

01st November 2023

Winter Vaccinations Update

UKHA UTI Care Home Communication Tool Pilot

Bowel and Bladder Team Update (Vale of York)

Capacity Tracker Refresher

Dementia Together Event Feedback- York Providers

Guidance and Information Update

Winter Preparedness and COVID-19 Testing (Care Homes)

Symptomatic testing for residents eligible for COVID-19 treatments and outbreak testing will continue throughout the winter period as detailed in the [IPC guidance](#). To enable the sector to continue to test during this time with no limitations or delay due to replenishing stock, we are giving you the opportunity to request additional stock of COVID-19 LFD tests. The number of tests available will depend on your total bed capacity as registered with the CQC.

Total Bed Capacity Total Tests Available

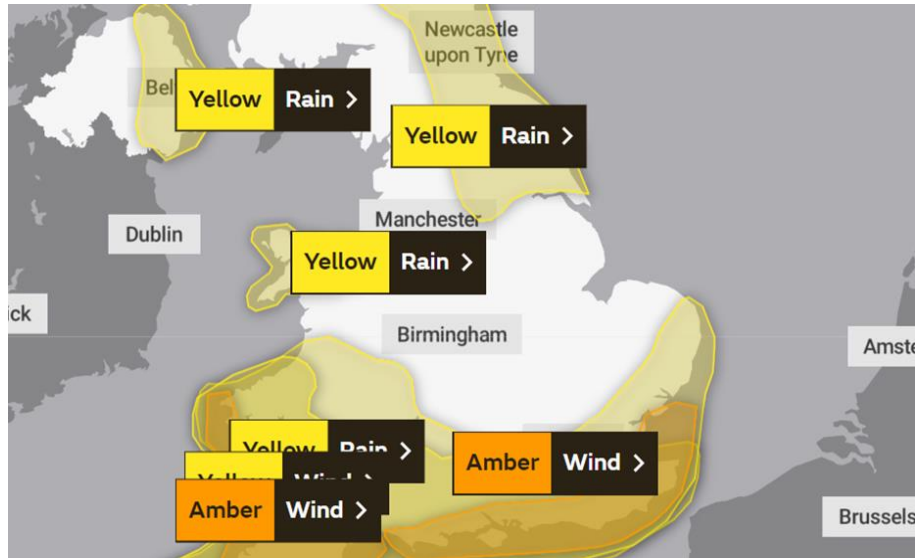
10 or less 70 (10 packs of 7)

11 or more 497 (71 packs of 7)

You will be able to request your additional stock of COVID-19 tests via the [order portal](#) from **20 October** to the **3 November**.

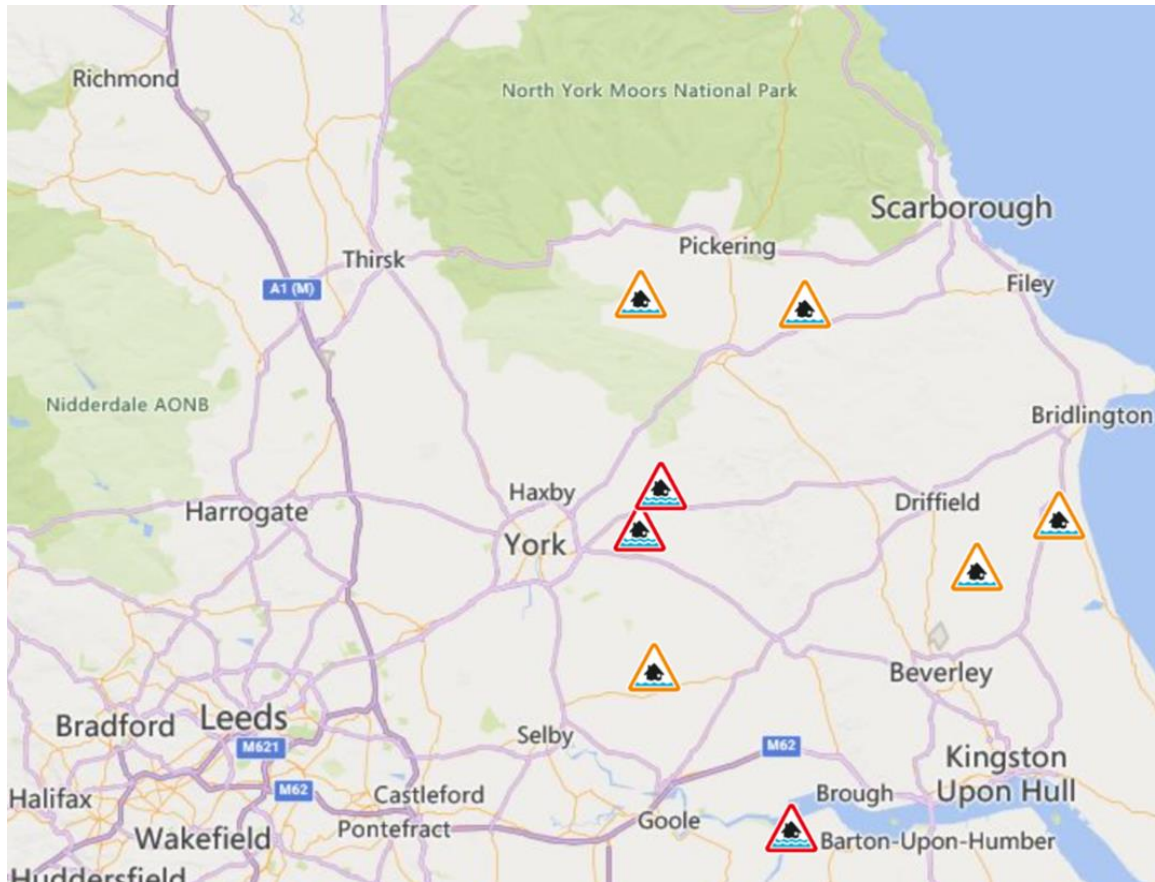


Weather Warning Update



Yellow Alerts are currently in place for heavy rain associated with Storm Ciaran in the North Yorkshire and York areas from **Thursday 02 November- Friday 03 November**. Providers are reminded to please be vigilant and familiar with business continuity protocols. Escalation forms are available for providers to escalate any significant concerns and, if the situation escalates, we would be expanding our response arrangements to keep in touch with providers.

Environment Agency Flood Warnings and Alerts



- Flood Warning for River Derwent at Buttercrambe Mill and Stamford Bridge
- Flood Alerts- Lower River Derwent at North Duffield/Bubwith, River Rye Catchment Area and Uper River Derwent.

Staff Sourcing Contacts- Provider Update

We have been made aware of providers receiving WhatsApp messages and emails from companies offering to source staff, particularly from overseas, at low rates of pay. We are concerned that relevant guidance and legislation is not being followed by these organisations. Where we become aware of these cases we are sharing the information with statutory partners.

If providers are approached by these companies they can forward details to HASQuality@northyorks.gov.uk or AllAgeCommissioning@york.gov.uk and we will ensure it is shared with statutory partners.

Winter Vaccinations Update



FLU AND COVID CAN KILL
GET WINTER STRONG
GET VACCINATED

Care home workers are being offered the flu and COVID-19 vaccines to protect themselves and those in their care who are most at risk.

Visit our website for full details on how to get your flu and COVID-19 vaccinations.

letsgetvaccinated.co.uk

LET'S GET BETTER.

- Care Home Vaccinations- Progressing at pace. Have all eligible settings now had their visit/received contact from GP Practice?
- All health and social care staff are eligible for COVID-19 Booster and Flu Vaccinations. Feedback from provider. Any challenges in access or further support needed?

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HNY Mental Health, Learning Disabilities and Autism Annual Conference

Thursday 9th November 9.15-1.00

The conference will take place online over 3 hrs 45 mins. Professor Sheila The Baroness Hollins has been announced as the keynote speaker. Baroness Hollins has held the roles of President of the Royal College of Psychiatrists, President of the British Medical Association, Chair of the BMA Board of Science and professor of the psychiatry of learning disability at St George's, University of London.

There will also be national updates from Claire Murdoch, CBE, National Mental Health Director, NHSE and Tom Cahill, National Learning Disability and Autism Director, NHSE, as well as a showcase of the work happening across Humber and North Yorkshire making sure to include the voices of autistic people.

If you are interested in the event, please sign up [here](#)

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Development of a UTI Communication Tool For Care Home Staff Pilot

The UKSA would like to invite providers to take part in a feasibility pilot study to support the development of a tool to help care home staff look after residents (older adults) who may have a urinary tract infection (UTI), and communicate with senior nurses, GPs or other providers.



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This project will ask care home staff to pilot the communication tool within their care homes for approximately 4-5 months. Information on tool use and outcomes will be attained through a questionnaire completed every month of the pilot by an appointed member of staff. Feedback on tool implementation will also be attained through a one-off focus group discussion with staff towards the end of the pilot. The main aim of the project is to develop a tool that can be used in care homes to:

1. Help staff look after a resident (older adults) who may have a UTI
2. Support staff to communicate with primary care providers and family
3. Be practical and usable

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Development of a UTI Communication Tool For Care Home Staff Pilot

If you are interested, UKHSA will provide you with the UTI communication tool for you to implement in your care home, training materials to support implementation and questionnaire link for data collection.



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What is required of the care home during the 4-5 month pilot:

- Facilitating a 15-30 minute staff training exercise to introduce and support implementation of the communication tool.
- Identifying a team champion to support the use of the tools.
- Identifying a member of staff who will complete a monthly questionnaire for the duration of the pilot to collect information on tool use and outcomes.
- Towards the end of the project, a one-off focus group will take place with staff in your care home to provide feedback on how the tool was used and received during the pilot implementation.

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Development of a UTI Communication Tool For Care Home Staff Pilot

If you are interested in taking part, please notify Eirwen.Sides@ukhsa.gov.uk 02084953257. UKHSA will require a consent form to be completed beforehand.

What are the possible benefits of taking part?

This is an opportunity to develop staff skills looking after residents who may have a UTI and contribute to evidence to inform the improvement of UTI management in care homes. You will have your say in resources for your workplace. Your care home will be offered £200 remuneration for participating. Please check your local policy about receiving remuneration.



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Bowel and Bladder Team Update (Vale of York Providers)

Ellie Gow

Bladder and Bowel Training (Vale of York Providers)

Thursday, 9 November 2023 – 2 – 4pm via MS Teams

This training will cover “promoting continence and managing incontinence’ and is open to all non-registered care staff working within nursing, residential, domiciliary, supported living or extra care services.

To book your place please contact: clare.markwell@nhs.net



Capacity Tracker
Insight for Care



Department
of Health &
Social Care

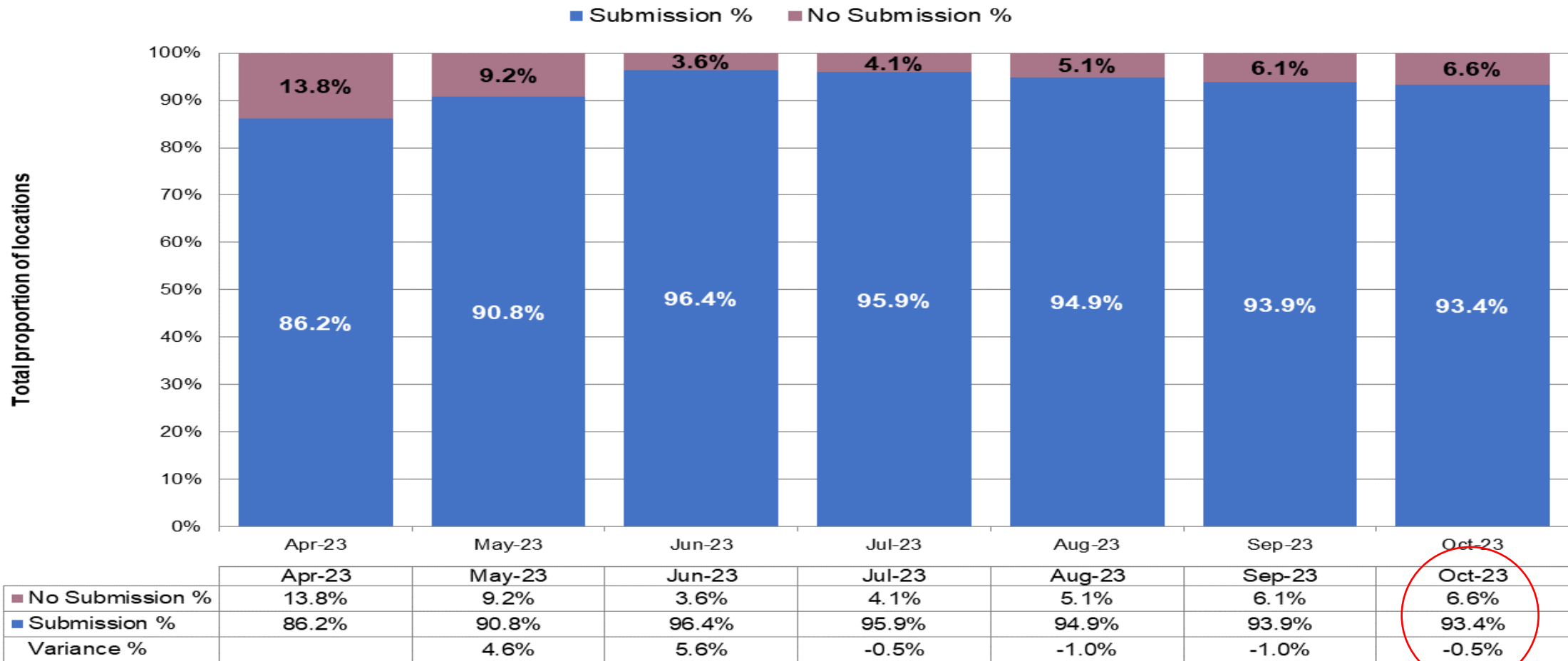


Care Connected – Julie Dalton/ Trish Fowler

DHSC Reporting Window is 8th -14th of every month. If the dates fall over a weekend or Bank Holiday it moves to the next working day

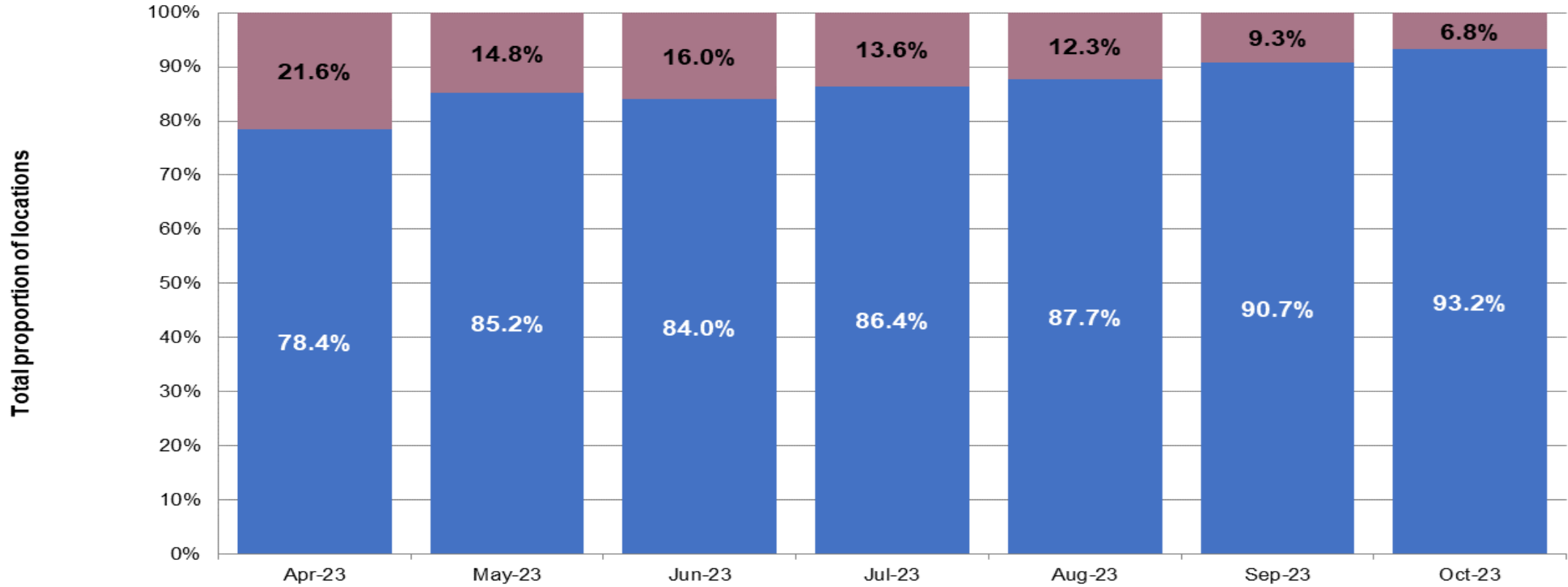
To be compliant with the mandate – ASC providers need to have updated in this reporting period, we however encourage providers to update at least every 48 hrs so that LA’s & NHS Trusts can see your vacancies are current. This saves everyone’s time no unnecessary ring-rounds.

ASC Submissions: Proportion of locations, Care Home, North Yorkshire County Council



ASC Submissions: Proportion of locations, Homecare, North Yorkshire County Council

■ Submission % ■ No Submission %



	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23
■ No Submission %	21.6%	14.8%	16.0%	13.6%	12.3%	9.3%	6.8%
■ Submission %	78.4%	85.2%	84.0%	86.4%	87.7%	90.7%	93.2%
Variance %		6.8%	-1.2%	2.5%	1.2%	3.1%	2.5%

Homecare Webinar (8th November 2023, 1.30pm)

We want to talk to you!

We would like to invite you to a webinar on **Wednesday 08 November** to share important information that we hope you will find useful – notably, information on **why the data you share with us via the Capacity Tracker is important to us.**

At the webinar in June, we shared information on updating your CQC records which many of you said was very useful. We would like to share some more insights on that as well as talk with you about the issuing of Notice of Intention and financial penalties.

We understand that some of you may have concerns about sharing your data as well as about enforcement, but through this session we hope to alleviate those concerns.

The webinar will be held on **Microsoft Teams**. Please find the joining details below:

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Meeting ID: 375 960 411 503 Passcode: LEX9VA

[Download Teams](#) | [Join on the web](#)

If you have any queries about this webinar, please contact capacitytracker-guidance@dhsc.gov.uk

Kind regards,
DHSC



HC Webinar.pdf

NHS-Funded Nursing Care (FNC) Survey [1]

Residential Nursing Care Providers only



NHS Funded Nursing Care Survey.pdf

The survey is **non-mandatory**, but it would be great if as many providers as possible could complete this. The survey went **live on Wed 25th October** and **will be open until 15th November 2023**.

“DHSC is currently in the process of setting the 2024-2025 rate for FNC. This is being informed by a one-off cost collection exercise, run via CT.

What is FNC?

Funding is provided by the NHS to residential nursing care providers to support the provision of nursing care.

*FNC **can help manage pressure on acute hospitals and supports system flow** by reducing avoidable admissions of individuals with complex discharge needs. It can also **relieve pressure on NHS primary care services** by enabling nursing care to be delivered within the individual’s residential home.*

DHSC sets the national FNC rate which dictates the amount the NHS pays care homes delivering FNC. This is paid per resident, per week.

*Given wider inflationary pressures, we are now conducting a further **one-off ‘cost collection exercise’ to ensure** that we have the **most recent and accurate data available when calculating the national rate**.*

You might recall that we last did this in 2021.”

NHS-Funded Nursing Care (FNC) Survey [2]



NHS Funded Nursing Care Survey.pdf

“What Information Is Needed To Complete The Survey?”

We would encourage as many providers as possible to complete this survey. Although it is optional, a greater sample size will mean more reliable results, which is why we would like to encourage you to complete the survey. Please ensure that you have the below information readily available to complete.

- *Data on the number of residents that are in receipt of this funding (FNC)*
- *Payroll information on both pay and hours worked by registered nurses**

**For the two months of April 2023 and September 2023 (or your most recent completed payroll period).*

Once the survey has gone live, you will see a link to it when you log into Capacity Tracker and further communications on how to complete it will be sent shortly.

If you have any questions, please contact the DHSC FNC inbox at fnc@dhsc.gov.uk”

Winter Preparedness & COVID-19 Testing (Care Homes Only)



Winter Preparedness and COVID-19 Testing.pdf

Symptomatic testing for residents **eligible for COVID-19 treatments and outbreak testing** will continue throughout the winter period as detailed in the [IPC guidance](#).

To enable the sector to continue to test during this time with no limitations or delay due to replenishing stock, we are giving you the opportunity to request additional stock of COVID-19 LFD tests.

The number of tests available will depend on your total bed capacity as registered with the CQC.

Total Bed Capacity	Total Tests Available
10 or less	70 (10 packs of 7)
11 or more	497 (71 packs of 7)

You will be able to request your additional stock of COVID-19 tests via the [order portal](#) from **20 October to 3 November**.

If you have any urgent questions regarding testing within your setting, please contact **119**.

Capacity Tracker Pilot – Local Survey

The pilot ran for 3 months April-June on a sliding scale, initially with a couple of care home providers and increasing to 12 providers in the final month of the pilot. An additional local survey alongside the mandated monthly question set on Capacity Tracker.

Outcome

- Average time to complete enhanced data set was 13.8 minutes
- **85 providers** complete the survey over the course of the 3 months
- 9 providers attend the focus group sessions
- Valuable feedback on wording of some of the questions was received to support a consistent understanding of how to complete across the sector.
- Feedback on some questions that data is not always accessible at individual site level as held at head office - which can make some questions harder to complete
- Overwhelming preference of providers was to provide data through CT as single point of data entry than via other routes or surveys.
- The majority updating system is a routine part of their working day

Thank you to those homes who took part in the survey your feedback was valuable!!

We will be rolling out the local survey across North Yorkshire in the near future



Question: Do you find it easier to provide this information through the CT than through other routes such as surveys/telephone/email?

Answer: so much easier, god yes



Completing CT is quick and easy do it with your morning coffee – it is part of your working day.

It was straight forward enough



Nutrition and Hydration in Domiciliary Care- Provider Focus Groups (York and Selby Providers)

In partnership with dietician colleagues from York and Scarborough Teaching Hospitals NHS Foundation Trust, we are working developing an offer of nutrition and hydration training available to our domiciliary care sector colleagues in York and Selby. We want to make sure this is designed in with the needs of your service and care staff at it's heart, and are inviting providers to attend one of two focus groups taking place over the coming weeks. This is your chance to share your insight and the content you would like to see from this training, so it is a useful as possible in helping your teams support highest quality nutrition and hydration for those in our care. Focus sessions will be taking place on the below dates and are open to all providers working within the Vale of York area. If you would like to book a place please contact sam.varo@nhs.net- Please note places are limited!

- **York: Community LNER Stadium: Thursday 16th November 2-4pm**
- **Selby: The Summit: Wednesday 29th November 2-4pm**



Movember Cancer Awareness Sessions

Humber and North Yorkshire Cancer Alliance are supporting Movember this November. We are offering short online awareness sessions about prostate and testicular cancers for anyone living or working in Humber and North Yorkshire.

Prostate cancer is the most commonly diagnosed cancer in men, with over 50,000 new cases being diagnosed each year

Please come and join one of our free 15-minute sessions and learn more about;

- Why Movember?
- The signs and symptoms of prostate cancer
- The signs and symptoms of testicular cancer
- How to do a testicular check

We have a number of online sessions available throughout November. These are just 15 minutes in length and are available on a variety of days and times to suit all.

Sessions are open to anyone living or working in Humber and North Yorkshire. To reserve your place, visit our [Eventbrite booking page](#).

Are sensory support services in York meeting your needs?

Sensory support services in York provide a wide range of support for adult customers with sight and / or hearing loss. This includes putting people in contact with specialist services.

City of York Council are looking at what services people with sensory needs use now, and what can be done to improve services in the future.

We welcome your feedback if you:

- are living with sensory loss, or
- are a friend or family member of someone with sensory loss; or
- care for someone with sensory loss.

We would really appreciate your help in reaching the right people and supporting them to complete the survey.

Find the survey online at www.york.gov.uk/consultations or scan the QR code below.

If you have any questions or need a different way to complete the survey, please contact us at allageconsultation@york.gov.uk or call **01904 551550**.

The survey will close on 8 January 2024.



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Achieving Excellence Together in Health and Social Care 2023- Agenda Now Available



When: Friday 01 December 9.00-4.30 at The Principal Hotel, York

The agenda is now available for our upcoming Achieving Excellence Together Conference which is open to all care providers and partner organisations from across North Yorkshire and York, and promises to be an inspiring day sharing the latest development, opportunities to get involved, learning and sharing of best practice across our sector. The agenda will cover how we improve hydration for those in our care together, digital innovation in our sector, supporting safe and timely access to equipment, improving our indoor air quality, cross generational working, participation in research, the role of social care nursing and new roles, developments in palliative care and much more. **It's not too late to register your place to join us.** To book your place please follow this [link](#) where you can join our waiting list should you wish to attend in person, or register to attend the day virtually and be able to fully engage with all the days sessions. For further information please contact sam.varo@nhs.net



Nursing Times Award Finalists 2023- Improving Hydration in Care Homes, and North Yorkshire and York Care Provider Olympics

ICB Colleagues Michelle, Sam, Charlotte and Sarah attended the Nursing Times Awards finals in London last week, to celebrate the innovative work of providers and teams across our area in supporting excellence in access to hydration and physical activity for those in their care. Thank you to all those providers who have taken part in either initiative and made them success a success, through your hard work to embedded the learning from these programmes to put the prevention agenda at the heart of all we do.

2023 York Community Pride Awards- Carer of the Year



This week we are celebrating Bless Palmer who works at Mulberry Court Nursing Home in York, and has been recognised for outstanding contribution, going above and beyond to consistently improve delivery of care to those within her care and has won the Carer of the Year Award at this years York Community Pride Awards. Bless has worked in her current role for 10 years and recently retired- but returned to her role part time as she missed her residents, and says she enjoys her job as much now as when she started. We would like to send a big congratulations to Bless for her award, which recognises not just her contribution to supporting some of the most vulnerable in our communities but also the talent and dedication we have across our North Yorkshire and York care workforce. Please follow this [link](#) to read the full story.

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Dates for Your Diary

- Skills for Care/DHSC Webinar- International recruitment: Managing sponsor duties. 02 November 10.00-11.00
- Skills for Care Webinar- I'm a technophobe, get me out of here – taking the fear out of digital for social care managers. 08 November 2.00-3.00
- Bowel and Bladder Training for Care Staff (Vale of York Providers Only)- 09 November 2.00-4.00
- BD Syringe Driver Training (Vale of York Providers Only) 13 November 9.30-12.30
- The Outstanding Society Winter wellbeing - help your team to thrive, not just survive this winter. 16 November 2.00-3.00
- Achieving Excellence Together in Health and Social Care Conference- 01 December 9.00-4.30
- Skills for Care Webinar- Being prepared for CQC inspection seminar. 12 December 10.00-3.30

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](#)

