a local school or a sports personality?
- Do you have any sports men/women in your organisation, celebrate and tell their stories?
- Consider a creative way of ensuring all participants maintain hydrated throughout

To get involved or for any queries please contact [sam.varo@nhs.net](mailto:sam.varo@nhs.net)





# Care workforce pathway for adult social care

**Skills for Care is working in partnership with DHSC on a call for evidence to inform the development of a new care workforce pathway for adult social care.**

**The pathway will reflect the skills, behaviours and expertise needed to deliver high-quality, personalised, compassionate care and support.**

We would like your views on the [care workforce pathway](#), what it should include, how it should be set out and how we can support people working in care, and social care employers, to use it.

The call for evidence online survey is now available to complete on the DHSC website. It's open to everyone and closes at 23:45 on 31 May 2023

**[Complete the survey](#)**

# Adult Social Care Workforce Pathway Proposal: 2023



## Call to Evidence



# What is the Adult Social Care Workforce Pathway?

## Background & Purpose



Skills for Care is working in Partnership with DHSC on the development and implementation of the ASC Workforce Pathway.

The intention is to develop the pathway in phases, with input from the sector; users and sector specialists. The first phase is running from March to September 2023.

- There are three parts to our work;
- **Content Development:** Draw on evidence and input from the sector and specialists, set out the career stages and the knowledge, skills and experience that is relevant at each.
- **Product Development:** Design and develop a product which allows users to easily access and act upon the content information. We hope this will be a digital product.
- **Engagement:** Working with the sector to inform the pathway is central to the project. We will start with a call for evidence; survey and 'round table' discussions between March and May, followed by a period of codesign between May and September. The engagement structures are set out on the following slide.



# Which Parts of the Sector will be Covered by the Pathway?

The intention is for the framework to cover the whole workforce. The first phase of development will focus on the care worker role as this is by far the most common job role, further phases of the pathway development will begin to include other roles, such as personal assistants and registered managers.

- **What about existing skills and competency frameworks?**

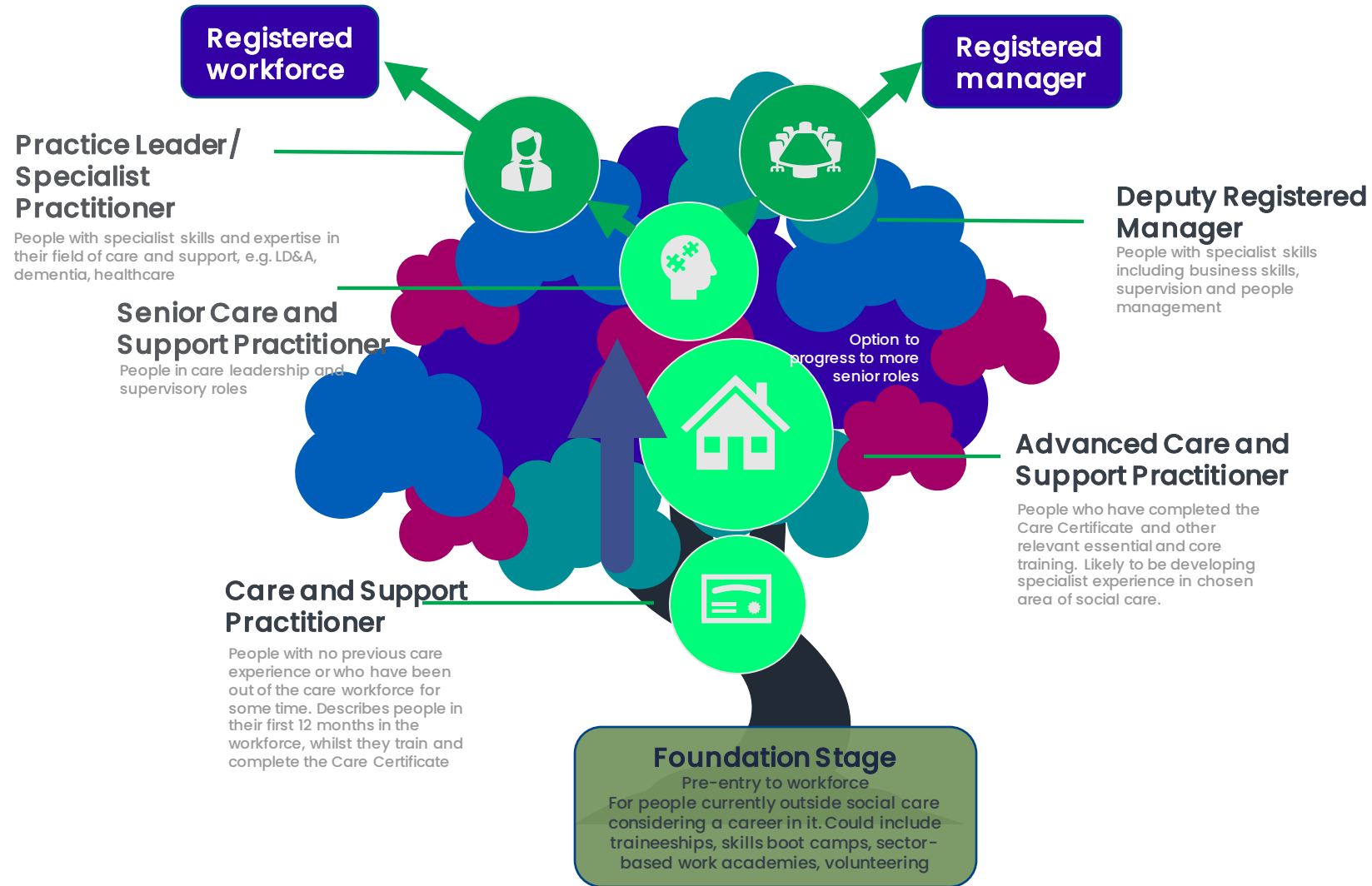
We want to develop an overarching pathway/ framework that builds on what works; we will work with sector specialists during the co-design phase to make sure existing frameworks connect in. In subsequent phases as we begin to focus on more senior roles, we will look for opportunities to connect in to the existing RPW(regulated professionals workforce) competency frameworks.

- **Will the structure/ career stages inform pay differentials?**

Not at system level- ie it doesn't go alongside an additional investment from central government into workforce pay. It should help to establish norms where workers with more experience and competence are recognised, and set the foundations for pay differentials.



# What is the proposed pathway and Roles?



DRAFT – POLICY IN DEVELOPMENT

# What opportunities will I get to shape the framework – Call to Evidence

## ■ How will the framework be developed?

- We are preparing to launch a Call for Evidence - a type of formal consultation - in Spring this year.
- This will help us to engage broadly and consistently with all groups that will be impacted by and interested in the introduction of the framework.
- The Call for will run for eight weeks and include:
  - A description of the framework's objectives
  - A draft outline of the framework
- The Call for Evidence is the **main opportunity to shape the framework**. We want to hear from as many stakeholder groups as possible throughout this time.
- We will also establish and work with a co-design expert group to develop the detailed content and implementation considerations for the framework. This will enable us to go live with a first version of the framework later this year.
- We plan to engage various stakeholder groups throughout the year on the framework's content, development and progress. For example, we will return to this group throughout the framework's development to update and test it with you.



# Time for Reflection, Thoughts & Discussion, Feedback

- We would like your views on the [care workforce pathway](#), what it should include, how it should be set out and how we can support people working in care, and social care employers, to use it.
- The call for evidence online survey is now available to complete on the DHSC website. It's open to everyone and **closes at 23:45 on 31 May 2023**

[Click to Complete the survey](#)

Thank you





# #UnderstandingIntegration

**During May we'll be putting the spotlight on integration and integrated care systems with our #UnderstandingIntegration campaign.**

We will be highlighting what integrated health and care means for your organisation and how you can get involved with the development of Integrated Care Systems (ICSs).

At its core, integration is about co-ordinating and providing joined up and seamless services for people who draw on care and support for health or care needs.

Our #UnderstandingIntegration spotlight will include resources and information which will explain what integration means, the role of ICSs and how you can get involved. We'll also be sharing case studies of how people working in social care are already collaborating as part of their ICS.

[Find out more](#)



# Nominated individuals' handbook – a practical guide



**Skills for Care has developed a new comprehensive guide aimed at nominated individuals, which provides practical advice and signposts to other resources and support available to help you in your role**

Whether you are new-to-post or an experienced nominated individual, or whether you hold a dual role as registered manager as well, this new resource considers key aspects of your role and shares top tips, so you continue to provide high-quality, person-centred care to the people you support.

**[Download the free resource now](#)**





# Updated Good and Outstanding toolkit

**Later in 2023, the Care Quality Commission (CQC) will be updating their inspection process to utilise the ‘single assessment framework’.**

**We’ve created an updated version of our inspection toolkit to support you in understanding these changes and preparing for your next inspection.**

The toolkit based around the current framework will continue to be available alongside this until the changes are brought in by the CQC.

Understanding what Good and Outstanding care looks like can help you achieve success in your inspections and ensure you are continuously providing high quality care.

**[www.skillsforcare.org.uk/Support-for-leaders-and-managers/Good-and-outstanding-care/Inspection-toolkit.aspx](http://www.skillsforcare.org.uk/Support-for-leaders-and-managers/Good-and-outstanding-care/Inspection-toolkit.aspx)**

# New training resources to help support personal relationships

**We have launched a new package of training materials to help develop the skills and knowledge needed to support people who draw on services with personal relationships.**

The trainer materials include PowerPoint slides which are supported by a training facilitator guide, lesson plan and learner handouts and worksheets.

They compliment our 'Supporting personal relationships guide' and are focused on enabling social care providers to offer support in a way that respects peoples' choices and values whilst keeping them safe.

[Find out more](#)





# Digital Skills Framework for the adult social care sector launch



**Skills for Care and The Digitising Social Care Programme invite you to the launch of the updated Digital Skills Framework.**

**Tuesday 16 May | 10:00 – 11:30**

**This event will introduce attendees to the Digital Skills Framework.**

The Digital Skills Framework is a free resource to support the development of digital skills across the adult social care workforce. It's structured around seven themes and aims to help employers and individuals working in adult social care to plan their learning and choose the right digital skills training for their needs.

You'll hear from those who have been involved in the development of the framework and employers who are already using it in the workplace

**[Register for the event](#)**

# Celebrating nurses in your region



**International Nurses Day is on 12 May and as part of our celebrations, we're running a series of face-to-face events across England, specifically for registered nurses and nursing associates working in a social model of care.**

This is a fantastic opportunity to connect with other nurses in your region, share good practice and contribute to professional discussion and debate.

The event will be attended by Deborah Sturdy, the Chief Nurse for Adult Social Care, who is keen to hear your views.

[Find out more and book here](#)



# Nurse Leadership Programme

- Commences July 2023
- Five one-day workshop sessions between July and January 2024
- Aimed at Registered Nurses working in a Social Care service and in a leadership role such as head of care, team leader, care co-ordinator, registered manager or deputy manager with a clinical lead.
- Equips delegates with the knowledge and skills needed to work across complex, often challenging systems and will cover: working across professional, organisational and system boundaries; developing and implementing new practice and service redesign projects; using high-level negotiating and influencing skills; leadership in contexts that are unfamiliar, complex and unpredictable.
- Supports development of leadership and management skills particularly understanding their leadership style and the impact this has on the people within the service/organisation.
- Closing date for Expressions of Interest 16 June 2023



# Strength-based Approaches Webinars: Humber and North Yorkshire

This is an opportunity for Adult Social Care staff across Humber and North Yorkshire to attend a webinar training session exploring the principles and practical applications of strength-based approaches.

There are two different sessions aimed at different groups of staff:

## Strength-based Approaches: General Awareness for Frontline Staff

This introductory session will explore what a strength-based approach is and how staff can apply this person-centred way of working to ensure better lives for individuals they support.

Find out more and book a place [here](#).

## Strength-based Approaches: Planning, Reporting and Recording Outcomes for Social Workers

This training is specifically targeted at Social Work colleagues and will explore how to plan, implement and record practical, strength-based solutions with an individual.

Find out more and book a place [here](#).

If you have any questions, please contact [AHOWDTrainingCalendar@leeds.gov.uk](mailto:AHOWDTrainingCalendar@leeds.gov.uk).

# Information for registered managers





# Webinars to support your service

**Our series of webinars cover a wide range of topics – they are delivered to a live audience and recorded for further viewing.**

- Care topics
- Digital, data and technology
- Recruitment and retention
- Managing a service
- Managing people
- HR
- Wellbeing



**[www.skillsforcare.org.uk/RMwebinars](http://www.skillsforcare.org.uk/RMwebinars)**

## **New recorded webinars**

- Safer employment – Effective references
- Providing evidence to the CQC and New CQC inspection
- Maximise retention and Maximise recruitment



# Upcoming webinar...



**Succession planning | Tuesday 27 June | 10:00 – 10:45**

**Practical ways to identify, empower and develop future managers**

This webinar will provide valuable insight into identifying emerging talent and supporting succession planning within your service.

Explore how various services have effectively integrated succession planning into their operations, highlighting best practices that can be adopted. You will also learn about the development and funding opportunities available to support the growth of new managers..



**[Register for the webinar now](#)**



# NEW: Recorded webinars

## Providing evidence to the CQC

This webinar provides insight into how other adult social services gather and share evidence with the CQC including how to manage and maintain robust evidence and who to involve in the process.

## New CQC inspection

During this webinar, you'll gain insight into the new CQC Single Assessment Framework, and you'll hear from managers and directors of other services on the CQC changes and what they are doing to be ready for the new inspection focus





## Episode 7 | Power our carers through renewable energy



### Our latest podcast with Ben Ashton covers environmental sustainability and international recruitment

- Ben talks about his service becoming carbon neutral and how you need to measure what you are doing and then work out where you can reduce your impact. He talks about the initiatives they have undertaken and how it links with value-based recruitment.
- Ben also talks about recruitment and the importance of local recruitment. He also shares his learnings from international recruitment, the importance of getting to know the care workers and their culture and how they train and support the new recruits.

Listen now: [www.skillsforcare.org.uk/CareExchange](http://www.skillsforcare.org.uk/CareExchange)

# Save-the-date...Nominated individual national event

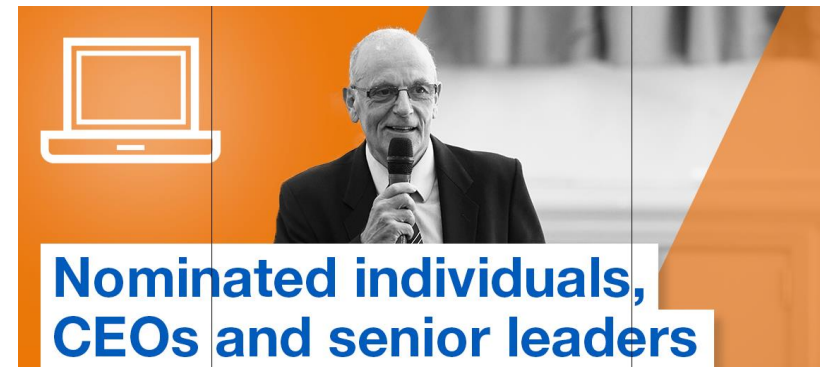


**Wednesday 29 November 2023 | 10:30 – 12:30**

**The third nominated individual event will be taking place later this year in November...booking details coming soon.**

In the meantime you can view the previous event where the CQC provided an update on its new single assessment framework and its new role and powers to assess local authorities and Integrated Care Systems (ICSs).

**[Take a look at the recording of the event](#)**



# Supporting the development of leadership skills guide

**Skills for Care supports the development of leadership skills in adult social care at all levels.**

**Whether you're a leader looking to develop your own skills, or are planning the development of future leaders within your organisation, we're here to help.**

We've created a guide which brings together the support we offer to develop the leadership skills of your workforce at different levels.

This includes structured learning in the form of learning programmes and qualifications, practical support such as tools and resources, and making connections through networking and relationship building.



[View the guide](#)



# New LGBTQ+ learning framework

## **New learning framework for knowledge, skills and values for working affirmatively with LGBTQ+ people in later life.**

This learning framework aims to provide a base for identifying the insights, knowledge, understanding and skills that the social care workforce need to help them work affirmatively, inclusively and effectively with individuals from gender and sexually diverse communities.

The framework is intended to be used by social care employers, employees, training providers, regulator, commissioners, policy makers and others to build their own knowledge of LGBTQ+ issues, to support colleagues' understanding, and to create learning programmes which will allow teams to better support LGBTQ+ people in later life.

[www.skillsforcare.org.uk/LGBTQFramework](http://www.skillsforcare.org.uk/LGBTQFramework)

# New resources to support culturally appropriate care

These resources have been produced to help you have a clearer understanding of culturally appropriate care and what that may mean to individuals you support.

- The 'Culturally appropriate care guide' covers a broad range of topics that will help you to learn about and be sensitive to people's cultural identity or heritage.
- Use the supporting training resources to implement the learning from the guide at your service.



[www.skillsforcare.org.uk/CulturallyAppropriateCare](http://www.skillsforcare.org.uk/CulturallyAppropriateCare)





## Better hiring toolkit



**In partnership with a range of sector experts, we've created the 'Better hiring toolkit' to provide simple guidance to support you to obtain and provide effective references and conduct information.**

Social care staff and volunteers provide support for some of the most vulnerable people in society and it's vital that referencing procedures are effective and robust to make sure that you're recruiting safely and fairly.

Take a look at our website which contains lots of useful information and resources to support you in the application and selection process.

**[Find out more](#)**





# Digital leadership programme

**The Digital leadership programme is a national development between Skills for Care and The National Care Forum for both new and experienced managers of adult social care services.**

The learning programme will support managers to gain the underpinning skills and knowledge of digital leadership that can be practically applied when implementing technology in a care service.

The four-day programme is delivered virtually over a six-week period and the objectives of the programme are:

- The digital basics
- Leadership and transformational change
- Co-production
- Using data to create change

[Find out more](#)

## Stress and mental health at work resources

The Health and Safety Executive (HSE) is raising awareness for the Working Minds campaign which was launched in 2021. The campaign aims support small business to prevent work-related stress and encourage good mental health.

HSE also provides guidance for managing stress at work, including information about a stress risk assessment. Other resources include HSE's Stress Talking toolkit, which can help structure conversations between managers and workers to help prevent stress at work. A list of support and resources that are free to download and share can be found linked below.

Guidance and resources:

<https://www.hse.gov.uk/stress/>

Campaign:

<https://workright.campaign.gov.uk/campaigns/working-minds>

Toolkit:

<https://www.hse.gov.uk/stress/talking-toolkit.htm>

# Digital

Are you a small homecare provider? Are you unsure about the how to protect your businesses and people's data? This webinar will give small homecare providers top tips on how to implement good practices that will support you to effectively manage the data you hold.

## Data Protection & Cyber Security: Top Tips for Small Homecare Providers

[11 May, 11:30 - 1pm](#)

The Data Security and Protection Toolkit (DSPT) is an online self-assessment tool to help adult social care providers in England to store and share information safely. It shows you what you need to do to keep people's information safe, and to protect your business from the risk of a data breach or a cyber attack. It covers both paper and digital records.

It also reassures everyone you work with that you are taking data security seriously, which in turn can open up access to NHSmail and shared records systems such as GP Connect and proxy access. Care providers must have an up-to-date DSPT in place to meet NHS contracts – and local authorities and CQC inspectors increasingly expect you to have it. Care providers should complete the toolkit at least once a year.

This webinar is for care providers who have never used the DSPT before.

## Using the DSPT for the first time

[16 May, 3 - 4pm](#)



## Data Security and Protection Toolkit (DSPT)- Don't Forget to Resubmit

For those care providers yet to complete the DSPT for 2022/23- the deadline to do so is **30 June 2023**. The DSPT is a self-completion assessment for providers showing what the requirements to demonstrate you are keeping people's information safe, and to protect your business from the risk of a data breach or a cyber-attack. It demonstrates compliance with GDPR/Data Protection Act/CQC KLOE's and is a requirement for all providers holding an NHS Standard contract, as well certain local authority contracts.

If you have previously completed you will need to review and resubmit. There is local support available including training workshops guiding you through completing, and 1:1 support to providers in the North East and Yorkshire through an NHS England Team who can be contacted by emailing: [england.dsptney@nhs.net](mailto:england.dsptney@nhs.net). There is also national support available through Digital Social Care which can be accessed through this [link](#).

# Training – Ham/Rich Providers only

Positive Approach to Care™ is a concept to support people living with dementia by equipping both formal and informal carers with specific practical skills.

- To develop an understanding and insight into the experience of living with Dementia.
- To gain practical skills and knowledge regarding the sensory changes experienced by people living with Dementia.
- To develop skills and knowledge regarding how to use the Positive Physical Approach™ when interacting with people living with Dementia.
- To learn how to practically incorporate Hand under Hand™ into care, to support people living with Dementia.
- Develop understanding of stages of dementia, and the correlating GEM for each (sapphire, diamond, emerald, amber, ruby, pearl).
- Learn to use the GEMS™ to facilitate positive, supportive communication between the care giver and the person being cared for.



**Upcoming training dates: email [clarejones4@nhs.net](mailto:clarejones4@nhs.net) to book a place**

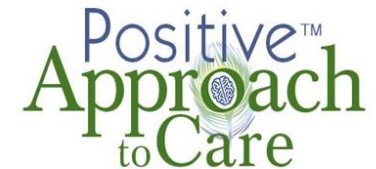
10 May 2023 - 09:30 am to 4pm, North Moor House, Northallerton

26 July 2023 - 09:30 am to 4pm, North Moor House, Northallerton

13 Sept 2023 - 09:30 am to 4pm, North Moor House, Northallerton

15 Nov 2023 - 09:30 am to 4pm, North Moor House, Northallerton

The training is a full day where theory regarding the brain and sensory changes will be explored and discussed using the Adult Experiential Learning Cycle, to give you a background about what to expect when a person experiences dementia. The training also includes practical components such as Hand under Hand (HuH™) and Positive Physical Approach (PPA™). This requires use of PPE, social distancing and infection control measures will be in place for the safety of those attending.

 Positive™  
Approach  
to Care CARE  
CONNECTED



## Verification of Expected Death and Syringe Driver Training- Scarborough, Ryedale and Whitby Providers

Please find below upcoming dates available through St Catherines Hospice to care providers for training in verification of expected death and syringe driver competency (which is broken down in a practical and a PRN based session).

- [Verification of Expected Death](#)
- [Syringe Drivers](#)

# Energy Efficiency in Care Homes - Grant Funding Opportunity

North Yorkshire Council has declared a climate emergency and pledged to play its part in tackling the causes and impacts of climate change. Health and Adult Services are working with Public Health colleagues to develop a Climate Action Plan. More information on this work and how social care providers can get involved will follow in due course.

We would like to support our social care providers to continue their essential work in our communities recognising all residents and businesses are facing a cost-of-living challenge due to spiralling energy costs.

**The Council has access to a grant funding budget called ‘Shared Prosperity Fund’ which we would like to use to support energy efficiency in the residential & nursing care home sector.**

Interested care home providers would have a **free survey undertaken of the care home building to review energy efficiency and the potential for renewable energy technology** such as solar panels and battery storage. **A plan would then be provided that outlines the potential costs and savings that could be made.**

**Following that, the business would be eligible to apply for capital grant funding to make the recommended changes outlined in the plan over the next two years.**

**In order to inform how the development of the grant programme, we are asking residential and nursing care home providers that would be interested in the opportunity to contact us so that we can understand the scale of demand.**

**If you would be interested in this opportunity, please express your interest to [HASservicedevelopment@northyorks.gov.uk](mailto:HASservicedevelopment@northyorks.gov.uk) by Friday 26<sup>th</sup> May.**





# 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 10<sup>th</sup> July – 16<sup>th</sup> 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.

- Hold your own event, and take pictures or short videos and send into us at [socialservices.contractingunit@northyorks.gov.uk](mailto:socialservices.contractingunit@northyorks.gov.uk). Deadline for pictures and videos is Friday 21<sup>st</sup> 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.
- 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](#).



# Open Floor

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



**let's talk**

CARE   
**CONNECTED**

## Striding Out for The Turkish Earthquake Appeal



The Lodge in Hemingbrough have raised an incredible £2200 for the Turkish Earthquake Appeal, which is more than double their initial £1000 target. Residents, staff and families took part in a 5 mile walk from Selby Abbey back to the home- with brilliant support along the way from the community and BBC Radio York. Big congratulations to all the team for their fundraising heroics.

CARE   
CONNECTED

## Dates for your Diary



**Immedicare Virtual Training Sessions** - training opportunities are available through Immedicare during May. Please note you **must** have the Immedicare service in place to access this training. For further information please follow this [link](#).

**12<sup>th</sup> May 2023** – Celebrating Nursing in our region click [here](#) for more info

**17<sup>th</sup> May 2023** – MCA & DoLS Care Connected Takeover session

### 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](#)



# Key Contacts

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

**Dedicated email address for care providers:** [SocialServices.Contractingunit@northyorks.gov.uk](mailto:SocialServices.Contractingunit@northyorks.gov.uk)

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

Service Development: [HASservicedevelopment@northyorks.gov.uk](mailto: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](http://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](mailto: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](mailto:sam.varo@nhs.net)

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

ICG: DSPT Support [clairebunker@independentcaregroup.co.uk](mailto:clairebunker@independentcaregroup.co.uk)

Heather Bygrave- Relationship Team Manager Immedicare [hbygrave@immedicare.co.uk](mailto:hbygrave@immedicare.co.uk)

Dreams Team - [dreamsteam@eastriding.gov.uk](mailto:dreamsteam@eastriding.gov.uk)

Skills for Care: [Angela.Thompson@skillsforcare.org](mailto: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](#)

