

**10<sup>th</sup> January 2024**

- **Procurement Slide- Contracting (North Yorkshire Providers)**
- **Exit Interviews Pilot for Health and Social Care**
- **Oral Health Training Update for Care Providers**
- **Immedicare Wound Care Box Scheme for Residential Providers (Vale of York)**

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# System Pressures

## **Subject: System Pressures & Service Response Times**

Firstly, on behalf of North Yorkshire Council and our local Integrated Care Board partners, we would like to express our thanks to all care providers for your continued support and collaboration over this difficult Winter and festive period.

**In light of ongoing significant pressures across the health and social care system as a whole in North Yorkshire, we are asking care providers to please endeavour to respond to the Brokerage Team as soon as possible on receipt of a trusted assessment, to indicate acceptance/refusal of the admission or package of care, and within the specified 3 hour period.**

**Where your decision cannot be made due to requirement for further information on the person's care and support needs, please advise the Brokerage Team of this as soon as possible in order they can follow this up with the Discharge Hub Team and ensure the necessary information required to make a decision is provided to you.**

Care providers will be aware that the health and social care system as a whole in North Yorkshire remains under significant pressure. Our acute hospitals, are experiencing high numbers of people requiring admission into an acute bed via A&E. We need to ensure that people flow through the system as seamlessly as possible and that hospital beds are not occupied by people awaiting care in the community; either at home or in residential and/or nursing care for short-term bed-based care for further assessment or long-term residential care.



## System Pressures

It has been noted that there are a relatively high number of people remaining in an acute hospital bed who no longer require hospital care, and for whom the Council is awaiting responses from care providers on their ability to provide the required care and support. It is well known and well documented that delayed discharges for people no longer requiring a hospital stay is detrimental to their longer-term health and well-being, and often results in reduced independence and an increased level of need.

The requirements set out in the terms of the Approved Provider List (APL) in relation to response times when in receipt of a referral and request for care from our Brokerage Teams are as follows:

***Admissions shall be accepted between 8.00.a.m. – 8.00.p.m. 7 days per week – outside these hours admissions will only be accepted by prior arrangement. Where the referral is for a hospital discharge and a trusted assessment has been completed acceptance/refusal should be provided as soon as possible up to a maximum of 3 hours.***

Thank you for your support.



# **Exit Interviews Pilot for Health and Social Care**

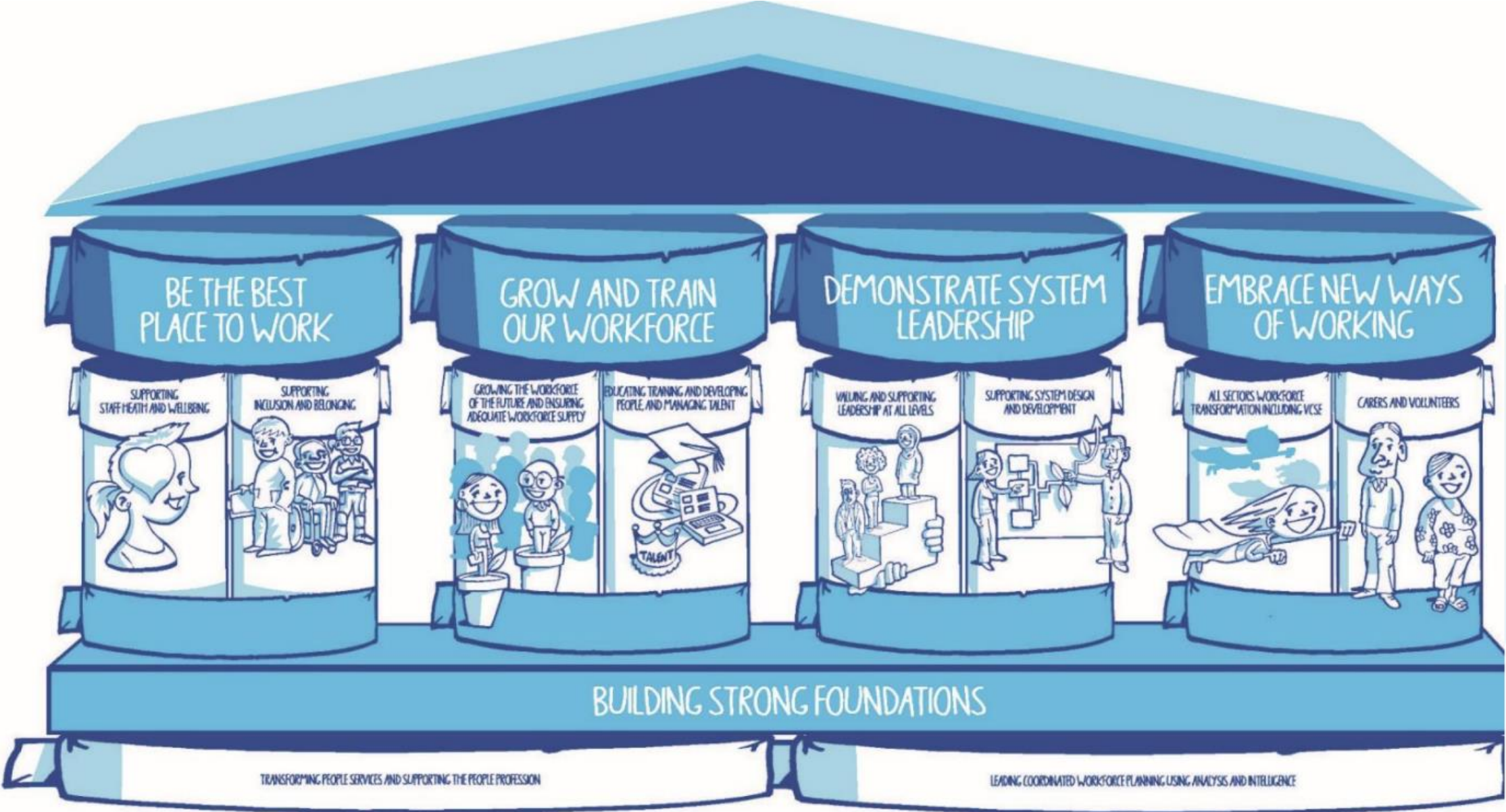
**Simon Dunn**

**Head of Culture Transformation – New Ways of Working  
Humber and North Yorkshire Health and Care Partnership**

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# HNY People Strategy



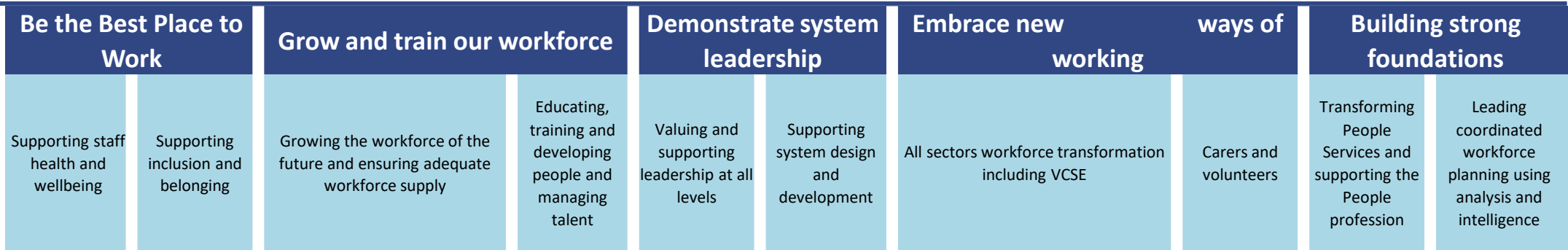
# HNY Breakthrough – Our Workforce programme 23/24

Our shared goal

**Making Humber and North Yorkshire a better place to live and work**



Our People strategy



Our 2023/24 workforce transformation programme



Our core workforce governance



# HNY Exit Questionnaire Content

Where do you work: Sector, Locality, Job Role

Reason for leaving (primary & secondary reasons req't)

Series of questions based around NHS People Promise (de-badged and non-sector specific wording)

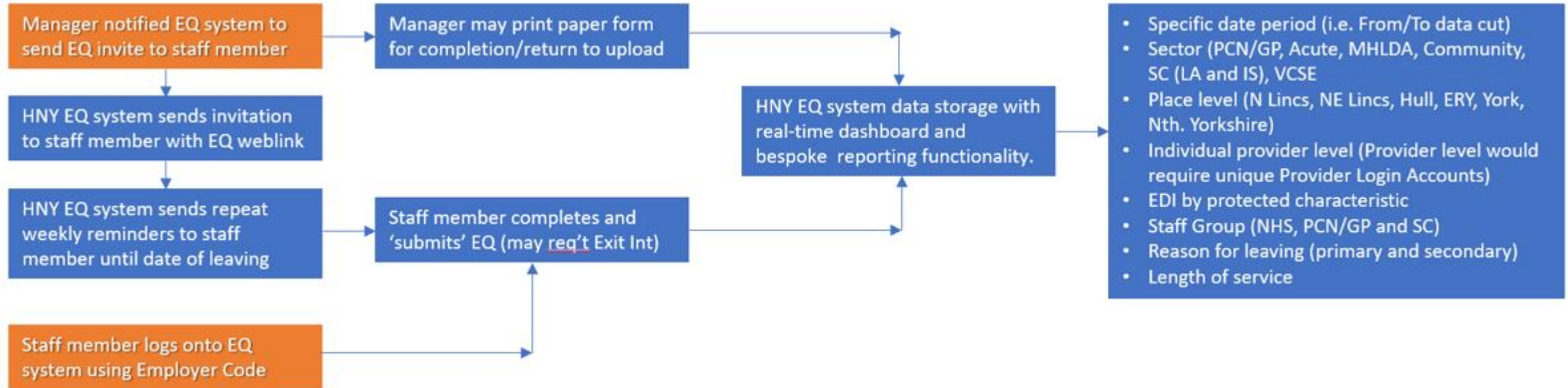


Free text box 'Is there anything else you would like to share?'

Contact details (optional – if requesting exit interview)

About you (equality data)

# HNY EQ Process



Digital and reporting system being created by ICB BI/Information and Digital Teams  
System production and hosting at 'nil cost' for those wishing to use



# The oral health team

3 members in the team, covering Hull, North Yorkshire, York and Sunderland

2 Core elements of the oral health promotion service

- Supervised toothbrushing programme
- Oral health training and development of wider workforce



# Oral health and the elderly

More people are now keeping their own teeth for longer; however, this means there is greater need for support to maintain a healthy mouth.

Changes in mobility and cognitive function may mean that patients are more reliant on care staff and family members to assist with their oral hygiene.

Dental issues can include pain, loose teeth, ulcers, mouth sores, dry mouth, jaw problems. As a result, these could impact on a person's ability to eat, sleep, speak and they may be prone to infections and be at risk of nutritional deficiencies.

Poor oral health is associated with other health conditions, including diabetes and pneumonia.

Oral health assessments should be carried out for all residents when they start living in a care home.

This enables a person-centred care plan to be developed.

Are there any broken/sharp teeth which could cut the cheek?

Any loose teeth which may affect eating/speech?

Is there food or plaque debris present which could cause gum swelling or bad breath?

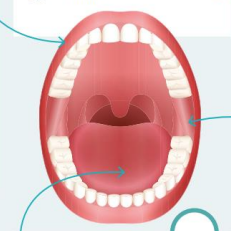
Any ulcerations or unusual patches on the cheek, gum or tongue?

### Oral health assessment tool

Resident: \_\_\_\_\_ Completed by: \_\_\_\_\_ Date: \_\_\_\_\_

**Scores** – You can circle individual words as well as giving a score in each category  
(\* if 1 or 2 scored for any category please organise for a dentist to examine the resident)  
**0 = healthy 1 = changes\* 2 = unhealthy\***

Lips:	Dental pain:	Natural teeth Yes/No:
Smooth, pink, moist <b>0</b>	No behavioural, verbal, or physical signs of dental pain <b>0</b>	No decayed or broken teeth or roots <b>0</b>
Dry, chapped, or red at corners <b>1</b>	There are verbal and/or behavioural signs of pain such as pulling at face, chewing lips, not eating, aggression <b>1</b>	1–3 decayed or broken teeth or roots or very worn down teeth <b>1</b>
Swelling or lump, white, red or ulcerated patch; bleeding or ulcerated at corners <b>2</b>	There are physical pain signs (swelling of cheek or gum, broken teeth, ulcers), as well as verbal and/or behavioural signs (pulling at face, not eating, aggression) <b>2</b>	4+ decayed or broken teeth or roots, or very worn down teeth, or less than 4 teeth <b>2</b>
Oral cleanliness:	Dentures Yes/No:	
Clean and no food particles or tartar in mouth or dentures <b>0</b>	No broken areas or teeth, dentures regularly worn, and named <b>0</b>	
Food particles, tartar or plaque in 1–2 areas of the mouth or on small area of dentures or halitosis (bad breath) <b>1</b>	1 broken area or tooth or dentures only worn for 1–2 hours daily, or dentures not named, or loose <b>1</b>	
Food particles, tartar or plaque in most areas of the mouth or on most of dentures or severe halitosis (bad breath) <b>2</b>	More than 1 broken area or tooth, denture missing or not worn, loose and needs denture adhesive, or not named <b>2</b>	
Saliva:	Tongue:	Gums and tissues:
Moist tissues, watery and free flowing saliva <b>0</b>	Normal, moist roughness, pink <b>0</b>	Pink, moist, smooth, no bleeding <b>0</b>
Dry, sticky tissues, little saliva present, resident thinks they have a dry mouth <b>1</b>	Patchy, fissured, red, coated <b>1</b>	Dry, shiny, rough, red, swollen, 1 ulcer or sore spot under dentures <b>1</b>
Tissues parched and red, little or no saliva present, saliva is thick, resident thinks they have a dry mouth <b>2</b>	Patch that is red and/or white, ulcerated, swollen <b>2</b>	Swollen, bleeding, ulcers, white/red patches, generalised redness under dentures <b>2</b>



Organise for resident to have a dental examination by a dentist  
 Resident and/or family or guardian refuses dental treatment  
 Complete oral hygiene care plan and start oral hygiene care interventions for resident  
 Review this resident's oral health again on date: \_\_\_\_\_

With kind permission of the Australian Institute of Health and Welfare (AIHW). Source: AIHW Caring for oral health in Australian residential care (2009). Modified from Kayser-Jones et al. (1995) by Chalmers (2004).

**TOTAL:** \_\_\_\_\_  
**SCORE: 16** \_\_\_\_\_

This is also an opportunity to find out how much support an individual needs with their oral care.

Do they have the dexterity to brush their own teeth?

Can they stand to brush their teeth, or do they need to be sat down?

Do they have a dentist?

When did they last see a dentist?

Have they currently got any pain or problems with their mouth?



# Barriers to care

There may be cognitive, physical and behavioural difficulties that impact on someone's ability to undertake daily oral care and cope with dental visits. These include:

- Not understanding the importance of toothbrushing or forgetting to do this
- Limited mobility making it difficult to brush teeth physically
- Sensory problems that mean someone doesn't like being touched
- Behaviour that makes it hard for someone to support oral care
- Limited communication

(PHE, 2019. Oral care and people with learning disabilities)





# Oral health problems

Gum disease – occurs more often due to difficulties carrying out effective toothbrushing

Malocclusion (misalignment) of the teeth can make chewing and speaking more difficult and increase the risk of gum disease, dental caries and trauma

Oral malformations may cause enamel defects, high lip line with dry gums and variations in the number, size and shape of teeth

Trauma and injury to the mouth are more common due to falls and seizures

Medical conditions

# White or sore patches on the tongue

A white tongue can be a sign of a health condition, such as anaemia, lichen planus, leukoplakia, geographic tongue, mouth ulcers or oral thrush.

Anything of concern should be checked by a dentist or GP.



Lichen planus



Geographic tongue



Oral thrush



Leukoplakia



### **Mouth ulcers**

Should clear up on their own but anything that lasts longer than 3 weeks needs to be checked by a GP or dentist.



### **Denture stomatitis**

Fungal infection that causes redness, swelling and tenderness in the mouth.



### **Angular cheilitis**

Inflammatory condition affecting the corners of the mouth.

Can be caused by oral thrush, dry lips, poor nutrition.

It may require antifungal medication or topical antiseptic.

# Key messages for oral health

- Brush teeth twice a day
- Use a toothpaste containing 1,350 – 1,500 ppm fluoride
- Spit don't rinse after brushing
- If using mouthwash, use at a different time to brushing
  
- Reduce amount and frequency of sugary food and drink
- Consume sugary food and drink at mealtimes only
  
- Remove dentures when brushing natural teeth
- Any individuals with partial dentures, beware that plaque often builds up on the sides of the teeth where the denture sits





# Adaptations to toothbrushes





# Toothbrushing

Twice a day, for 2 minutes



Collis curve  
brush



Dr Barman's  
superbrush



Triple bristle  
electric brush

# Cleaning between teeth



# Toothpaste

Pea-sized amount

1,350-1500ppm fluoride

Spit don't rinse after brushing

Non-foaming and flavourless  
toothpastes



# High caries risk



# Tips to help with toothbrushing

Routine – Same time each day

Calm environment – toothbrushing does not need to be done in the bathroom

Visual aids – mirror, toothbrushing song, app

Gradual introduction – start with a dry toothbrush and become familiar with the brush before gradually introducing toothpaste.

Reward system

Patience



# Assisting toothbrushing

Gain permission first and explain the process

Position yourself behind but slightly to one side, or in front, this will give better access and vision

Ensure the head is supported

Encourage them to do as much brushing as possible but use your hand to help guide

It may be easier to assist with brushing when they are relaxed and watching television

If they grind when brushing, it may help to get them to bite a large toothbrush on one side, while you brush the other side

# Assisting toothbrushing

Start brushing from the back on one side, this will help prevent gagging










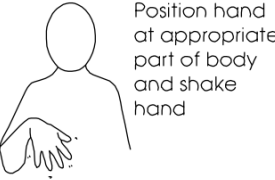

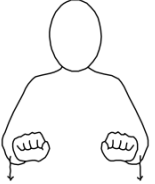












Brush the front, inside and biting surfaces on each arch, brush in the same order each time to ensure no teeth are missed

Use a circular brushing motion on one tooth at a time making sure to clean along the gum line

Provide a mirror so that they can see what is happening

If cooperation is poor, it may be necessary to brush just one arch or one side at a time and do the rest later in the day

# Dentist Makaton Prompt Cards

 Dentist	 Dental Nurse	 Dental Hygienist	 Dental Hygienist	 Dental Nurse	 Dentist
 Dentist's Chair	 Look	 Pain	 Pain	 Look	 Dentist's Chair
 Teeth	 Toothache	 Calm	 Calm	 Toothache	 Teeth
 Sit	 Drink	 Good	 Good	 Drink	 Sit

# Care of Dentures

- Dentures must be taken out and brushed to remove dental plaque
- Gums and tongue should be brushed to remove dental plaque
- Rinse mouth with water to remove food debris or after taking medication to keep the mouth clean
- Gum tissue needs time to rest from wearing dentures. Remove dentures overnight, if possible clean and soak in **cold water**
- Brush dentures with a denture brush morning and night using mild soap or a denture cleaning product preferred by the resident
- Rinse well with water after cleaning
- Label dentures with the resident's name
- Disinfect dentures once a week



# Where to find further information

Knowledge Oral Healthcare

[Oral Healthcare Training | from oral healthcare specialists KOHC](#)

Oral care champion course, guidance on palliative mouth care, dysphagia, supporting individuals who resist, denture care and free resources.

The Oral Health Foundation

[For carers | Oral Health Foundation \(dentalhealth.org\)](#)

Support and advice for carers.





# Free training from HDFT oral health team

1-hour, virtual training delivered through Teams

Oral health training for professionals caring for adults in care homes

Tuesday 13<sup>th</sup> February 3pm

Tuesday 19<sup>th</sup> March 3pm



# Free training from HDFT oral health team

1-hour, virtual training delivered through Teams

Oral health training for professionals working with adults with physical and learning disabilities

Wednesday 24<sup>th</sup> January 10am

Monday 26<sup>th</sup> February 11am



# Free training from HDFT oral health team

1-hour, virtual training delivered through Teams

Oral health training for professionals working with vulnerable adults –  
impact of smoking, drugs and alcohol on oral health

Tuesday 30<sup>th</sup> January 2pm

Monday 4<sup>th</sup> March 10am



Anyone wishing to attend training can contact me

[ruth.harrison18@nhs.net](mailto:ruth.harrison18@nhs.net)

If you would prefer face-to-face training, please  
get in touch.

**Thank you for listening.**

**Any questions?**



## New Guidance on Alcohol in Care Homes

The CQC have worked with the University of Bedfordshire to produce guidance for members of the public and care home managers on the availability and management of alcohol in care homes. The guidance is based on a study on alcohol use in care homes which found that residents, families, staff and inspectors felt strongly that people living in care homes should be able to continue drinking alcohol when they move into a home. Speaking about the research and new guidance, CQC's Amy Hopwood said:

“This important research shines a light on the importance of care homes safely supporting their residents to continue drinking alcohol if they wish to, using their professional expertise to balance the risks alongside the individual’s preferences Just like anything else in life that is a matter of taste and choice, how care homes manage alcohol is a strong indicator of how well they are delivering good, safe, personalised care to their residents.”

The research findings and new guidance can be downloaded from [the University of Bedfordshire's Substance Misuse and Ageing Research Team's web pages](#).

[News story: Guidance on the management of alcohol in care settings](#)

[University of Bedfordshire news story: Keeping the spirits up? Research finds alcohol can be part of having a ‘good life’ in care homes](#)



# Directory of Services for Health and Care Professionals This Winter (York Providers)

We know that you and your teams play a vital role in signposting individuals towards the assistance they require, fostering a resilient and healthy community during the challenging winter season. A series of resources have been developed to highlight the support available to York residents to navigate winter with confidence and ensuring that help is readily available when needed the most, outlining the services that are available to support them to stay well in their communities over the winter.

This includes detailed information on a wide range of services that are available for care providers to access clinical support for those in your care. A reminder that for any providers with the Immedicare service in place, this will be your first point of contact for any urgent care concerns (except any threat to life situations which would go via 999). Following a clinical consultation, Immedicare would that make a referral to other services such as GP Practice, Urgent Care Response or Out of Hours GP should a face-to-face visit be deemed appropriate.

These resources are designed to support residents across the City in accessing support this winter, so we would encourage providers to please share with staff and families as appropriate.

[DoS Information for Health and Care Professionals](#)

[DoS Information for the public](#)

[Looking after you and your family this winter - leaflet](#)

North Yorkshire and York Care Provider Support Handbook- How Can We Support You?



## 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. They are currently 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.

[Tuesday 16 January 11.00-12.30](#)

[Wednesday 17 January 2.00-3.30](#)

[Thursday 18 January 2.00-3.30](#)

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## ICB Collaborative Bank Programme Survey- Please Share with Staff

The ICB are currently running a survey developed as part of the ICB Collaborative Bank programme, which aims to gather intelligence on where and how our staff across the region work, whether they do bank/overtime as well as substantive work or substantive only, whether there is interest for staff in working in other organisations. The object of the Collaborative work is to look at allowing ease of movement across health or care organisations if staff want to work additional hours. We are aware that some organisations within the region do not have “banks” as such but have staff who regularly work extra, above their contracts either on overtime or in another way.

We would encourage providers to please share the survey with staff, who can access through the link and blurb below or the above QR code. All staff groups are encouraged to fill in the survey and the more the merrier. We are currently unable to provide a printed version, but we will be in touch as soon as we are. For any questions about this workstreams please contact: [nichola.greenwood1@nhs.net](mailto:nichola.greenwood1@nhs.net).





## ICB Collaborative Bank Programme Survey- Wording for Staff

"Across Humber and North Yorkshire Health and Care Partnership, we are beginning to look at how we offer increased flexible working opportunities to all our staff while enhancing the quality and safety of our services. One approach is launching a Collaborative Staff Bank where staff can do bank work at their current employer and across multiple care providers, should they wish. We are beginning to look at how we could do this, but we need the views of our staff. The survey is for all staff groups across the system, and all groups are encouraged to fill it out. Click [here](#) to access the survey"





## Join the Health Equity Fellowship Programme and Contribute to Improving Population Health and Reducing Health inequalities in the Humber and North Yorkshire

The Health Equity Fellowship Programme aims to give applicants enhanced skills to improve population health and reduce inequalities in their organisations and communities. The fellowship is open to all colleagues working across health, social care, local authority, and the voluntary and community sectors across Humber and North Yorkshire – irrespective of their current role, grade or profession. The fellowship will run from April 2024 to March 2025. For more information and instructions on applying, visit the [Health Equity Fellowship webpage](#). Applications will close on **Friday 12 January 2024**.

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# Infection Prevention and Control training event for Care Homes and Domiciliary Care

**Gibraltar House, Thurston Road, Northallerton,  
North Yorkshire DL6 2NA**

**Monday, 4th March 2024, 0845—1630 (fully booked)**

or

**Tuesday, 5th March 2024, 0845—1630**

Ideal training event for IPC Leads. Download the booking form at:

[www.infectionpreventioncontrol.co.uk/events/](http://www.infectionpreventioncontrol.co.uk/events/)

# Saint Catherine's Hospice- Palliative Care Education Opportunities

Over the next 12 months Saint Catherine's Hospice will be hosting a further series of virtual and in person education opportunities available to care providers and their staff. Some of these are applicable to providers across the full North Yorkshire area and some are specific to providers within the Scarborough and Ryedale footprint. Further information on the sessions can be found through the below flyers or contacting [Education@saintcatherines.org.uk](mailto:Education@saintcatherines.org.uk).

[Verification of Expected Death](#)

[Syringe Drivers](#)

[Introduction to Palliative Care Study Day](#)

[Palliative Care Emergencies Study Day](#)

[Trans Dermal Patches Study Day](#)

[Care Provider Study Day](#)

[Palliative Care Professionals Forum](#)

[Palliative Care Clinics- Monthly Session Devoted to Specific Topic](#)





## Bodyguard Syringe Driver Training (Vale of York Providers)

A series of dates have been arranged in 2024 for registered nurses working in the social care sector across the Vale of York to access syringe driver training, which will provide practical experience of setting up a syringe driver and ongoing management. To view the dates please view this [flyer](#).



## Bowel and Bladder Training Dates 2024 (Vale of York Providers)

York and Scarborough Teaching Hospitals NHS Foundation Trust have released their dates for bowel and bladder training for 2024, which are available to all non-registered care staff working across care homes, domiciliary and supported living settings within the Vale of York area. The sessions will help provide necessary skills to promote continence and manage incontinence within a care environment, including causes of incontinence, management and catheter care. To view the dates and book your place please follow this [link](#).



## 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

# Open Floor

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



**let's talk**

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# **Immedicare Wound Care Box Scheme for Residential Care Providers (Vale of York Footprint)**



**Jane Venable**

**Matron for Community Nursing**

**York and Scarborough Teaching Hospitals NHS Foundation Trust**



# 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](#)

