

## 13<sup>th</sup> December 2023

- Package of Care Resets- Friarage Hospital
- LFD and PPE Ordering Process Refresher
- Infection Prevention Control and Christmas Decorations
- Leadership Programme for Nurses for ASC from BAME Background
- Festive Quiz and Sharing from our Providers- What Are You Doing in Your Service This Christmas?
- Harrogate Nursing Homes- Continence Assessment and Ordering (Breakout Session)
- Live Well York Introductory Session (York Providers)

# Friarage Pilot

## Package Resets

- Responsibility of the Discharge Facilitators – Karen Tew, Somia Chacko, Imogen Peacock and Amy Melissa (CDU).
- Pathway 1 and Pathway 3 resets where there is no change in need identified and who are returning to either a BAU package of care or a permanent care home placement.
- No Trusted Assessment form required.
- Discharge Facilitators will contact yourselves directly.
- The reset process for domiciliary care is for admissions of up to 3 days.
- If there are any equipment/changes to medication then a Trusted Assessment form will be submitted.
- NYC will do 48 hour follow-up as normal.
- If there are any issues or concerns call the Customer Contact Centre on 0300 131 2131 to speak to discharge hub duty worker.

# Health and Care Visa Changes Announcement

The government have announced proposed changes to health and care worker visa which will come into force from Spring 2024. This will remove the entitlement of care workers from bringing their dependants to the UK. In addition, care providers in England will now only be able to sponsor migrant workers if they are undertaking activities regulated by the Care Quality Commission.

Further guidance will be provided at Care Connected once we have additional information on the changes and how they will be implemented in practice

# Junior Doctors Strike

Junior doctors who are part of the British Medical Association (BMA) will be striking on 3 days from 07:00 on 20 January, and 6 days from 07:00 on 3 January.

Further guidance for providers to support them through this period is expected, and services are likely to be extremely busy over the festive period. Providers are reminded to ensure their business continuity plans are up to date.

999 should still be called for any threat to life situations. Providers with the Immedicare system in place are encouraged to use this as will likely be the fastest route to access urgent clinical support. Please ensure staff are familiar with how to use the system as appropriate.

# Information for Social Care Providers On Lateral Flow Test Supply

People who are eligible for treatment for Covid 19 are entitled to a free supply of lateral flow tests. The online portal and telephone service that was used for this has now been closed.

- Supplies can now only be obtained by the person (or on their behalf) from community pharmacies participating in the scheme.
- If you support someone entitled to Covid 19 treatment please ensure that they do have in date lateral flow tests available.
- Further information (including what information the pharmacy will need to supply the tests) is available [here](#).
- Not all pharmacies supply the free lateral flow tests. You may be able to check by using the NHS "[find a pharmacy](#)" site and looking under the treatments and services section. Alternatively call the pharmacy direct for the most up to date information.
- If you cannot find a participating pharmacy please contact [Rxline](#) and we may be able to help.

# Information for Social Care Providers On Lateral Flow Test Supply

## For Outbreak Testing in Care Homes

Lateral flow tests for outbreak monitoring only should be obtained via the online portal <https://request-testing.test-for-coronavirus.service.gov.uk/>

It is important that these test kits are used for this purpose as they contain the correct barcodes for reporting the results.

Further information for all providers is available in [COVID-19 supplement to the infection prevention and control resource for adult social care](#) which should be referred to.

# PPE Portal Ordering Process Over Festive Period

During this period, in line with bank holidays, operating hours will be reduced, so please allow up to 7 working days to receive your orders.

Delivery providers will be closed on the following days:  
Saturday 23rd of December – Wednesday 27th of December  
Saturday 30th of December – Tuesday 2nd of January

The Customer Services team will also be closed from:  
Saturday 23rd of December – Tuesday 26th of December  
Saturday 30th of December – Monday 1st of January

If you would like to receive your order before Christmas, please ensure you've placed your order by **Wednesday 13th of December**.

If you have any questions, please contact customer services on 0800 876 6802, Monday to Friday from 8am-5pm.





## Humber and North Yorkshire Health and Care Partnership



**FREE**, confidential coaching, mentoring and pastoral support for:

- Registered Managers in Nursing Homes
- Registered Nurses and Nursing Associates who are new to working in Nursing Home settings within the last two years

Following agreement with NHS England, we are delighted to extend our support to:



- ❖ **Registered Managers in Residential Homes, Domiciliary Care Services and Hospices**
- ❖ **Registered Nurses and Nursing Associates who are new to working in Hospice settings within the last two years**



Or, for further information please email:  
[Yhs-tr/legacymentoring.socialcare@nhs.net](mailto:Yhs-tr/legacymentoring.socialcare@nhs.net)

*Working in partnership with*



# CONNECTED



## CareFind: Public Facing Website - Training Dates for Care Home Providers

Capacity Tracker are developing a [new tool to help members of the public to search for Care Home vacancies](#) via a new public facing website, CareFind. Capacity Tracker will provide this as a **free service for Providers**, on an opt-out basis, with some conditions in place. The concept of CareFind has been developed with the support of the DHSC and NHSE. CareFind aims to give benefits to both providers and people looking for care services, building on the information and resource of Capacity Tracker.

In the New Year they will be running training sessions on how to create your public profile that will be visible on CareFind. To register for a session, please click on the appropriate link below.

[03 January 14:00-15:30](#)

[04 January 12:00-13:30](#)

[05 January 13:00-14:30](#)

[10 January 11:00-12:30](#)

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# Achieving Excellence Together 2023: Recording and Slides from Event



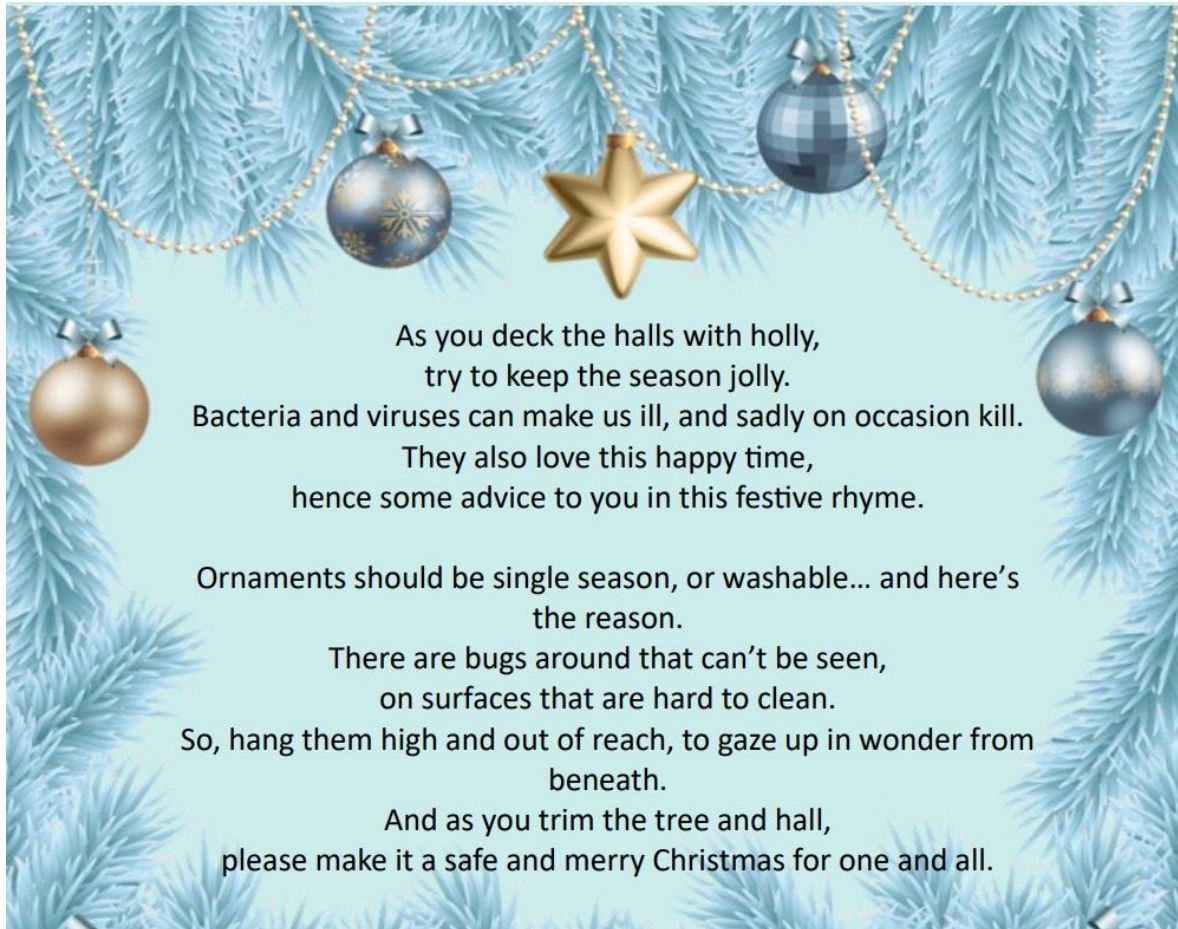
Achieving Excellence Together in Health and Social Care 2023



Thank you for joining us at this year's Achieving Excellence Conference in York despite challenging weather conditions! It was fantastic to see over 150 individuals in person and virtually from across a wide range of our care providers, and contributing to a day of collaborative learning, sharing of best practice and collaborative quality improvement across our North Yorkshire and York Care Sector. Topics covered during the day included hydration for staff and those in our care, fire safety and community equipment, intergenerational working, the introduction of ReSPECT form across North Yorkshire and York and the development of the nursing role within social care. The slides from the day and recordings of the sessions are available through this [link](#).

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# Infection Prevention Control This Christmas

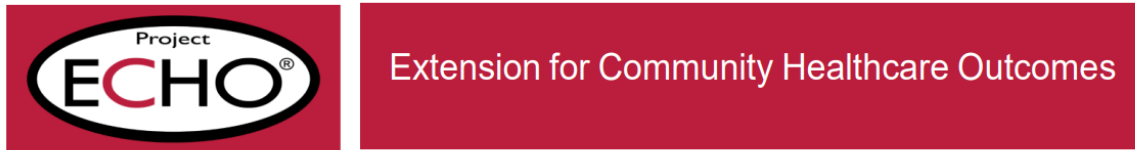


This year's festive bulletin from the Community Infection Control Team can be found through this [link](#).

- Decorations should either be single season use and disposed of when taken down or washable/ wipeable so they can be decontaminated before being stored away for next season.
- To facilitate frequent cleaning and disinfection of surfaces, try to avoid putting decorations on horizontal surfaces keeping them free from clutter.
- Garlands that are hung up high are less likely to be contaminated/touched.
- Residents can display their own Christmas tree and decorations in their room
- Remember, if there is an outbreak of infection in the home, after the outbreak is over the decorations must be appropriately cleaned and disinfected or disposed of.



# Annual Health Checks for Individuals with a Learning Disability- Awareness Training



*Annual Health Checks – Awareness Training*  
*open to support staff, carers, and family members who provide*  
*support to a person with a learning disability*

Working in partnership to increase the uptake of Annual Health Checks and Health Action Plans for people with a learning disability

**When: Monday 18 December 2023 10.00am to 11.30am**

This session run by South Yorkshire Project ECHO but relevant to all, aims to increase knowledge and understanding of the annual health check, why these are important and learn how you can support those in your service access them.

To join please follow this [link](#)

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## York Brain Health Café- December and January



The Brain Health Café is hosted by Dementia Forward and partners and takes place **every Friday 10:00-12:00** at Acomb Garth Community Centre. This is an inclusive group open to anyone who has any concerns about their memory or wants to know more about how to keep their brain healthy. Further information on upcoming sessions can be found through this [link](#) which includes sessions around mindfulness, dementia, eye health, driving assessments and cognitive health as well as their Christmas Party on 22 December featuring fun, games and laughter. For more information on the group please contact: [hannah.coulson@dementiaforward.org.uk](mailto:hannah.coulson@dementiaforward.org.uk)



# A Leadership Programme for Nurses from Global Majority Backgrounds Working in Adult Social Care



The Florence Nightingale Foundation in partnership with Deborah Sturdy, Chief Nurse for Adult Social Care in the Department of Health and Social Care are pleased to offer an exceptional and transformational leadership development opportunity. The programme is open to nurses from global majority backgrounds working in social care organisations across England who have at least three years' post registration experience. This programme offers a supportive learning space for nurses to develop their leadership identity, capacity, and capability, enabling their influence on organisational and patient health outcomes.

The deadline for the programme is 15 December 2023. The programme will take place on 7 (between 17 January and 28 March). For further information please follow this [link](#).

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# New free E-learning tool: depression in older adults

- Launched by NHS Learning Hub 7th December 2023
- Helps those caring for older adults to recognise the symptoms and supports conversations that may initially feel quite daunting.
- Has been developed for anyone providing care / support to older people. E.g. those working in the community, in care homes, in social care, in voluntary services and those working in the NHS in any setting.
- E-learning is interactive and includes videos, case studies and podcasts. Takes approximately 50 minutes per theme - can dip in and out
- Aims:
  - Develop awareness and recognition of depression in older adults
  - Develop skills in talking to older adults about depression
  - Develop awareness of the variety of treatment options available
- To access the training visit <https://learninghub.nhs.uk/catalogue/olderadultsmentalhealth>
  - Register for an account if you haven't already got one  
(You don't need to work for the NHS)



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# Pharmacy Bank Holiday Opening Times- Get Prepared



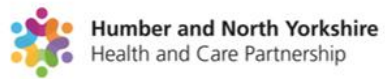
Keep your eyes peeled for a timetable of community pharmacy opening hours for festive period, which will be circulated to providers shortly.

A reminder to providers to please plan ahead for medication ordering over Christmas, and to ensure you are familiar with when your local pharmacy will be open over this period.



# Adult Social Care - Christmas Quiz

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# Care Connected

## Adult Social Care - Christmas Quiz

### QUESTION 1

**What is the name of the 'standard' that applies to people who use a service and require information or communication to be made available because of a: disability, impairment or sensory loss?**



ACCESSIBLE  
INFORMATION  
STANDARDS

# Care Connected Adult Social Care - Christmas Quiz

## QUESTION 2

How many service users, staff and family members from across our sector got moving and active together for the 2023 North Yorkshire and York Care Provider Olympics?

A) 300 B) 400 C) 600 D) 800

ANSWER

D) 800

KIRKWOOD HALL EXTRA CARE AND SHERBUTT RESIDENTIAL CARE WERE THIS YEARS CHAMPIONS, IN A YEAR THAT SAW THE ACHIEVEMENTS OF OUR LOCAL CARE TEAMS IN RISING TO THE CHALLENGE RECOGNISED ON THE NATIONAL STAGE AS FINALISTS IN THIS YEARS NURSING TIMES AWARDS



The collage features the NHS Humber and North Yorkshire Integrated Care Board (ICB) logo, the event title '2023 North Yorkshire and York Care Provider Olympics', and the Humber and North Yorkshire Health and Care Partnership logo. It includes five photos of care teams: Kirkwood Hall- Leyburn Older Adults Champions; Sherbutt Residential and Homecare- Pocklington Younger Adults and LD Champions; The Gravers- York Younger Adults and LD 2nd; Sycamore Hall- Bainbridge Older Adults 2nd; and Westwood Care Home- Selby Older Adults 3rd. Harrogate Home Support Younger Adults and LD 3rd is also mentioned. The Olympic rings logo is present at the bottom of the collage.

**2023 North Yorkshire and York Care Provider Olympics**

**Meet Our 2023 Champions**

Kirkwood Hall- Leyburn Older Adults Champions

Sherbutt Residential and Homecare- Pocklington Younger Adults and LD Champions

The Gravers- York Younger Adults and LD 2nd

Sycamore Hall- Bainbridge Older Adults 2nd

Westwood Care Home- Selby Older Adults 3rd

Harrogate Home Support Younger Adults and LD 3rd

# Care Connected

## Adult Social Care - Christmas Quiz

### QUESTION 3

As a CQC Regulated service, you must keep your statement-of-purpose up-to-date.  
Within how many days of any changes must you notify the CQC?

A) 28 DAYS

A) 28

B) 60

C) 14



# Care Connected

## Adult Social Care - Christmas Quiz

### QUESTION 4

**If you are a frontline health or social care worker you are not eligible for a seasonal COVID-19 vaccine...**

**FALSE**

- aged 65 years old or over (you need to be 65 years old by 31 March 2024)
- aged 6 months to 64 years old and are at increased risk
- living in a care home for older adults
- a frontline health or social care worker
- aged 16 to 64 years old and are a carer
- aged 12 to 64 years old and live with someone with a weakened immune system



# Care Connected

## Adult Social Care - Christmas Quiz

### QUESTION 5

In order to be compliant with the CQC, DBS checks need to be renewed every 3 years?  
True or False?

**FALSE**

A Disclosure and Barring Service (DBS) check (also known as disclosure) doesn't have an official expiry date. As a provider you must decide as part of your own P&Ps.



# Care Connected

## Adult Social Care - Christmas Quiz

### QUESTION 6

**Providers should update the Capacity Tracker as often as they are able, not just once a month during the DHSC Monthly submission window (8th-14th each month)**

**TRUE**

Though providers are mandated to update at least once during the monthly submission window, it is best practice to update as often as able. This provides your local authority and ICB with the most up to date information to support you, and identify care packages as efficiently and safely as possible.

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## Adult Social Care - Christmas Quiz

### QUESTION 7

**What is the minimum recommended amount of fluid that an older person should drink every day?**

**A) 500mls B)1000mls C) 1500mls D)2000mls**

#### **Answer 1500Mls**

It is recommended that adults drink at least 1500mls of fluid every day. This equates to approx 6-8 mugs or glasses. All fluids except alcohol count)- Water, juice, tea, coffee, milk...

Don't forget the importance of high fluid foods such as smoothies, ice cream, fruit, soups and stews.





# Care Connected

## Adult Social Care - Christmas Quiz

### QUESTION 8

**For individuals over the age of 65 or who are catheterised- when should you undertake a dipstick test for a suspected UTI?**

- A) With new onset dysuria (pain on passing urine) alone, B) Two or more urinary symptoms such as new frequency, incontinence, delirium or lower abdominal pain  
C) Never**

**Answer: C) Never**

Whilst this test has some diagnostic value in those who are aged under 65, it becomes more unreliable when the resident is over 65 years of age. In fact, residents over 65 years of age are more likely to have bacteria present in their urine which is not causing any infection. This is called asymptomatic bacteriuria. By 80 years of age, half of older adults in care, and most with a urinary catheter, will have bacteria in their bladder/urine, but not have a UTI.



# Care Connected

## Adult Social Care - Christmas Quiz

QUESTION 9

**The Department of Health and Social Care have set a target for what percentage of social care providers to have digital care record access set up?**

**A) 50%, B) 80%**  
**C) 100%**

Answer: B) 80%

Digital transformation can dramatically improve the quality and safety of care, with real time data integrated into the NHS. This ensures people receive the right care, at the right time, and the right people have access to the information they need.

Support, guidance and funding to help providers embedded DSCR can be accessed through the DREAMS Team

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# Care Connected

## Adult Social Care - Christmas Quiz

### QUESTION 10

**This autumn, North Yorkshire Council in partnership with the ICB launched a pilot to empower care providers to understand their indoor air quality and make improvements in their setting**

Which of these is a benefit of improved Indoor Air Quality?

A) Reduced Transmission of Respiratory Infections B) Reducing Exposure to Harmful Indoor Air Pollutants. C) Help concentration and sleep quality

Answer: All of the above are benefits of indoor air quality. For residential settings within North Yorkshire, as part of routine visits we will have an informed conversation around how we can support you and your setting



## Dates for Your Diary

- Skills for Care Webinar- Change management – sharing lessons and learnings from managers leading digital change in their services. 18 January 10.00-11.00
- Skills for Care Webinar- Being prepared for CQC inspection. 23 January 10:00-15:30
- Skills for Care Webinar- The power of registered manager networks - why should you join? 24 January 14:30-16:00

## Live Well York Service Overview



**Rob Kilner**



# Open Floor

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



**let's talk**

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# Key Contacts – North Yorkshire Council

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

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

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

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

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

Public Health [dph@northyorks.gov.uk](mailto:dph@northyorks.gov.uk)

Service Development: [HASservicedevelopment@northyorks.gov.uk](mailto:HASservicedevelopment@northyorks.gov.uk)

Jo Holland - [joanne.holland@northyorks.gov.uk](mailto:joanne.holland@northyorks.gov.uk)

**Training available** NYC, PHE & NYSAB:

<https://safeguardingadults.co.uk/> & <https://www.nypartnerships.org.uk/phtraining>

## Workforce

Make Care Matter [www.makecarematter.co.uk](http://www.makecarematter.co.uk)



# Key Contacts and Information – City of York Council

City York Council website - <https://www.york.gov.uk/AdultSocialCare>

## Dedicated email address for care providers:

**Commissioning and Contracts:** [AllAgeCommissioning@york.gov.uk](mailto:AllAgeCommissioning@york.gov.uk) - If you require further assistance, please contact All Age Commissioning on Tel: 01904 55 4661

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

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

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





# Key Contacts – Health and Adult Social Care

NHS Humber and North Yorkshire ICB: [sam.varo@nhs.net](mailto:sam.varo@nhs.net)

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

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

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

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

## Training available

IPC [Home - Infection Prevention Control](#)

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

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

## Workforce

Skills for Care <https://www.skillsforcare.org.uk/Recruitment-retention/Recruitment-and-retention.aspx>

Department of Health & Social Care <https://www.adultsocialcare.co.uk/home.aspx>

The DHSC social care reform [Homepage -](#)

Workforce wellbeing resource finder: [Wellbeing resource finder](#)

