

## 23<sup>rd</sup> August 2023

- UTI Do Not Dip Refresher
- International Day of Older People
- Indoor air quality pilot (North Yorkshire)

# Guidance & Information

## [Free personal protective equipment \(PPE\) scheme](#)

The provision of free PPE for all health, social care and public sector workers for coronavirus (COVID-19) infection control, between 1 April 2021 and 31 March 2024. the stock list has been updated.

## [COVID-19 supplement to the infection prevention and control resource for adult social care -](#)

[GOV.UK \(www.gov.uk\)](http://www.gov.uk) Please ensure you follow the guidance and ensure you check LFD test kits

– do not use out of date test kits.

## NHS Industrial Action

The British Medical Association (BMA) have announced hospital consultants strike action from **06:59 on Thursday 24 August** until **06:59 on Saturday 26 August**.

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.





## Pharmacy Bank Holiday Opening Hours

We would encourage providers to please check the opening hours of your local pharmacy for the upcoming summer bank holiday. To find the full list of opening times for all pharmacies across Humber and North Yorkshire please follow this [link](#).



## Let's Get Vaccinated- MMR Vaccination Across Humber and North Yorkshire

In July, the UKHSA announced measles cases throughout England were on the rise and although the overall risk to England is low there are cases of measles in every region. In response, the ICB have developed a series of resources through our new local ["Let's Get Vaccinated"](#) Website.

The call to action is for parents to check their child's red book and for adults to contact their GP to see if they have been vaccinated. The messages are aimed at parents of children, as well as adults, to increase awareness of the seriousness of measles in the community, educate the benefits of the MMR vaccination, and let adults know that it's not too late to have the MMR vaccination.



## Achieving Excellence in Health and Social Care 2023- Bookings Now Open!

**When: Friday 01 December 2023 8.30-16.30 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 Together in Health and Social Care Conference, we're delighted to announce that **bookings for this year's event taking place in December in York are now open!** This day is 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. Join us in December for your chance to hear about the below and more!

We would really encourage providers to join us for what promises to be an inspiring and engaging day relevant to all within the sector. There will be the option to join us both in person or to be able to participate in the day virtually through Microsoft Teams. To register please use the links below- **Don't miss your chance to join us as places are limited!**

[•To Attend In Person Please Follow This Link](#)

[•To Attend Virtually Please Follow This Link](#)

For any questions about the event please contact: [sam.varo@nhs.net](mailto:sam.varo@nhs.net)



CARE  
CONNECTED

## York Health and Care Recruitment, Careers and Volunteering Event

**When:** Saturday 4th November 2023 from 10am to 2pm at West Offices, York

Would you like a stand at York's dedicated Health and Care Event?

- Adult learning including functional skills English and maths
- Apprenticeships,
  - Undergraduate courses
  - Post graduate courses
- Volunteering
- Patient facing vacancies within independent social care organisations, local authority adult and children's social care services, NHS, primary care
  - Non-direct patient care vacancies (such as catering, domestic services, maintenance, gardening roles) across health and care organisations

To book your stand please email: [hnyicb-ny.yhcpevents@nhs.net](mailto:hnyicb-ny.yhcpevents@nhs.net)

CARE   
CONNECTED





## Share Your Views- Palliative and End of Life Care Training and Education

The ICB have put together a brief survey to understand the training needs of our care sector to support those in your care who are in receipt of palliative and end of life care. This aims to understand the current access to training for providers in our area, and any areas where you feel there may be gaps in provision. This work is part of a broader workstream being undertaken across North Yorkshire and York with the completion of an Ambitions Assessment for Palliative and End of Life Care- which is a national framework designed to support and improve how death, dying and bereavement are experienced and managed across our area.

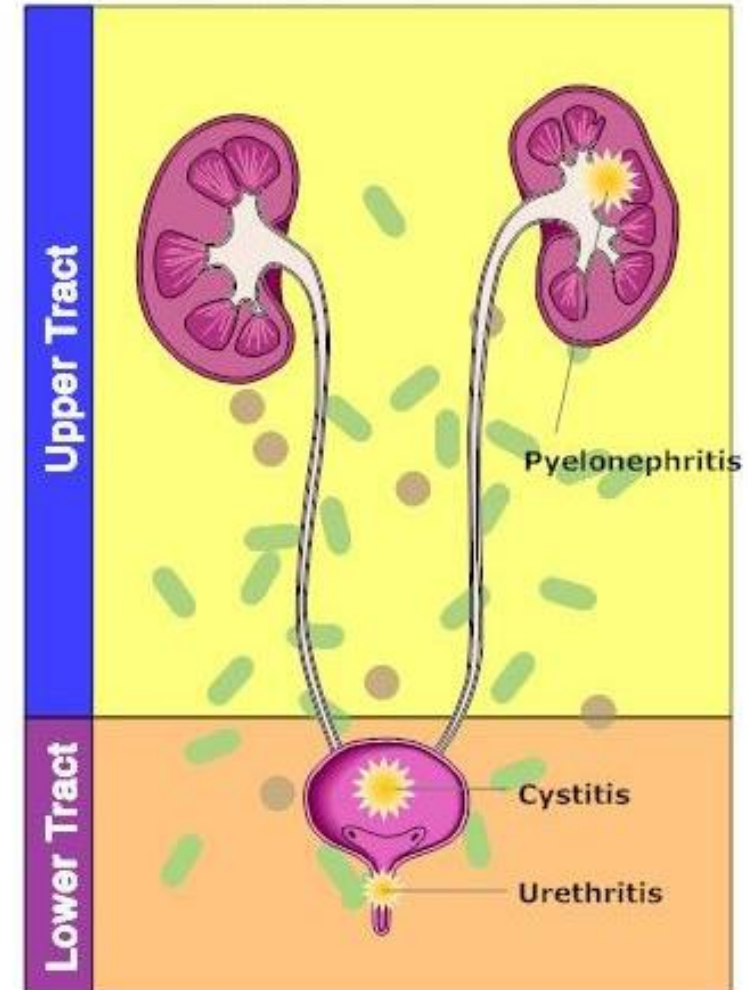
If you would be happy to complete the below 5 minute survey that would be greatly appreciated, and will help shape this work around the needs of our sector and staff. As always if there are issues and feedback arising from this survey that would like to discuss in more depth please contact [sam.varo@nhs.net](mailto:sam.varo@nhs.net). The deadline for responses is Friday 01 September.

[Click Here to Access Survey](#)

# Urinary Tract Infection – do not dip refresher

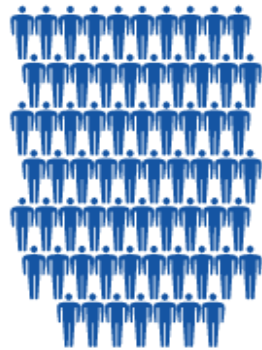
# Urinary tract infection (UTI)

- Is an infection in the urinary system which includes the bladder and kidneys.
- A UTI happens when outside bacteria get into the urethra and bladder and multiply to unhealthy levels.



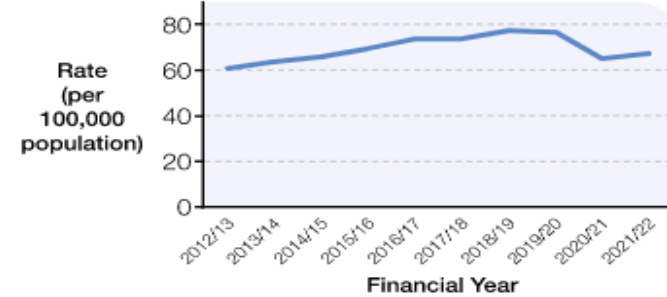
# E. coli bacteraemia England 2021/2022

## Overall rate



**67** people out of every **100,000** had an *E. coli* bacteraemia

Trends in rates of *E. coli* bacteraemia



## Risk greater among elderly

Adult male rate



**48**

out of every **100,000** (age 45-64)

Adult female rate



**47**

out of every **100,000** (age 45-64)

Elderly male rate



**800**

out of every **100,000** (age greater than or equal to 85)

Elderly female rate

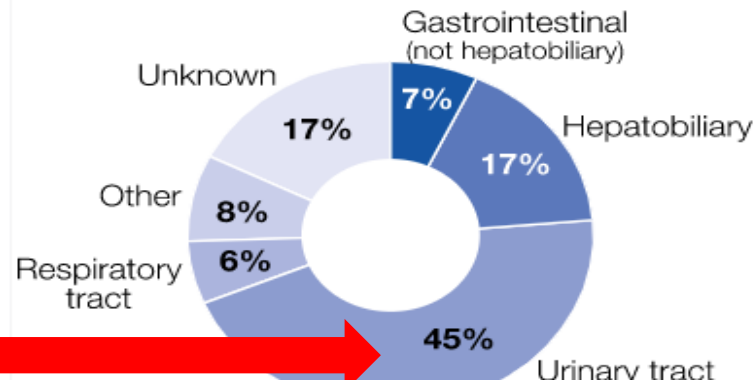


**504**

out of every **100,000** (age greater than or equal to 85)

vs

## Most common primary focus of infection



## Most cases are community onset



**81%**



**19%**

Hospital-onset: Any specimens taken on the **third** day of admission onwards (when day

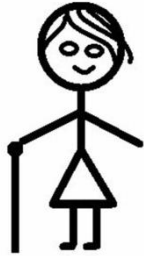
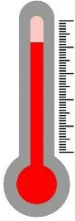
## Difficulties in Diagnosis

The diagnosis of a UTI is particularly difficult in older people.

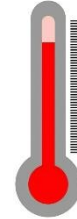
People aged over 65 are more likely have bacteria present in the bladder/urine without an infection (asymptomatic bacteriuria).

- ✿ 40% men
- ✿ 50% women
- ✿ 100% people with catheters

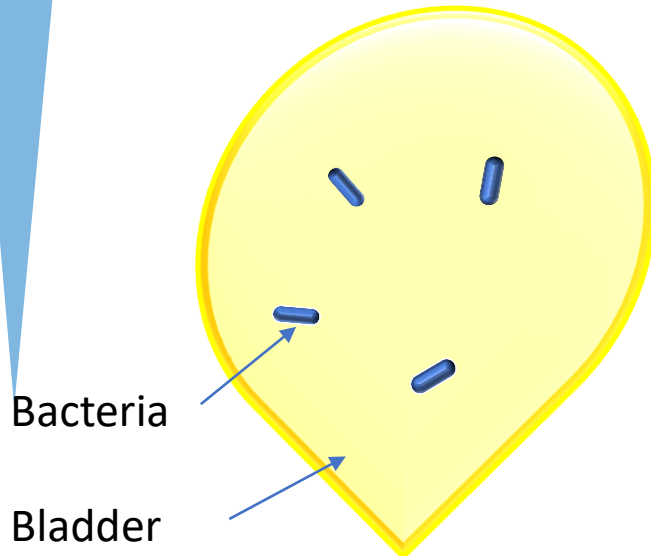
# Bacteria in the urine or UTI ?



No other symptoms of a UTI and would not require antibiotics

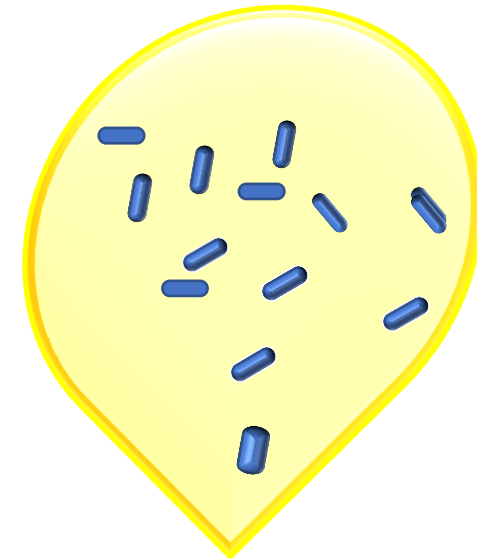


Has other symptoms of UTI and requires antibiotics



Dip stick result would be the same for both as would detect:

- Nitrites - a chemical made by bacteria
- Leucocyte - white blood cell marker



## More harm than good



Inappropriate antibiotics can lead to *C. difficile* infection which can be life threatening.



If there is no infection, giving antibiotics will not stop an infection in the future, but may build up antibiotic resistance.



A positive dipstick (no UTI) could lead to a diagnosis of a different infection being missed.

# Importance of correct diagnosis



Recognise UTI and prescribe appropriate antibiotics to prevent *E.coli* blood stream infections

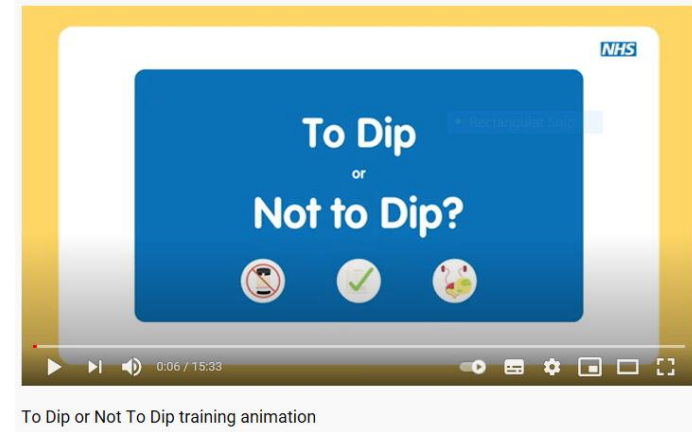


Not give antibiotics to those with asymptomatic bacteria in urine - preserve antibiotics to limit antibiotic resistance



# 'To dip or not to dip project'

- Designed and implemented in NHS Bath and North-East Somerset CCG in 2013.
- Patient centred approach - aims to improve the quality of diagnosis and management of UTI in older people living in care homes and optimise the use of antibiotics.
- Instead of using dipstick urinalysis to diagnose UTI they used a structured approach looking at their signs and symptoms



No Dip training video link: <https://www.youtube.com/watch?v=rZ5T1Cz7DHQ>

# UTI management guidance

## Guidance on urinary tract infections (UTI) for domiciliary care staff

### Usual symptoms of a UTI

Person complains of **dysuria (pain on urination)** alone is an indication that they have a UTI

**OR** person complains of, or carers recognise **2 or more** of the following:

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• Temperature 1.5°C above normal twice in the last 12 hours</li> <li>• New urgent or frequent need to urinate</li> <li>• New or worsening urinary incontinence</li> <li>• New onset or worsening of pre-existing confusion or agitation</li> </ul> | <ul style="list-style-type: none"> <li>• Shaking chills (rigors) or temperature over 37.9°C or 36°C or below</li> <li>• New kidney pain/tenderness in back under ribs</li> <li>• New suprapubic (lower abdominal) pain</li> <li>• Frank haematuria (visible blood in urine)</li> </ul> |
|---|--|

Contact the clinician who is the usual point of access, e.g. GP, medicare/telemedicine

Encourage an increase of fluid intake, if able to do so safely

**If any signs of sepsis or red flags symptoms dial 999 immediately**  
**OR** follow the person's advanced plan for accessing urgent medical help

#### Red flag symptoms include:

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>• Person has collapsed or cannot be woken</li> <li>• Unable to feel a pulse at the wrist</li> <li>• Breathing very fast (more than one breath every 2 seconds)</li> </ul> | <ul style="list-style-type: none"> <li>• Has blue lips</li> <li>• Has new red or purple rash all over or mottled skin</li> <li>• Has not passed urine in the last 12 hours</li> <li>• Recent chemotherapy (within last 6 weeks)</li> </ul> |
|--|--|

#### Sepsis symptoms in older adults ([www.nhs.uk/conditions/sepsis](http://www.nhs.uk/conditions/sepsis))

Early symptoms of sepsis may include:

- A high temperature (fever) or low body temperature
- Chills and shivering
- A fast heartbeat
- Fast breathing

In some cases, symptoms of more severe sepsis or septic shock (when blood pressure drops to a dangerously low level) develop soon after.

These can include:

- Feeling dizzy or faint
- A change in mental state – such as confusion or disorientation
- Diarrhoea
- Nausea and vomiting
- Slurred speech
- Severe muscle pain
- Severe breathlessness
- Less urine production than normal – for example, not urinating for a day
- Cold, clammy and pale or mottled skin
- Loss of consciousness

## Guidance on urinary tract infections (UTI) for care home staff

### Check for new signs and symptoms of a UTI

Resident complains of **dysuria (pain on urination)** alone is an indication that they have a UTI

**OR** resident complains of, or carers recognise **2 or more** of the following:

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• Temperature 1.5°C above normal twice in the last 12 hours</li> <li>• New urgent or frequent need to urinate</li> <li>• New or worsening urinary incontinence</li> <li>• New onset or worsening of pre-existing confusion or agitation</li> </ul> | <ul style="list-style-type: none"> <li>• Shaking chills (rigors) or temperature over 37.9°C or 36°C or below</li> <li>• New kidney pain/tenderness in back under ribs</li> <li>• New suprapubic (lower abdominal) pain</li> <li>• Frank haematuria (visible blood in urine)</li> </ul> |
|---|--|

**If care staff are trained** record and document:

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>• Temperature</li> <li>• Pulse</li> <li>• Respiratory rate</li> </ul> | <ul style="list-style-type: none"> <li>• Blood pressure</li> <li>• Oxygen saturations</li> </ul> |
|--|--|

*This must not delay contacting the clinician for advice*

**If catheterised**, check for catheter blockage and consider catheter removal or replacement

#### Do not dipstick

Dipstick testing of urine is unreliable and a poor indicator of infection in many care home residents because they already have background bacteria in their urine

Encourage the resident to increase fluid intake, if able to do so safely

Contact the clinician who is the usual point of access, e.g. GP, medicare/telemedicine

**If any signs of sepsis or red flags symptoms dial 999 immediately**  
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#### Red flag symptoms include:

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- Severe muscle pain
- Severe breathlessness
- Not urinating for a day
- Cold, clammy and pale or mottled skin
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## Guidance on urinary tract infections (UTI) for care home staff

1. Check

### Check for new signs and symptoms of a UTI

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|---|--|

2. Action

**If care staff are trained** record and document:

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>◆ Temperature</li> <li>◆ Pulse</li> <li>◆ Respiratory rate</li> </ul> | <ul style="list-style-type: none"> <li>◆ Blood pressure</li> <li>◆ Oxygen saturations</li> </ul> |
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Dipstick testing of urine is unreliable and a poor indicator of infection in many care home residents because they already have background bacteria in their urine

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Contact the clinician who is the usual point of access, e.g. GP, medicare/telemedicine

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- ◆ Diarrhoea
- ◆ Nausea and vomiting
- ◆ Slurred speech
- ◆ Severe muscle pain
- ◆ Severe breathlessness
- ◆ Not urinating for a day
- ◆ Cold, clammy and pale or mottled skin
- ◆ Loss of consciousness

# Obtain a urine sample

- This enables the correct antibiotic to be prescribed for the UTI.
- Specimen containers with boric acid:
  - Preserve bacterial numbers for up to 72 hours
  - Container should be filled to the mark to achieve the correct boric acid concentration.
  - Invert several times to dissolve boric acid.
  - Send for microscopy and culture and sensitivity testing.



## Preventative measures for care home staff to help reduce UTIs

### Establish what is normal for the resident

#### Encourage fluid intake

- ◆ Offer regular fluids, e.g. 6-8 glasses (1½ - 2 litres) a day
- ◆ Use the urine colour guide
- ◆ Use a fluid record chart where appropriate

#### Avoid waiting to pass urine

- ◆ Provide regular opportunities to use the toilet to empty the bladder when there is the urge to go

#### Avoid constipation

- ◆ Use the Bristol Stool Form Scale poster
- ◆ Use a bowel movement record chart where appropriate

#### Maintain residents' personal hygiene

- ◆ Use disposable cloths
- ◆ Wash the genital and anal area at least daily and with every pad or insert change - remember for female residents wash / wipe from front to back
- ◆ For male residents, retract the foreskin for washing and replace

#### Correct use of continence pads

- ◆ Pads and inserts should be changed regularly and immediately when faecally soiled

**Additional precautions to take with catheterised residents**  
**STOP! THINK! Does the resident need a catheter?**  
**Has the need for a catheter been reviewed recently?**

**Hand hygiene and personal protective equipment**

- ◆ Wash hands before and after handling a catheter or catheter bag
- ◆ Use gloves and aprons correctly
- ◆ Encourage residents to wash hands

**Catheter care**

- ◆ Wash the catheter from where it enters the body down to where it is connected to the bag
- ◆ Avoid kinking the tube and ensure it is draining
- ◆ Ensure the catheter bag is kept below the level of the bladder to avoid backflow
- ◆ Ensure the catheter is secured using a catheter stabilisation device

**Correct use of leg bags**

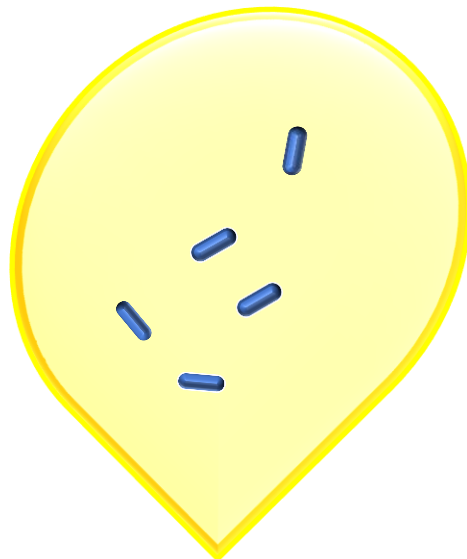
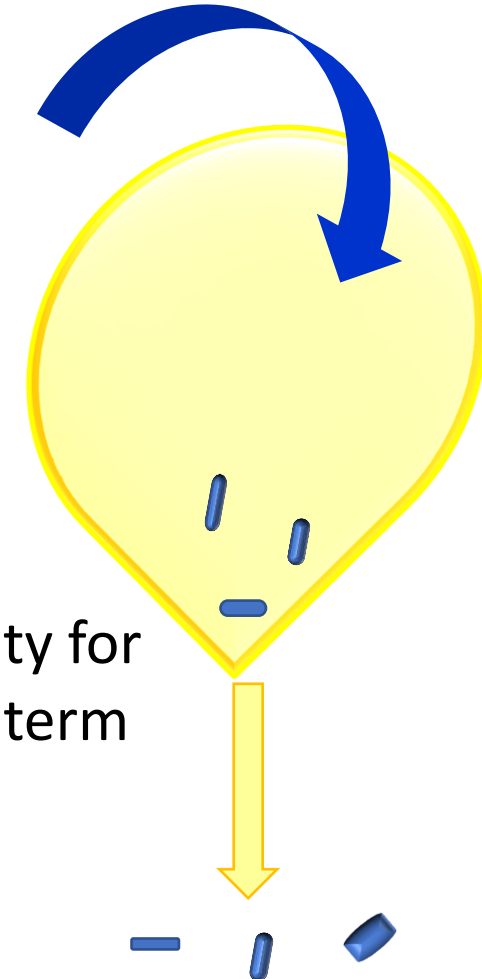
- ◆ Ensure the leg bag is secured using leg straps to the top and bottom of the bag
- ◆ Change the leg bag every 7 days using a non-touch technique
- ◆ Avoid contamination of the tap when emptying
- ◆ The bag should be emptied when it is 2/3 full

**Correct use of disposable night bags**

- ◆ Use a stand or attach to a bed frame to prevent the bag touching the floor
- ◆ Night bags are single use.

# Effects of hydration

**Dehydration** reported as a significant risk factor for UTI's.



**Maintaining hydration** is a priority for those at risk particularly in long term care facilities



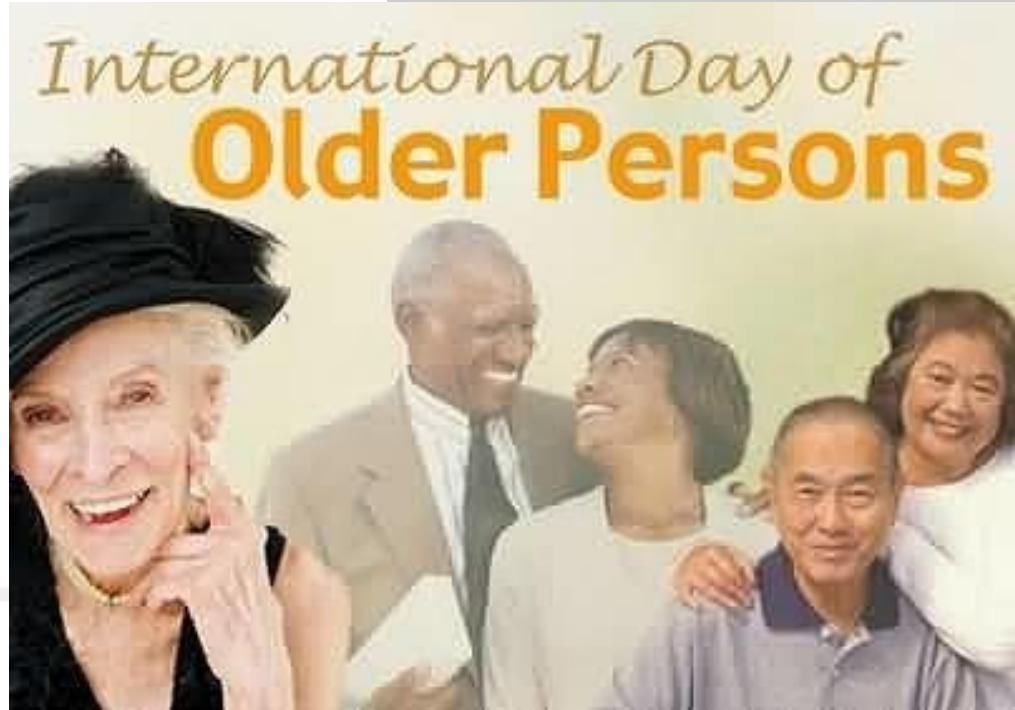
| Group               | Symptoms   | Urine dipstick | Send specimen  |
|---------------------|--|----------------|--|
| Over 65 years       | With <b>new onset dysuria</b> (pain on passing urine) on its own   | <b>No</b>      | <b>Yes</b>   |
| Over 65 years       | <b>2 or more other urinary symptoms:</b> <ul style="list-style-type: none"> <li>• Temperature 1.5°C above normal twice in the last 12 hours</li> <li>• New frequency or urgency to pass urine</li> <li>• New incontinence</li> <li>• New or worsening delirium/debility/confusion</li> <li>• New suprapubic (lower abdominal) pain</li> <li>• Visible haematuria (blood in urine)</li> </ul> | <b>No</b>      | <b>Yes</b>   |
| Over 65 years       | None of the above symptoms   | <b>No</b>      | <b>No</b>  |
| Catheterised adults | <b>2 or more urinary symptoms:</b> <ul style="list-style-type: none"> <li>• Temperature 1.5°C above normal twice in the last 12 hours</li> <li>• New or worsening delirium/debility/confusion</li> <li>• New suprapubic (lower abdominal) pain</li> <li>• Visible haematuria (blood in urine)</li> </ul>   | <b>No</b>      | <b>Yes</b><br>Check for catheter blockage and consider catheter removal or replacement |

# Links to resources

- [Guidance-on-UTIs-for-care-home-staff-July-2022.pdf \(infectionpreventioncontrol.co.uk\)](#)
- [Guidance-on-UTIs-for-domiciliary-care-staff-July-2022.pdf \(infectionpreventioncontrol.co.uk\)](#)
- [Preventative-measures-for-care-home-staff-to-help-reduce-UTIs-July-2022.pdf \(infectionpreventioncontrol.co.uk\)](#)
- [Preventative-measures-for-domiciliary-care-staff-to-help-reduce-UTIs-July-2022.pdf \(infectionpreventioncontrol.co.uk\)](#)
- [Bulletin-Care-Homes-No-45-July-2023-To-dip-or-not-to-dip.pdf \(infectionpreventioncontrol.co.uk\)](#)
- [UTI-diagnosis-in-adults-Guide-for-General-Practice-October-2022-version-2.00.pdf \(infectionpreventioncontrol.co.uk\)](#)
- [General-Practice-guide-Aid-for-diagnosing-UTI-June-2022.pdf \(infectionpreventioncontrol.co.uk\)](#)

# International Day of Older Persons

## 1st October



# Last year

5 events – Northallerton, Selby, Scarborough, Harrogate, Skipton.

Coffee and cake.

This built on the previous year's event organised by Cllr Dickinson.

\*Most comments ever on NYC site – wanting more places for events.

What went well:

Arts

Survey

Linking with existing event



The poster features a central banner with the text "International Day of Older Persons" in blue and white. Below the banner, it says "Let's Celebrate!" in orange. The background includes images of a coffee cup with a heart-shaped latte art, a smiling man, a smiling woman, and a cake with orange slices. The text "Please join us for coffee and cake in celebration of Older People in North Yorkshire" is written in a smaller font. Below this, four event locations and dates are listed: Northallerton Town Hall (Thursday 6th October, 10:30am-1:30pm), Community House, Portholme Road, Selby (Friday 7th October, 10am-Noon), The Street, Lower Clark Street, Scarborough (Wednesday 12th October, 10am-12:30pm), and St Peters Church, Cambridge Street, Harrogate (Thursday 20th October, 1pm-4pm). The North Yorkshire County Council logo is at the bottom left, and the "Age Friendly North Yorkshire" logo is at the bottom right.

International Day of  
Older Persons

Let's Celebrate!

Please join us for **coffee and cake** in celebration of Older People in North Yorkshire

Northallerton Town Hall | Thursday 6<sup>th</sup> October | Drop in between 10:30am to 1:30pm  
Community House, Portholme Road, Selby | Friday 7<sup>th</sup> October | Drop in between 10am to Noon  
The Street, Lower Clark Street, Scarborough | Wednesday 12<sup>th</sup> October | Drop in between 10am to 12:30pm  
St Peters Church, Cambridge Street, Harrogate | Thursday 20<sup>th</sup> October | Drop in between 1pm to 4pm

North Yorkshire  
County Council

AGE FRIENDLY  
NORTH YORKSHIRE

# 2023 Know our place/ Celebration/Being proud

## #IDOP2023 #

\* Whilst we are championing a theme around 'place' this year, we expect the theme's tagline to be framed by your local context. For example, this might be about "celebrating neighbourhoods" or "championing older people's stories."

Libraries are holding 'Library Week' 2<sup>nd</sup> October – link in = 42 libraries plus mobile.

Partner organisations:

NY Sport – exercise classes/advice

NYFRS – safety advice

DWP/Revs & Bens – benefit/pension credit advice/support [Advice guides, factsheets and leaflets | Independent Age](#)

NYP/IDAS/Trading Standards – scams/personal safety, elder person abuse

Carers Resource

Slipper Social – NY Sport/NYC – need to check funding for this.

Citizens Advice

Gardening groups/activities

MIND

Music? Dancing/singing

Art – Rural Arts were great 2022

Schools? Intergenerational

Light up buildings purple – Cllr Dickinson looking into

Background for Teams



# Marketing & Comms



**International Day of  
Older Persons**

**Let's Celebrate!**

**Monday 7<sup>th</sup> November 2022**

Please join us for **coffee and cake** in celebration  
of Older People in North Yorkshire

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**Skipton Town Hall | Drop in between 10:00am to 12:00pm**

We want to listen to what is important to you and your  
community as we create the new North Yorkshire Council.

**How can we make North Yorkshire more age friendly?**



# Suggestions for areas/people



As 1<sup>st</sup> is a Sunday it would be really good to have some celebrations/events held via care homes.

The danceathon was fabulous!

**28<sup>th</sup> September – Coffee morning** Boroughbridge & District Community Care

Special Celebration coffee Morning

Celebration homemade Cake using the logo attached to poster as the cake topper.

We have music entertainer playing a piano, taking request and hopefully we will have a Sing along.

I will be putting together a Who's Who collage of old photos of our members.

Blast from the past picture quiz.

**5<sup>th</sup> October – Coffee Morning** Northallerton Over Fifties Forum Northallerton  
Town Hall

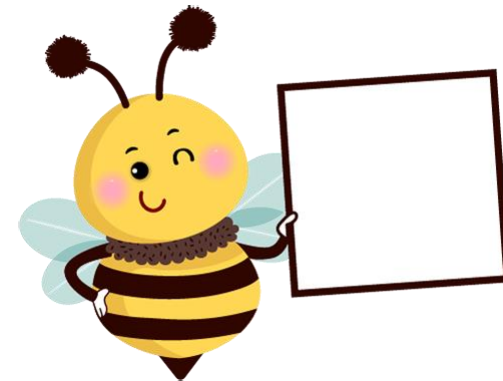
Linked with National Poetry Day – library, Darlington MIND, Waterstones – guest poetry speaker



# Information:

| Care Home | Celebration details | Date | Time | Contact |
|-----------|---------------------|------|------|---------|
|           |                     |      |      |         |
|           |                     |      |      |         |
|           |                     |      |      |         |
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|           |                     |      |      |         |

Photos please!

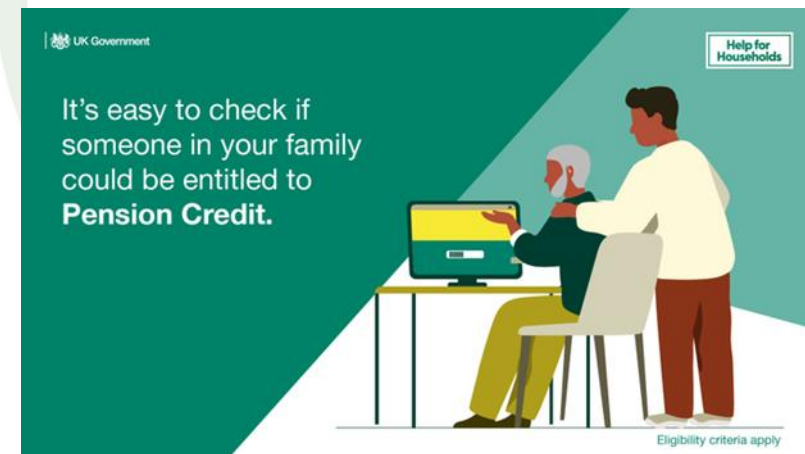




# Suggestions/thoughts?

# Pension Credit uptake

- Estimated over 6000\* N Yorks residents are eligible not receiving (ENR) pension credit
- = £20 million\*\* across the County – just in Pension Credit.
- Working with NYC teams, Independent Age, Citizens Advice, Libraries, NYFRS and others to highlight and support uptake in the county.
- People will be signposted to DWP/Independent Age **not** NYC



| Locality      | Total Pop      | Pop 66+        | Pop on PC     | Eligible Pop  | Eligible NR  |
|---------------|----------------|----------------|---------------|---------------|--------------|
| Craven        | 57,338         | 15,065         | 1,066         | 1,615         | 549          |
| Harrogate     | 161,545        | 36,462         | 2,450         | 3,712         | 1,262        |
| Selby         | 91,697         | 17,813         | 1,352         | 2,048         | 696          |
| Hambleton     | 91,932         | 23,341         | 1,596         | 2,418         | 822          |
| Scarborough   | 108,737        | 28,685         | 3,420         | 5,182         | 1,762        |
| Ryedale       | 55,629         | 14,435         | 1,128         | 1,709         | 581          |
| Richmondshire | 53,732         | 11,021         | 745           | 1,129         | 384          |
| <b>Totals</b> | <b>620,610</b> | <b>146,822</b> | <b>11,757</b> | <b>17,813</b> | <b>6,056</b> |

| Credit of £45 per week |                   |                    | *DWP state average of £67 |                   |                    |
|------------------------|-------------------|--------------------|---------------------------|-------------------|--------------------|
| £272,565               |                   |                    |                           |                   |                    |
| Per week               | Per month         | Per year           | Per week                  | Per month         | Per year           |
| £24,705                | £98,820           | £1,284,660         | £36,783                   | £147,132          | £1,765,584         |
| £56,790                | £227,160          | £2,953,080         | £84,554                   | £338,216          | £4,058,592         |
| £31,320                | £125,280          | £1,628,640         | £46,632                   | £186,528          | £2,238,336         |
| £36,990                | £147,960          | £1,923,480         | £55,074                   | £220,296          | £2,643,552         |
| £79,290                | £317,160          | £4,123,080         | £118,054                  | £472,216          | £5,666,592         |
| £26,145                | £104,580          | £1,359,540         | £38,927                   | £155,708          | £1,868,496         |
| £17,280                | £69,120           | £898,560           | £25,728                   | £102,912          | £1,234,944         |
| <b>£272,520</b>        | <b>£1,090,080</b> | <b>£14,171,040</b> | <b>£405,752</b>           | <b>£1,623,008</b> | <b>£19,476,096</b> |



\*Source StatExplore May 2023    \*\* DWP £67/week x 52 x 6000

# Campaign:

- ❖ Linked with Independent Age – a charity who have partnered with several other authorities including Greater Manchester, providing free flyers, booklets and awareness workshops – an Eventbrite link will be forwarded shortly with dates in September/October for people to sign up
- ❖ 26k Pension Credit flyers going out with Household Support Fund letters
- ❖ 3500 booklets – 2000 libraries, 500 NYFRS and Citizens Advice, 500 NYC - can get more
- ❖ Information out via staff newsletter, residents news – conscious those we are targeting may not be on social media – looking to friends/family/support workers/agencies
- ❖ How can you help? Share the information, signpost people, phone a friend.....
- ❖ Good news stories – let's add to these!
- ❖ Any questions?

# Good news stories:

'We didn't think we qualified for Pension Credit, and to be honest thought it was a benefit like the 'dole'. We were awarded Attendance Allowance, carer's allowance, Guarantee Credit and Savings Credit all back dated 3 months. We're now over £300 a week better off – it's really helped with our worries about the cost of living and eating into our savings.'

Cathy & Steve\*, Richmond



'Receiving an extra £255.10 per week has made a huge difference to us – we were choosing between heating or eating. We also found out we could have a free tv license and got free glasses and dentures.'

Mr & Mrs Smith\*, Hambleton

'I didn't know I was entitled to Pension Credit – I'm disabled and didn't have Carer's Allowance being claimed. I got an extra £79.03 a week plus a full council tax reduction of £20, and Local Housing Allowance which gave me another £86.30 towards my rent. It came through as a lump sum of over £2000 and I am also £185 per week better off! I'm over the moon.'

Peter\*, 97, Scarborough

'Everyone should apply – even if you receive a private pension and/or have savings you might still be eligible - it's very straight forward. I've just found out that I can also get a free TV licence which gives me more money to spend on other things. I encourage everyone to contact DWP or Independent Age to find out what you might be eligible for.'

Janet\*, 76, Harrogate

'I was very worried I'd lose her allowances and really wasn't sure how I'd cope. Whilst my wife lost Attendance Allowance she was able to claim Pension Credit in her own right and my half of the finances and income wasn't affected. She got an extra £85.78 a week and a backdated sum of over £800 which has really helped us financially. The stress was really upsetting me.'

Mr Jones\*, 79, Craven



\*Names changed

OFFICIAL

 YORKARE HOMES  
*Care Homes of Distinction* kyra women's  
project  
supporting women to make change

## Rawcliffe Manor- Kyra Women's Project Ambassadors

This week we're celebrating the team at Rawcliffe Manor Care Home, who have become the first care home in York to become an Ambassador for [Kyra Women's Project](#). Kyra began as a support centre run by women for women, providing encouragement, companionship, information, training, and importantly, a sense of belonging. The service supports women to overcome challenges and make positive changes in their lives.

The team are extremely proud to be a part of this amazing organisation and help support our local community, and have recently been presented with their Ambassador plaque by Kyra CEO Rosemary Cook. Rosemary said: "We are so thrilled to have this commitment from Rawcliffe Manor – with a majority female staff group, there are bound to be people who could benefit at times from Kyra's support, and now they have a pathway directly to us."

In an Ambassador organisation, the staff are encouraged to signpost female colleagues, clients, or customers to Kyra for support to make positive changes in their lives. To learn more about the Kyra Women's Project head over to their website [www.kyra.org.uk](http://www.kyra.org.uk)

Thank you very much to colleagues from Rawcliffe Manor for allowing us to share this initiative- which is a fantastic example of how working together with their local community to support the wellbeing of their team.



Find out more about St Leonard's Hospice on our website  
[stleonardshospice.org.uk/WellbeingHub](https://stleonardshospice.org.uk/WellbeingHub)



## St Leonard's Hospice Sunflower Wellbeing Hub

If you, or someone you care about, has been diagnosed with a life-limiting illness, The St Leonard's Hospice Sunflower Wellbeing Hub can help. The hub provides expert advice and support covering a range of topics including the impact of a diagnosis on yourself and friends and family, planning for the future and bereavement support. They also run a series of drop in sessions designed to give you the time to talk about your problems and concerns in a safe and relaxed, environment. This includes a friends and family drop in, a bereavement drop in and wellbeing drop in. Further information on the support available through the hub can be found through this [flyer](#) which can be shared with service users or staff, or through their [website](#).



## Immedicare September Training Timetable

The Immedicare virtual training timetable for September can be found through this [link](#), which includes the below sessions among others. Please note that this training is only available to providers who have the Immedicare service in place.

- Diabetes Care
- Verification of Expected Death
- Top to Toe
- UTI's
- Catheter Care
- Medication Issues





## Moving On Up Programme- Registration Now Open

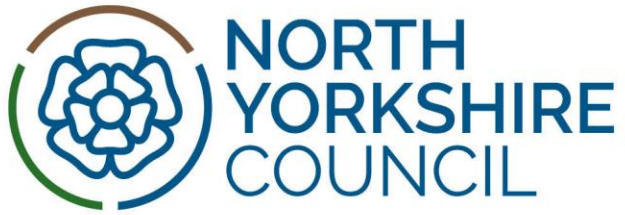
Skills for Care's Moving Up programme supports Black and Asian minority groups who are managers or aspiring managers and have the desire and drive to progress in their career but are facing blockages and resistance preventing them from doing so. Taking part in the programme gives participants an increased understanding of who they are, their strengths and weaknesses and a variety of techniques to help overcome any personal challenges. It will focus on increasing confidence and self-belief, to allow growth and progression to where they want to be in their career. To find out more please follow this [link](#).





## **Continence Products Update (VOY Providers)**

**Geraldine Rook- Community Nursing Specialist Practitioner  
York and Scarborough Teaching Hospitals NHS Foundation Trust**



**Humber and North Yorkshire**  
Health and Care Partnership

# Indoor air quality (IAQ) Pilot

Elaine Richardson, Trading Standards and Public Health Officer

## Why is IAQ important?

### Quick reminder..

- Older people are particularly vulnerable to the consequences of poor indoor air quality, such as risks from respiratory infections. The COVID-19 pandemic highlighted how important good indoor air quality is as part of infection control.
- As well as infection transmission, poor IAQ can contribute to both short and long-term respiratory conditions, from exposure to indoor air pollutants - even at low concentrations.
- Poor IAQ can also affect cognitive function – high levels of CO<sub>2</sub> have been shown to reduce cognitive ability by 50%, which is especially significant for people with conditions such as dementia.
- By improving IAQ we can bring about multiple benefits. As well as helping to reduce transmission of respiratory infections, it brings wider health benefits by reducing exposure to other harmful indoor air pollutants. It can also help concentration and sleep quality, lower staff sickness rates and increase comfort within the surroundings.

## How do we improve IAQ?

### Ventilation

- Ventilation is a means of improving indoor air quality, by introducing fresh air into indoor spaces while removing stale air.
- Ventilation can be natural (opening a window or door) or mechanical (ducts, vents and fans etc.). Good ventilation can reduce the risk of infection and bring wider health benefits by removing other pollutants, smells and excessive moisture from indoor air.
- By taking simple steps to improve ventilation we can improve the health and well-being of people living, visiting or working in care settings.

### Using a CO2 monitor to help identify areas that need improved ventilation:

- CO2 monitors are a good means of identifying whether a space needs any additional ventilation.
- We all breathe out CO2 – monitors make the air quality ‘visible’ by displaying the levels of CO2 in the air. They are a ‘proxy’ measure for the quality of the air and can be used as a broad guide to ventilation within a space.
- The CO2 readings will help determine if a space is adequately ventilated, and what steps (if any) are needed to manage the ventilation in that area.

## Monitoring IAQ during a routine visit – pilot

- Our quality/nursing teams will discuss the visit with you, either prior to the visit or at the start, and will have an informed conversation about what to expect.
- Our teams will be equipped with a CO2 monitor which they will bring with them on routine visits.
- They will discuss with you the opportunity for the monitors to be used as a tool, to support you in understanding of the IAQ within the setting.
- During the visit, and in collaboration with the manager, our teams will:
  - ✓ Identify a suitable area for placement of a CO2 monitor (this will mainly be in a communal space)
  - ✓ Note and record the CO2 levels at intervals during the visit
  - ✓ Provide advice accordingly depending on the CO2 level, which is divided into colour 'zones':
    - **Green:** ventilation is good, no action needed
    - **Amber:** ventilation could be improved
    - **Red:** ventilation is unhealthy and needs improvement

## **Monitoring IAQ during a routine visit – pilot**

- We have developed guidance which provides easy to follow information on how to take steps to improve ventilation.
- Our teams will provide the guidance, either by email or a paper copy. There also may be an opportunity for our teams to provide additional support and advice on the day.
- The guidance provides a comprehensive list of measures which can be taken if needed. If additional support is still required, it can be sought via the Health and Safety Team at NYC (Internal NYC premises) or from your own H&S adviser, property compliance/facilities within your organisation (external providers).
- Full details will be contained within the guidance.



# Questions?

Please email NYC Public Health team at:  
[dph@northyorks.gov.uk](mailto:dph@northyorks.gov.uk)

# North Yorkshire Dementia Services

North Yorkshire Council and the Independent Care Group are calling residential and nursing care providers to join a programme of development for dementia care services in the county.

Recent challenges in identifying appropriate adult social care services and support for people living with dementia, in particular those with more advanced dementia, has highlighted the need to work closely with the market on developing dementia care services, in order that we can continue to respond to the social care needs of people in NY.

The poster will be uploaded with the slides which will provide you with more information and how to register.



The poster features a collage of images showing people interacting, including an elderly woman, a man at a laptop, and a group of people. It includes logos for iCG (Independent Care Group - The Voice of Care) and North Yorkshire Council.

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The programme will be delivered over the coming months and will include:

- Market Engagement Sessions
- Co-design workshops
- Free dementia skills training
- Improved System Working with Health Partners

To inform the programme of work, we are hosting two Market Engagement Sessions:

**Mon 11th September - Scarborough Cricket Club**  
10.00am - 12.00noon - Focussed Group Discussions  
12.00 - 1.00pm - One-to-One Discussions (Optional)

**Tues 12th September - Evolution Centre, Northallerton**  
12.30 - 2.30pm - Focussed Group Discussions  
2.30 - 3.30pm - One-to-One Discussions (Optional)

**Who should attend?**  
Residential and nursing care providers in North Yorkshire who currently provide dementia care or who may wish to develop their services to provide dementia care.

**REGISTER NOW** You can register for these programmes now by following the links below:

11 SEPT - <https://www.eventbrite.co.uk/e/north-yorkshire-dementia-services-tickets-700326664907?aff=oddtcreator>  
12 SEPT - <https://www.eventbrite.co.uk/e/north-yorkshire-dementia-services-tickets-700334026927?aff=oddtcreator>



## Dates for Your Diary

- 6<sup>th</sup> & 20<sup>th</sup> September Care Connected session will have a focus on Dementia

### Upcoming Skills for Care Webinars

To register for these sessions please follow the below links.

- [The Power of Registered Manager Networks – Why Should You Join?](#)- Thursday 14 September
- [Being Prepared for CQC Inspection](#)- Wednesday 20 September
- [Involving People in Care Planning](#)- Thursday 21 September
- [Live podcast: In conversation with Neil Eastwood \(Recruitment and Retention\)](#)- Thursday 28 September
- [Digital Champions Community Event](#)- Thursday 28 September



# Open Floor

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



**let's talk**

CARE   
**CONNECTED**

# 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](#)

