

6th September 2023

Dementia take-over

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Guidance & Information

As Director of DHSC Adult Social Care Delivery, Claire Armstrong wrote in her [letter on 31 August](#) rollout of this year's Autumn/Winter Flu and COVID-19 vaccination delivery programme to begin on 11 September..

Both care home residents and social care staff will be offered Covid-19 and flu vaccinations and as with previous campaigns and in line [with the Formal Notice](#) , vaccination data will form part of the mandated collection. This will be the same fields as in previous years. Due to the dates the campaigns start, the first reporting window for this data will be **8 October 2023 to 16 October 2023**. It is especially useful for care home managers to update CT immediately following a vaccination team visit. We are adding the questions before the October window to support this.

We encourage all residents and staff to take up their autumn COVID-19 and flu vaccine. Eligible individuals can book and manage their [COVID-19](#) - and [flu](#) - vaccination appointments online when the service becomes available

[COVID-19 vaccination: autumn programme resources](#)

Flu and COVID-19 Vaccination- Resources for Care Providers

Communications resources now available to order to support winter flu and COVID-19 vaccinations for health and social care workers Printed materials to promote winter vaccinations for eligible frontline staff are now available to pre-order until **midnight Friday 8 September** and will be delivered to sites late September.

Printed materials can be ordered from the [Campaign Resource Centre](#). Digital versions of these campaign assets will be available for download mid-September at the same link. This is a great opportunity for providers to receive, display and share in your settings to communicate the importance of vaccination for staff this autumn to protect them and those in your care.

Heat Alert

Heat-Health Alert issued

The UK Health Security Agency (UKHSA) and the Met Office have today (5 September) issued [an amber heat-health alert \(HHA\) in eight regions of England](#). The regions included in the amber alert are East Midlands, East of England, London, North West and **Yorkshire and the Humber**.

The alert is currently in place from 12:00pm on 5 September to 9:00pm on 10 September. The Met Office has forecast temperatures exceeding 30°C.

Under the [HHA system introduced by UKHSA and the Met Office earlier this year](#), an amber alert means that weather impacts are likely to be felt across the whole health service. At this level, we may begin to see some health impacts across the wider population, and an increase in risk to health for individuals aged over 65 years or those with pre-existing health conditions, including respiratory and cardiovascular diseases.



National Patient Safety Alert: Medical beds, trolleys, bed rails, bed grab handles and lateral turning devices: risk of death from entrapment or falls

The MHRA have shared a [national alert](#) following reports of death and entrapment relating to medical equipment. According to investigations, deaths were found to involve factors including inadequate risk assessment, maintenance issues and children and adults of small stature using beds which are designed for use by adults with typical body dimensions.

The alert requests a series of actions around maintenance, training and risk assessment.

It is expected that also providers as standard practice register to receive alerts directly to support the safety of those in your care. For information on how register please follow this [link](#) or contact safetyalerts@mhra.gov.uk

NHS Industrial Action

The British Medical Association (BMA) have announced further dates for industrial action. The dates are:

Junior Doctors

20, 21 & 22 September 2023 & 2, 3 & 4 October 2023

Hospital Consultants

19 & 20 September 2023 & 2, 3, 4 & 5 October 2023

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.



Do you have any recently qualified or return to practice nurses who could benefit from mentoring?

We are now seeking expressions of interest from nurses who would like to participate in the Legacy Mentoring programme.



Humber and North Yorkshire
Health and Care Partnership



Deadline for expressions of interest: **31st October 2023**


For further information please contact
Nichola.Greenwood1@nhs.net



PAC TRAINING™

The logo for PAC TRAINING features the letters 'PAC' in a large, dark blue, sans-serif font. To the right of the 'C' is a stylized graphic of two human figures in dark blue, one slightly taller than the other, with their arms raised and hands touching. Below 'PAC' is the word 'TRAINING' in a smaller, green, serif font. A small 'TM' trademark symbol is located to the right of 'TRAINING'.

Positive™
Approach
to Care

The logo for Positive Approach to Care consists of three lines of text. The top line is 'Positive' in a blue, sans-serif font with a 'TM' symbol. The middle line is 'Approach' in a green, serif font. The bottom line is 'to Care' in a smaller green, serif font. A graphic element is positioned behind the 'o' in 'Approach', depicting a brain with a feather-like structure extending from it.

OFFICIAL

Positive Approach to Care™ (PAC™) Training is for staff or family who are supporting people living with dementia

Background

Teepa Snow has developed the Positive Approach to Care™ concept to support people living with dementia by equipping both formal and informal carers with specific skills aimed at increasing understanding of what it is like to live with dementia. Her approach is focused on care delivery, rather than theories.



Positive Approach to Care™ training incorporates:

GEMS™ concept: where people living with dementia are viewed as precious gems (sapphire, diamond, emerald, amber, ruby and pearl) and the focus is on what skills remain, rather than what is lost. It explains the changes in the brain and why people living with dementia may behave in a certain way and supports the care giver to appreciate what it is like to live with dementia, to accept the person with dementia is unable to change but that the caregiver can be flexible in their approach to make care giving easier by matching the approach with the specific needs of the individual.



GEMS™



Positive Approach to Care™ training incorporates:

- Positive Physical Approach™ (PPA™), which is about how we approach those with dementia at different GEM levels
- It also includes Hand under Hand™ (HuH™), concept which is a practical and physical method of working with the person living with dementia to connect and deliver care on a variety of levels. This can include: Eating, Bathing, Grooming etc



The Training

The training is delivered by Gemma Atkinson who is the Specialist Community Occupational Therapist within Ryedale, Whitby and Scarborough Mental Health Services for Older People; she is also a certified PAC™ trainer.

Training sessions generally take place at Cross Lane Hospital in Scarborough 6 times a year and the training session lasts all day.

The training is free.

The next session for this year is the 12th October.

Please contact gemma.atkinson@nhs.net for more information





“Bring Me Sunshine” Living Well With Dementia

Care Connected

Background

- “Bring Me Sunshine” Living Well With Dementia in North Yorkshire Strategy launched in 2017
- Health, Social Care, Voluntary Organisations – one voice aspiring to make North Yorkshire a place where people can live well with dementia
- Strategy built on personal feedback – 1300 North Yorkshire residents
- Shaping future direction of services and support

Principles & Priorities

4 Principles

**I am me
I am not Dementia**

I have a name and
I expect it to be
used

Carers Matter

Treat them as
well as they
treat us

The small things

Small acts of
understanding can
make a huge
difference

Consistency

Where I live
shouldn't
determine how I
am treated

Principles & Priorities

5 Priorities

| | | | | |
|--|----------------------------------|--------------------|-----------------------------|---|
| Dementia Friendly North Yorkshire | Workforce Development | Diagnosis | Support & Advice | Planning for the Future and Dying Well |
| <i>We will</i> | <i>We will</i> | <i>We will ...</i> | <i>We will</i> | <i>We will</i> |
| Outcomes | Outcomes | Outcomes | Outcomes | Outcomes |

Workforce Development

We will:

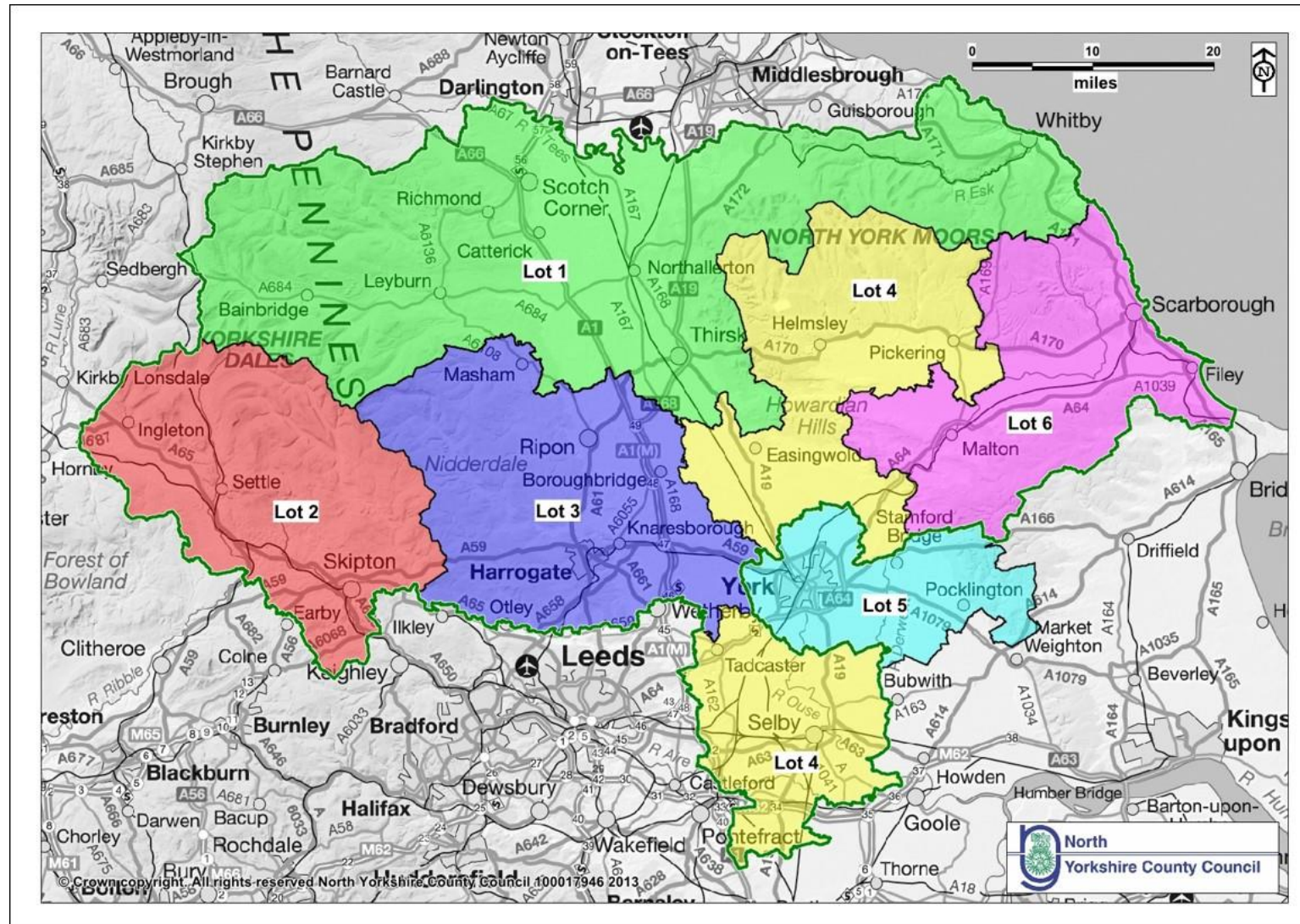
- work to improve the experience and impact of living with dementia amongst health and social care professionals
- Review the training and development offer to independent sector care staff and work with providers to assess training and development needs
- Ensure that all signatories to this strategy work to become dementia friendly organisations and aspire to all public facing staff undertaking dementia friends training
- Support individuals and groups who wish to challenge examples of bad practice
- Ensure health and social care professionals are aware of and trained in the importance of carers and the specific challenges carers of people living with dementia can face



**Helpline Open
Monday to Friday
9am to 4pm**

03300 578592

Lot Areas



What do we do?

- **Helpline: 03300 578592** referrals, support
- **Dementia Support Advisors**
- **Specialist Parkinsons Support Advisors**
- **Dementia Care Coordinators**
- **Dementia Specialist Nurse**
- **Wellbeing Services**
- **Specific Young Onset Service**
- **Training and Awareness**
- **Working in partnership**

Hub Clubs



Hub Clubs are the Dementia Forward way of delivering day services. They are centered around the person diagnosed with meaningful, tailored activity but also give the family carer a full day of respite.

We run them in 8 locations across North Yorkshire and York.

Wellbeing cafes also run in 14 locations every week. The cafes provide an afternoon of activity and socialising for both the person diagnosed and their carer. There is information and advice on hand and peer support is encouraged.

Young Onset dementia services



24 October every year is **Y**oung **O**nset **D**ementia **A**wareness day

Please put it in your diaries and use it to spread the word

We run a dedicated Support and advice service.

We also run outward bound day services every week.

We are trialling place based day services for people who are a higher risk or more impaired.

List of DF Services

- Can be emailed to you



We do awareness raising sessions and education programmes every week, delivering to care homes, general public, sports and leisure facilities, businesses, transport etc!

We have over 250 trained volunteers who support all of our work including adding 1:1 support into our hub clubs and cafes

We support the strategic work of our partners in health and social care and we are able to bring the voice of the people we support and to highlight where there are patterns of un-met need.

To sum up – our service is from pre diagnosis to end of life and if anything is about dementia we are interested!

Help line number 03300 578 592
info@dementiaforward.org.uk
www.dementiaforward.org.uk

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.



iCG INDEPENDENT CARE GROUP THE VOICE OF CARE 

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 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>

Questions and feedback

- What are the issues facing social care and care settings in relation to dementia?
- How do you identify people living with dementia - ?Dear GP?
- What is working well in relation to dementia diagnosis and support?
- What support do you need?
- Where are the gaps?



Contact Us.....

dementia@northyorks.gov.uk



Living with Dementia Workshop

20th September 2023, 10.30am-12.30pm Mercure Grange Park Hotel, Willerby, HU10 6EB

All are welcome (including those with dementia in their lives or professionals supporting people with dementia) to this free workshop with Wendy Mitchell and a member of our Trust's Research Team. Wendy, author of three books, including Sunday Times Best Seller 'Somebody I Used to Know', lives with dementia herself, and this workshop explores ways people with dementia can live as well as possible and be better supported. It also explores how people with dementia, and those who support them (families, friends, volunteers and healthcare staff), can help contribute to improvements in healthcare, treatment and support. Discussion will be encouraged to share good ideas for living as well as possible with dementia, which means everyone can take away ideas to help them day to day. This workshop will be mostly informal, and you can get involved as much or as little as you wish.

Anyone is welcome to attend. Please register through this website – www.humberrecoverycollege.nhs.uk

Have You Completed the National Survey of Care Workers?

The Government has launched the first major national survey of all care workers in all care roles in adult social care in England. Whether you're employed by a care provider, agency or an individual or family, we want to hear from you about your experiences of working in social care.

It's a chance for you to influence the decisions being made by the Government on how they should support everyone working in social care to ensure care workers get the resources, recognition and development necessary to provide the best quality of care and to excel in their careers.

The survey will take no more than 20 minutes to complete.

To complete the survey please follow this [link](#). There are also a range of [communication resources](#) to encourage the people you work with to do the same.

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Celebrate the first year of York's 'Dementia Together' strategy

When: Monday 25 September, 10-4pm

Where: New Earswick Folk Hall, York

Anyone living with dementia, their carers and families, professionals and volunteers, are invited to a special anniversary event.

Local health and social care, community and voluntary organisations will offer a wide range of information, advice and support, as well as fun taster sessions.

Further online events will take place on Thursday 28 September, 9-4.15pm, if you can't make it in person.

Download the event timetable [here](#). Some of the sessions have limited spaces, so be sure to look at what's on soon to avoid missing out!

You can find out more about the strategy and other resources [here](#) or contact asctransformationteam@york.gov.uk if you have any questions.

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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

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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

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Dates for Your Diary

- 20th 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

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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

Quality Team: HASQuality@northyorks.gov.uk

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

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

Public Health dph@northyorks.gov.uk

Service Development: HASservicedevelopment@northyorks.gov.uk

Jo Holland - 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



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 - If you require further assistance, please contact All Age Commissioning on Tel: 01904 55 4661

Transformation and Service Improvement: 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

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

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

Dreams Team - dreamsteam@eastriding.gov.uk

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

Training available

IPC [Home - Infection Prevention Control](#)

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

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](#)

