

## 9<sup>th</sup> August 2023

- Come Dance with me
- Care Provider Experience Assessment
- Speech and Language Therapy packs (S&R/HARA)
- York Advocacy Hub Service Overview

# Guidance & Information

[COVID-19 autumn 2023 vaccination programme: JCVI advice, 26 May 2023](#) Statement setting out the advice from the Joint Committee on Vaccination and Immunisation (JCVI) on the COVID-19 vaccination programme for autumn 2023.

The UK COVID-19 vaccination programme is entering its third autumn season in 2023. The primary aim of the programme remains the prevention of severe illness (hospitalisations and deaths) arising from COVID-19. During the current phase of pandemic recovery, and while the virus continues to circulate and cause illness, the objective is to continue to focus the offer of vaccination on those at greatest risk of serious disease and who are therefore most likely to benefit from vaccination. For autumn 2023, JCVI has begun to include cost effectiveness considerations in the development of its advice. JCVI advises that for the 2023 autumn booster programme, the following groups should be offered a COVID-19 vaccine:

- residents in a care home for older adults
- all adults aged 65 years and over
- persons aged 6 months to 64 years in a clinical risk group, as defined in tables 3 and 4 of the COVID-19 chapter of the Green book
- frontline health and social care workers
- persons aged 12 to 64 years who are household contacts, as defined in the Green book, of people with immunosuppression
- persons aged 16 to 64 years who are carers, as defined in the Green book, and staff working in care homes for older adults

To find out more [click here](#)

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## Guidance & Information

The Home Office has launched a [survey for Responsible Persons under the Fire Safety Order \(FSO\) 2005 \(RP\)](#). The survey is anonymous, free and optional, and includes questions about you and the buildings you are responsible for. It also asks about your experiences of current, and awareness of future, fire safety legislation changes. The [survey](#) should take about 15 minutes to complete and will close at midnight on [Thursday 31 August 2023](#)



Join a webinar to find out more about the NHS and [Care Volunteer Responders programme](#) and the support available to adult social care providers. The webinars are hosted by the Department of Health and Social Care and the Royal Voluntary Service. You'll hear more about the programme, the volunteer support available to care providers and how to make referrals. You will also be able to ask questions. Various dates are available. [Click here](#) to book your place.



Congratulations to all care providers who successfully published their [Data Security and Protection Toolkits](#) (DSPT) for 2022/23. This is a reminder that, since 30 June 2023, the DSPT for 2021/22 cannot be used as evidence of current arrangements. If you have finished reviewing your DSPT, we strongly advise you to complete and republish it as soon as. [Get help here](#)

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## NHS Industrial Action

The British Medical Association (BMA), and Hospital Consultants and Specialists Association (HCSA) have announced junior doctors strike action from **06:59 on Friday 11 August** until **06:59 on Tuesday 15 August**. Junior doctors make up around half of all doctors in the NHS.

Care providers are advised to contact the Incident Command Centre in the event of a serious incident resulting in significant harm to residents or service users that relates to the industrial action so that intelligence can be gathered at ICB level. The number to call for Humber and North Yorkshire ICC is **0300 002 0007**.

# Industrial Action – Message for Providers

ICBs are already working with Local Resilience Forums (LRFs) and Local Authority partners to ensure all care homes are aware of industrial action dates with mitigating action and contingency where required. To avoid unnecessary hospital admission, consideration should be given to alternative community service offers which may include; localised Urgent Community Response services, District Nursing, Virtual Wards, Falls pick up services where clinically indicated.

For providers that have the service in place, we are encouraging providers to please use the Immedicare Telemedicine service where appropriate for any non-urgent non-999 situations, to help support services in prioritising calls requiring an emergency response. You are likely to receive quicker access to clinical support over this period by using the Immedicare Service where you have it in place. A document is available giving examples of [when Immedicare can be used](#) versus calling 999 or your GP Practice.

It's important that staff are familiar with how to use the service when required and we would encourage homes to support new starters in accessing training. A 5 minute training video is available on the clinical laptop itself, or Immedicare are able to provide either face to face or virtual training as needed.

In a medical emergency call 999 and follow the instructions given by the ambulance service call handler. Please note you can also call Immedicare for additional support and advice ahead of the paramedics arriving. Under these circumstances as part of the Immedicare response they will also liaise with the attending crew and help with handover of clinical details and patient condition.



# CQC Update

Provider webinar held 2<sup>nd</sup> August 2023. the [presentation](#) and [recording](#).

## New assessment approach

What's changing


Multiple assessment frameworks	→	Single assessment framework
Ongoing monitoring and with inspections scheduled according to previous rating	→	Ongoing assessment of quality and risk
Evidence gathered during on-site inspection (single point in time)	→	Evidence gathered at multiple points in time (not just through inspection)
Judgements and ratings decisions made using ratings characteristics	→	Teams assign score to evidence
Narrative inspection report	→	Ratings updated, short narrative published

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## How we're rolling out

By invite only and in small numbers at first

- Across August we'll be inviting 230 providers to join our new portal
- Currently, only providers that we invite will be able to join
- We'll use the time in August to test functionality and use any learning for wider invites from September
- Looking to invite all providers to join by March 2024
- As part of this, we'll be seeking feedback from providers who are invited to join



The world of health and social care is changing, and so are we

**New CQC portal: sign up today**

We understand it's a little bit confusing for you, please let us know if you need any help.

[Sign up to the new CQC portal](#)

**How to get started**

1. Plan the rollout
2. Check the information required to create your account. We will send you the sign-up guide to get you started.
3. Set up your account
4. Complete a short online survey to help us understand how you use the portal
5. Start to gather evidence through the new portal

If you need any help or advice, please contact our support team. We'll be happy to help you. Email: [providers@cqc.gov.uk](mailto:providers@cqc.gov.uk) or call 0300 300 9000.

We look forward to supporting you when you join the new portal and thank you for your continued support.

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# COME DANCING WITH CARE PROVIDER SERVICES 2023 RESULTS



**CPS Dancethon  
July 2023**

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# Best External Group...



**Sutton Hall & Lodge  
Nursing Home**

**Briardene**



**CONNECTED**

# Best External Group...



**Gateway Club**



# Countywide Reviewing Team

## The Reviewing Team

Head of Service- Karen Siennicki

Service Manager- Michelle Miles

Team Manager- Katie Gammie

Social Workers/Social Care Coordinators 12 FTE (13 in total when fully staffed)

Currently 6x SW - Rob Swindells, Diane Walker, Claire Bradbury, Caroline Wood, Lucy Kenfac, Sam Sibanda

4x SCCs - Bernice Sharpe , Chris Astley, Jen Wise-Malcolm and Zuzana McGeever

2 social workers from the overseas recruitment are due to join the team late Sept/early Oct.

# Why do we have a Countywide Reviewing Team?



The Review Team was created due to the number of people in commissioned bed-based support, who were overdue an annual review. The aims of the Review Team are to:



Fix the delays in completion of annual reviews of those in commissioned bed-based support in North Yorkshire County Council.



Embed the Quality Pathway into practice in care settings.



Work closely with the Quality Pathway teams to support providers to deliver quality care and early interventions where there are areas of concern.



Reduce the risk of safeguarding concerns – though the Review Team will not be managing safeguarding concerns, this will remain the responsibility of locality Care & Support teams.

# What reviews do we do and don't do?

## The team will undertake annual reviews for NYC residents who are permanent residents in:

- 24 hr Residential Care Home
- 24 hr Nursing
- 24 hr LD residential
- 24 hr Mental Health
- People who have previously been a NYC resident and are placed in long-term 24hr care setting on a permanent basis, in other Local Authority areas.
- The Team will also undertake reviews and re-assessments for people who are living in 24 hr residential or nursing care settings where concerns have been highlighted by the Quality and Improvement Team.

## We do not undertake reviews or reassessments for:

- ▶ People who have not had an initial 6-week review (D2A review) of their placement
- ▶ People who are not in a long-term, permanent 24-hr care environment
- ▶ People who are in 24 hr care environment on a temporary basis (respite/D2A)
- ▶ People who are in a Supported Living environment
- ▶ People who are funded by CHC (unless FNC only)
- ▶ People who are funded by S117 aftercare funding

# Thank you

If you have any questions, please email me, or you can contact any of the team. We are a countywide team and workers will cover the whole county if needed.

- ▶ [Katie.gammie@northyorks.gov.uk](mailto:Katie.gammie@northyorks.gov.uk) (Team Manager)

## Social workers

- ▶ [Robert.Swindells@Northyorks.gov.uk](mailto:Robert.Swindells@Northyorks.gov.uk)- Whitby Highways Office
- ▶ [Claire.Bradbury@northyorks.gov.uk](mailto:Claire.Bradbury@northyorks.gov.uk) Hipswell House, Catterick Garrison
- ▶ [Diane.Walker@northyorks.gov.uk](mailto:Diane.Walker@northyorks.gov.uk) White Rose House, Northallerton
- ▶ [Caroline.Wood@northyorks.gov.uk](mailto:Caroline.Wood@northyorks.gov.uk) Jesmond House, Harrogate
- ▶ [Lucy.Kenfacs@northyorks.gov.uk](mailto:Lucy.Kenfacs@northyorks.gov.uk) - Sandpiper House, Selby
- ▶ [Samantha.Bibanda@northyorks.gov.uk](mailto:Samantha.Bibanda@northyorks.gov.uk) - Sandpiper House, Selby

## ➤ Social Care Co-ordinators

- ▶ [Jennifer.WiseMalcolm@Northyorks.gov.uk](mailto:Jennifer.WiseMalcolm@Northyorks.gov.uk) White Rose House, Northallerton
- ▶ [Zuzana.McGeever@northyorks.gov.uk](mailto:Zuzana.McGeever@northyorks.gov.uk) Jesmond House, Harrogate
- ▶ [Christopher.Astley@northyorks.gov.uk](mailto:Christopher.Astley@northyorks.gov.uk) Belle Vue Square, Skipton
- ▶ [Bernice.Sharp@northyorks.gov.uk](mailto:Bernice.Sharp@northyorks.gov.uk) Castle House, Scarborough
- ▶ Customer contact centre 0300 131 2 131.

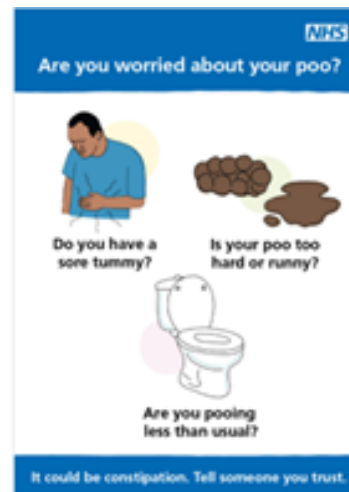
We would be grateful if you could support us by completing the feedback survey [here](#) or scan the QR code



## NHS Campaign Launches to Help Recognise, Treat and Stop Dangerous Constipation in People with a Learning Disability

Constipation can be a life-threatening issue for people with a learning disability who are at heightened risk from complications if it is left untreated. These [resources](#) have been created to help prevent, recognise and treat constipation in people with a learning disability. They are designed to be printed and used in home or care settings, facilitating conversations about constipation, and hopefully leading to swift treatment and improved outcomes for those people with a learning disability who are experiencing constipation. Resources are available to support people with a learning disability, their carers, and people who work in primary care.

[For more information please click here.](#)



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# Capacity Tracker Important Reminders

- **Next Reporting Window: Tue 8<sup>th</sup> – Mon 14<sup>th</sup> August**
  - Some providers are still updating just before & just after the submission window periods.
- **Multiple CT Registered Users** recommended – *to ensure sufficient cover during periods of absence*
- **Unable to access CT from abroad!** *someone within their organisation to update CT in their absence.*
- Provider (on CT) is **no longer active** – contact CQC to de-register [CQC National CS: 03000 616161](https://www.cqc.org.uk), [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)
- **Active providers on CT with 0 service users** - *providers advised to submit a nil return.*
- **Active providers with more than one location** - *providers should submit an update for all settings and locations*
- **Active providers that offer both home care and residential care** – *same provider must update data for each care type.*
- For **password reset or forgotten password queries** - *please contact the Support Centre.*
- The full list of FAQs, including contact information to obtain guidance and support, can be found [here](#)

## Digital Social Care Records- Your Chance to Find Out More

Digital Social Care Records enable information to be shared securely and in real-time, with authorised individuals across the health and care sector. This helps to reduce risks and supports a more personalised care approach. NHS Transformation Directorate's work, in partnership with Digital Social Care, aims to support the [Department of Health and Social Care's](#) white paper (People at the Heart of Care) target of ensuring 80% of our registered care providers use electronic care planning solutions, by March 2024. This [new video](#) offers a useful overview of the benefits of using DSCR

Don't forget that funding and support is available to providers locally through the DREAMS Team. To find out more please contact: [dreamsteam@eastriding.gov.uk](mailto:dreamsteam@eastriding.gov.uk)



# Save The Date- Achieving Excellence in Health and Social Care 2023

**When: Friday 01 December at The Principal Hotel, York**

After the success of last year's event where over 200 individuals from across our sector joined us at the Achieving Excellence in Health and Social Care Conference, we're delighted to be holding a follow up event in December. This will be open to all colleagues working across social care within North Yorkshire and York as well as partners from health and wider organisations who work with the sector. The event will bring together the latest local and national developments and quality improvements opportunities open to providers, and be our chance to share learning and best practice, and celebrate all the innovative work being led by our sector.

**If you would like to join us on what promises to be an exciting and collaborative day then please do save the date, and we anticipate bookings will be opening later this month**



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## Announcing Our 2023 North Yorkshire and York Care Provider Olympic Champions

Announcing Our 2023 North Yorkshire and York Care Provider Olympic Champions After a summer showcasing excellence in physical activity across our area, the providers who took part in the 2023 North Yorkshire and York Care Provider Olympics came together last week to celebrate how teams have been promoting movement and wellbeing for all through the initiative. We can now confirm our 2023 champions are **Kirkwood Hall** in our Older Adults Category, and **Sherbutt Residential and Home Care Services** who have defended their crown in our Younger Adult and LD Category. Thank you to all the providers who have taken part in this year's competition and risen to the challenge to fight deconditioning and promote Health Creation within our sector. Our inspiring 2023 highlights can be found through this link, and all the action from this summer including our final medal table and a can be found through our website.



Kirkwood Hall- Leyburn



Sherbutt Residential and Home Care Services-  
Pocklington

## Skills for Care Nursing Network

Skills for Care are working to build an informal network of nurses and nursing associates working in complex home care/domiciliary care. A small group are currently meeting every six weeks to share discussion about good practice and overcoming challenges but also raising the profile of nursing work. They are looking for other nurses or nursing associates working in similar settings and who want to be involved in this group:

Currently meeting dates are:

- Wednesday 23rd August 14:00 -14:45
- Wednesday 20 September 14:30 - 15:15
- Thursday 19th October 13:00 - 13:45
- Thursday 14th December 13:00 - 13:45
- Wednesday 24th January 14:00-14:45
- Wednesday 6th March 14:00 - 14:45

If you would like to join, please contact: [Lucy.Gillespie@skillsforcare.org.uk](mailto:Lucy.Gillespie@skillsforcare.org.uk)



# Skills for Care

## The power of registered manager networks – why should you join?

Do you know about the Skills for Care registered manager networks and the benefits of attending?

We're holding a brand-new event this September aimed at managers from adult social care services who do not attend a local network and want to learn more.

Skills for Care support over 140 networks across England and at this event, we'll provide more details about how the networks are run, the benefits of attending, and how we continue to raise the profile of registered managers. The event will also include taster sessions where we will talk about topics, issues and challenges that matter to you including recruitment and retention, leadership and management, and good and outstanding provider support.

**Thursday 14 September | 10:30 – 12:00 | Zoom | [Register now](#)**

Being part of a local network has so many benefits:

- provides a place where you can come together with other managers in your local area
- share experiences and guidance and support each other's challenges
- connect with your peers and feel less isolated.

Our local networks are chaired by managers, for managers and we would love you to come along to this event.

[Register now to find out more.](#)

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## Adult Social Care Nurse Leadership Programme- NY+Y

Skills for Care has developed this programme to support registered nurses working in social care (who are in a leadership role) develop their leadership practice and enhance their personal and professional impact when managing teams. The programme is made up of five interactive workshops covering a range of leadership concepts and theories. These will enable participants to develop the required knowledge and skills to enhance their leadership practice when working across complex and often challenging systems. There will be presentations, discussions, and exercises to take part in, including 360 appraisals and work-based projects to embed learning and further support the development of leadership and management skills. We're offering 20 funded places to organisations based in York and North Yorkshire as well as a backfill payment of £1000 per participant to employers.

Further information including how to apply can be found through this [link](#). The deadline for applications is **Monday 21 August**.



# Bowel and Bladder Training (Vale of York Providers)

**When:** Thursday 09 November 2.00-4.00 via Microsoft Teams

York and Scarborough Teaching Hospitals NHS Foundation Trust are holding a session open to all non-registered care staff within the Vale of York area across nursing/residential and domiciliary sectors which is designed to support the necessary skills to promote continence and manage incontinence within their work environment. For further information please view this [flyer](#) or contact

[clare.markwell@nhs.net](mailto:clare.markwell@nhs.net)





## Staff Leaver Questionnaires

Staff Leaver Questionnaires are an important tool in understanding your workforce, why people leave, and how you can support the retention of your workforce. We are looking for care provider involvement to help in the development of a ICB wide staff leaver questionnaire to ensure that it is shaped in an appropriate, useful and accessible way which supports social care providers. If you would like to be part of this working group please contact:

Nichola Greenwood, Social Care Workforce Lead – North Yorkshire and York [Nichola.Greenwood1@nhs.net](mailto:Nichola.Greenwood1@nhs.net)

Joanne Holland, HR Manager – Care Sector, North Yorkshire Council [joanne.holland@northyorks.gov.uk](mailto:joanne.holland@northyorks.gov.uk)



# York Brain Health Café- August and September Timetable



**When:** Every Friday 10.00-12.00 (Excluding Bank Holidays) at Acomb Garth Community Centre

The York Brain Health Café run by Dementia Forward in conjunction with partners takes place every week, and is a warm and friendly café open to all those who have concerns about their memory or want to know more about how to keep their brain healthy. A timetable of upcoming session can be found through this [link](#) which includes an active "Movement and Minds" session exploring movement and dance together, and chances to meet colleague from the York Memory Clinic, York Carers Centre, BeIndependent, Community Health Champions and York and Scarborough Trust diabetes team.

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# Support for families

Leaflet will be shared with  
the slides



Humber and North Yorkshire  
Health and Care Partnership

## Savings for you and your family

Please share with your colleagues, family and friends

We do not endorse any of these offers. Discounts and offers subject to availability.

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# **Speech and Language Therapy Packs- Scarborough and Ryedale/Harrogate and Rural Area Providers**

**Jacinta Hornby**

**SLT team Lead Advanced Speech and Language Therapist  
Humber Teaching NHS Foundation Trust**



**- a service provided by York Mind**

# What will we cover:

- York Advocacy Hub
- What is advocacy?
- The role of an advocate
- Our referral process (including when to refer and our catchment area)



# York Advocacy Hub

## Service

- We are home-based, with an office in York.
- We provide six different advocacy streams. Statutory Advocacy: Care Act Advocacy (CAA), Independent Mental Health Advocacy (IMHA), Independent Mental Capacity Advocacy (IMCA), Paid Relevant Person's Representatives (RPR) and NHS Complaints Advocacy. Non-statutory: General Advocacy.
- Our staff undertake a qualification called the Independent Advocacy Qualification which is both theoretical and assessment based. Advocates are paid and are guided by the Advocacy Charter, legislation and the relevant Code of Practices.
- We are quality assured; we have the quality performance mark for advocacy.

## Staffing & Structure

- 2 service managers – Kirsty Griffiths and Rebecca Nightingale
- 1 referral coordinator
- 10 multi-skilled advocates



advocacy hub

# The Advocacy Charter

for Advocacy Providers

Advocacy helps you to have your say in what happens in your life.  
Advocacy is supporting you in speaking out about your rights, what you need and what is important to you.

## Clarity of Purpose

This means we will be clear and honest about what we can and cannot do for you.

## Independence

We are separate from other services and will help you ask for things that are important to you.

## Confidentiality

We will keep information about you private and safe. If we need to share information, to keep you or other people safe, we will try to talk to you first.

## Person Led

We will ask you what you want to happen, and give you information to make choices.

## Empowerment

We will help you to speak up for yourself.

## Equality and Diversity

We will treat all people fairly and with respect and make sure other people do too.  
We will make sure you get the support you need to have an advocate and will change things for you if you need us to.  
We will make sure other people treat you fairly and with respect.

## Accessibility

Our services are free.  
We will use words you can understand.  
We will make sure you can see your advocate in a place that is good for you.

## Accountability

We will check what we do for you, and ask you what you think.

## Safeguarding

We will make sure advocates know about your rights and how to help you stay safe.

## Supporting Advocates

We will help and support advocates to be good at their job.  
That way they can help you to speak out

# What is advocacy?

*"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."* (Action for Advocacy)

It is free, independent and confidential support.



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# An advocate...



## Can:

- Listen to the client and support them to communicate their views/feelings/preferences;
- Discuss and explore the client's options and rights;
- Provide information to help them make informed decisions;
- Help them contact relevant people, or contact them on their behalf;
- Signpost to specialist services;
- Support the client to challenge decisions made about them and exercise their rights;
- Support clients in meetings around care/support and treatment.



## Will not:

- Act as a support worker, a befriender, a mediator or a counsellor;
- Act as a decision-maker;
- Provide their own views or opinions on a person's care/treatment;
- Provide advice;
- Provide long-term support;
- Provide crisis support.



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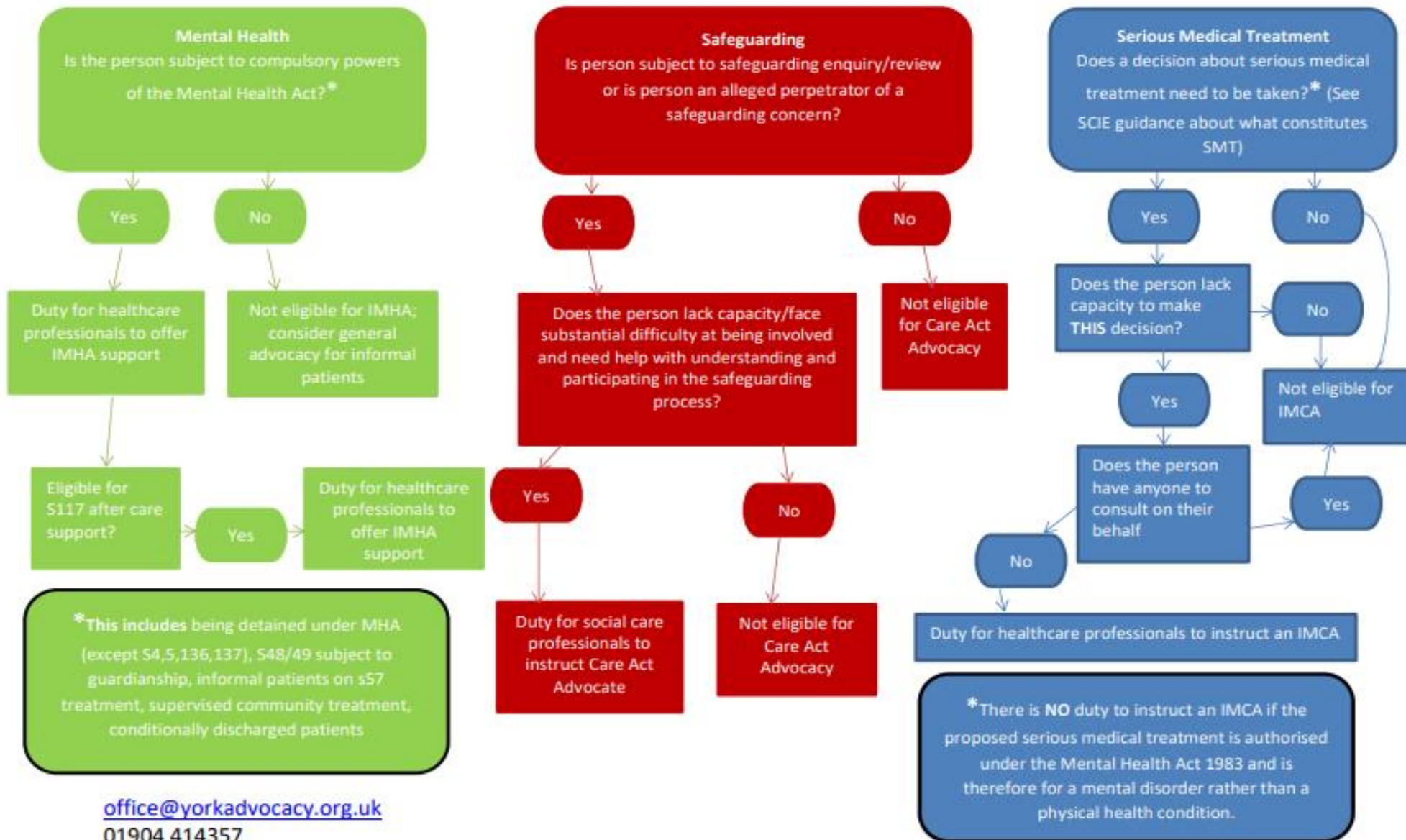
# Our referral process

- In order to work with a client, we need a completed referral form. Completed referral forms must be submitted to [office@yorkadvocacy.org.uk](mailto:office@yorkadvocacy.org.uk)
- Our referral coordinator reviews referrals to confirm eligibility.
- To process a referral, we need:
  - Client details;
  - Referrer details;
  - Information about the decision to be made including dates of meetings, deadlines;
  - Information about risk
- Missing information can cause delays in processing referrals.
- If professionals are unsure about whether they need to refer, we can be contacted on 01904 414357 to discuss eligibility.
- We also have a flow chart that outlines when to refer to our services.



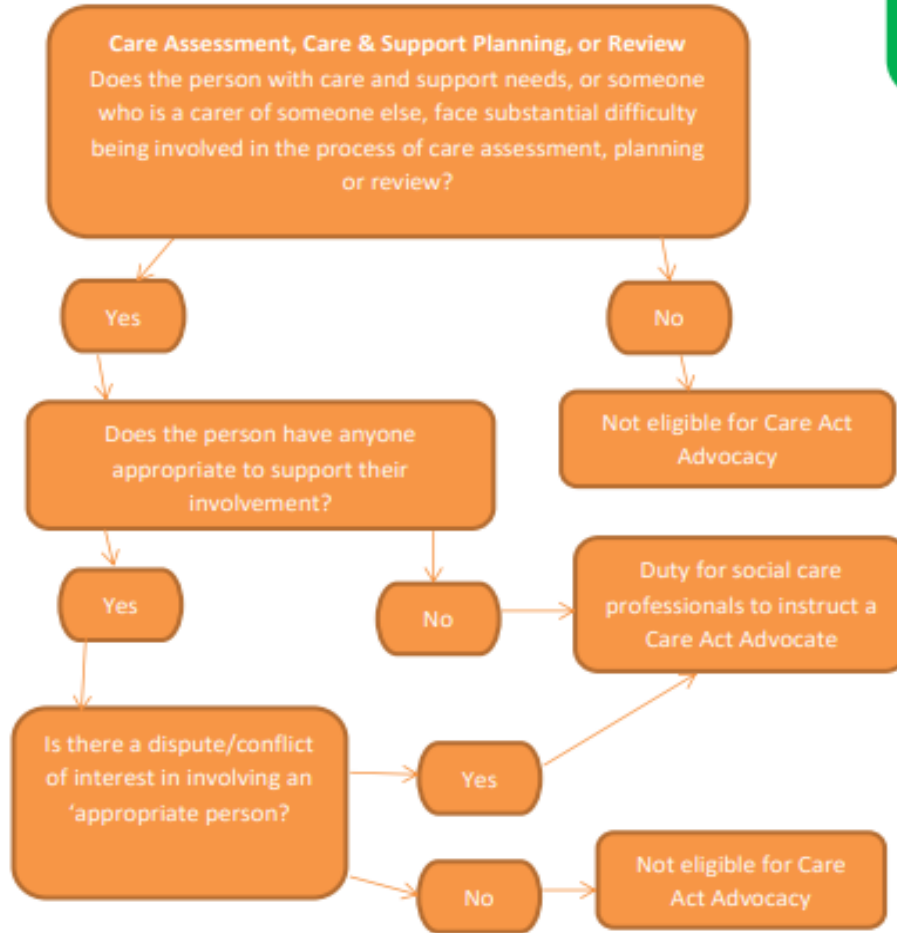
advocacy hub

## Accessing Advocacy at York Advocacy Hub

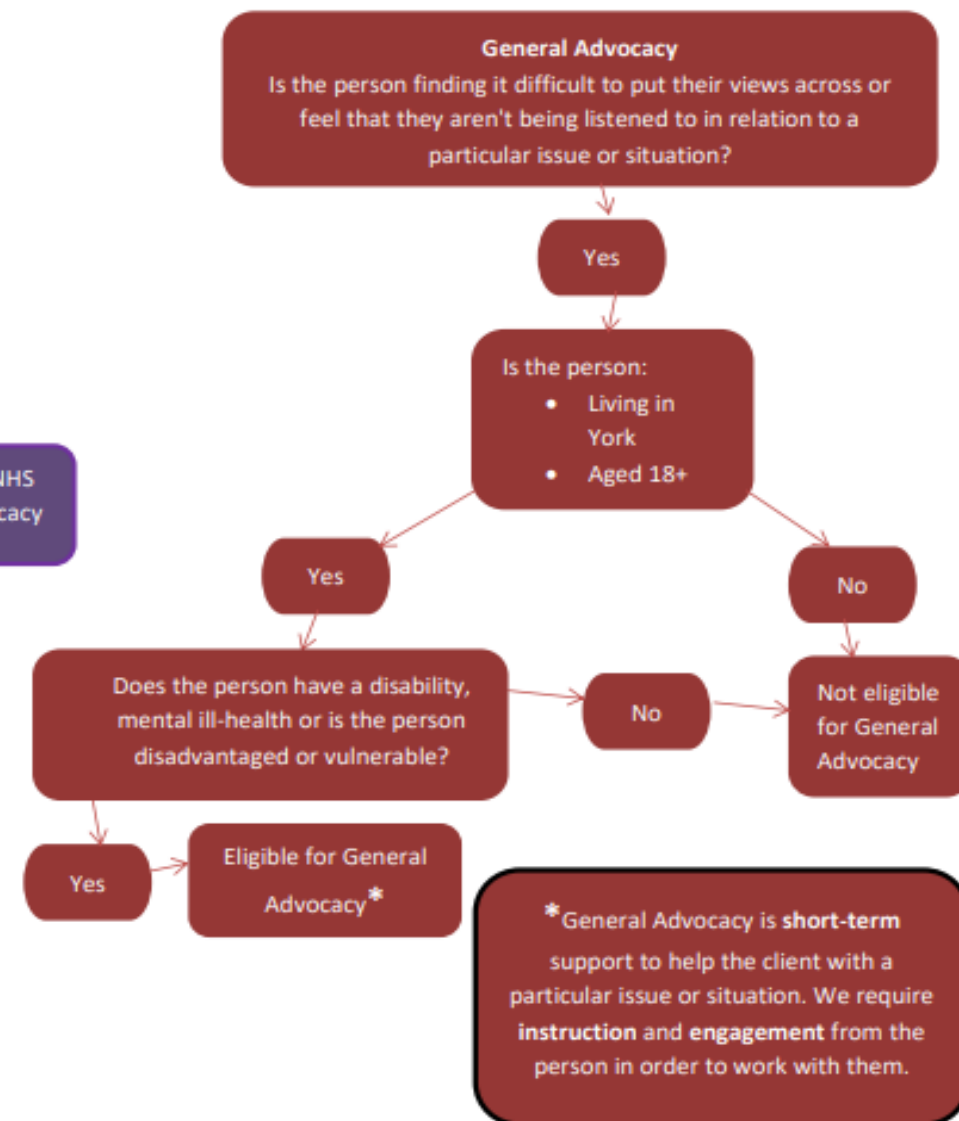
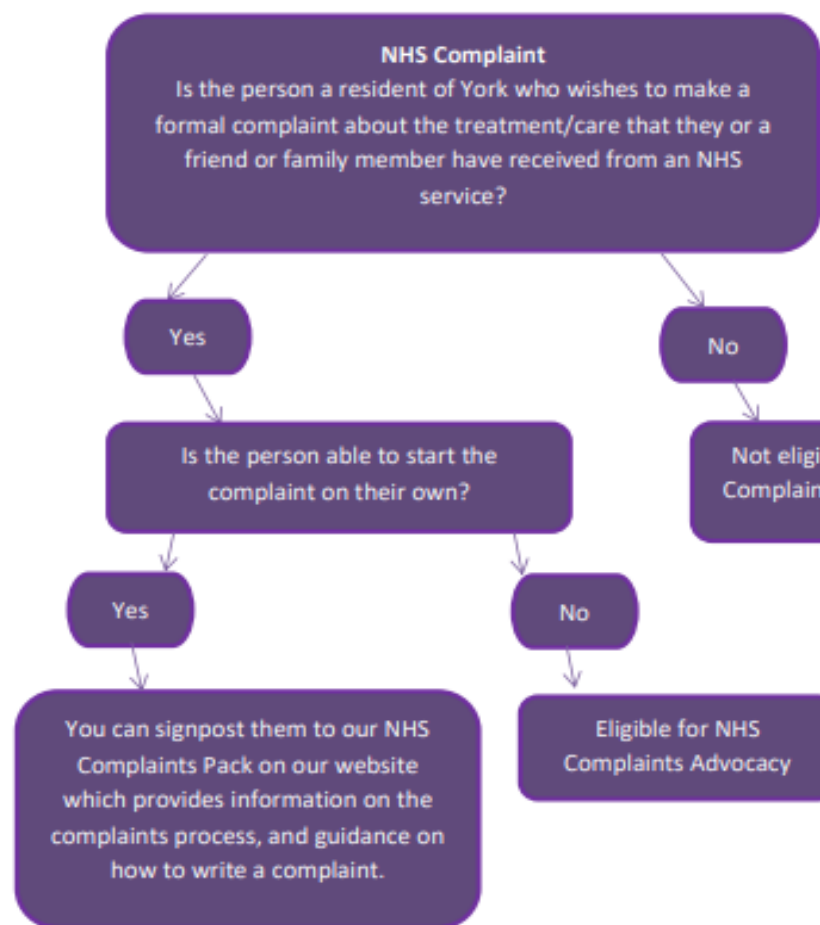


[office@yorkadvocacy.org.uk](mailto:office@yorkadvocacy.org.uk)  
01904 414357

## Accessing Advocacy at York Advocacy Hub



## Accessing Advocacy at York Advocacy Hub



[office@yorkadvocacy.org.uk](mailto:office@yorkadvocacy.org.uk)

01904 414357

# Catchment area for York Advocacy Hub

Type of Advocacy	Local Authority	Location of client	Spot Purchase
Independent Mental Capacity Advocacy (IMCA)	Any	York only	No
Relevant Person's Representative (RPR/DoLS)	CYC Other	York + 25 miles York	No Yes
Independent Mental Health Advocacy (IMHA)	Any	York only	No
Care Act Advocacy (CAA)	CYC Other	York + 25 miles York	No Yes
NHS Complaints Advocacy	Any	York only	No
General	CYC Other Any	York only York Outside York	No Yes Yes

**We are not currently open to spot purchase. This will be reviewed in the future and relevant stakeholders will be informed.**

## **Any questions?**

01904 414357

[office@yorkadvocacy.org.uk](mailto:office@yorkadvocacy.org.uk)

[www.yorkadvocacy.org.uk](http://www.yorkadvocacy.org.uk)



advocacy hub

## Dates for Your Diary

- Tuesday 22 August 1.00-4.00- [BD Bodyguard Syringe Driver Training \(Vale of York Providers\)](#)
- 6<sup>th</sup> & 20<sup>th</sup> September Care Connected session will have a focus on Dementia



# Open Floor

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



**let's talk**

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# Key Contacts – North Yorkshire Council

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)

Jo Holland - [joanne.holland@northyorks.gov.uk](mailto:joanne.holland@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 – City of York Council

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 Tel: 01904 55 4661

**Transformation and Service Improvement:** [asctransformationteam@york.gov.uk](mailto:asctransformationteam@york.gov.uk)

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

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

# Key Contacts – Health and 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](#)

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](#)

Digital Update Newsletter sign up - [Newsletter Signup - Digital Social Care](#)

## 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](#)

