

24th January 2024

- **Trusted Assessor Form Update- York and Scarborough**
- **Positive Behaviour Support Update**
- **North Yorkshire Social Review Team Update**

Trusted Assessor Form (TAF) Development update

- Over recent months engagement events took place as part of a wider review of the Trusted Assessor Form to meet the information needs of care sector partners, and support in timely discharges into the community. A draft TAF was shared at the various meetings for providers to review the content and suggest additions.
- Over the last few months this has been digitalised. To enable this to be as streamlined as possible we have built the Physio and OT documentation electronic assessments into the system too and have reviewed the current nursing notes to enable them to feed directly into the TAF.
- The first official TAF was sent to local authority (East riding and North Yorkshire LA) on the 18th of December as part of the pilot programme. We now have 3 wards using the electronic version across Scarborough and 1 in York .
- We are in the process of reviewing the user and receiver feedback and recognise that there is a little more development to be done to support the aesthetic of the final PDF form- providers receive - this is hoped to be completed by the digital team by the 5th of February to make the information much clearer to read.



Trusted Assessor Form (TAF) Development update

- Initial feedback from staff is they love the electronic version, it's easy to use and that it is saving therapy and nursing time to complete – that the information providers are receiving is more detailed and comprehensive, but that readability needs some further work (which we are addressing)
- We are hoping to complete the training for all Scarborough teams this week and next and roll out on the York site will commence once the easy-to-read version is finalised.
- So you will start to see more of the electronic TAF forms in the coming weeks.
- We thank you for your patience – it is important that we get this right and it is worth spending a little extra time to make sure we do.
- If you have any feedback regarding the form please send it to yhs-tr.AHPDirectorateProfessionalLeads@nhs.net where we can collate it and fed int the digital team.



Positive Behavioural Support (PBS)

Care Connected Meeting

Thursday 24 January 2024

Leah Whiteside – PBS Clinical Lead North Yorkshire and York

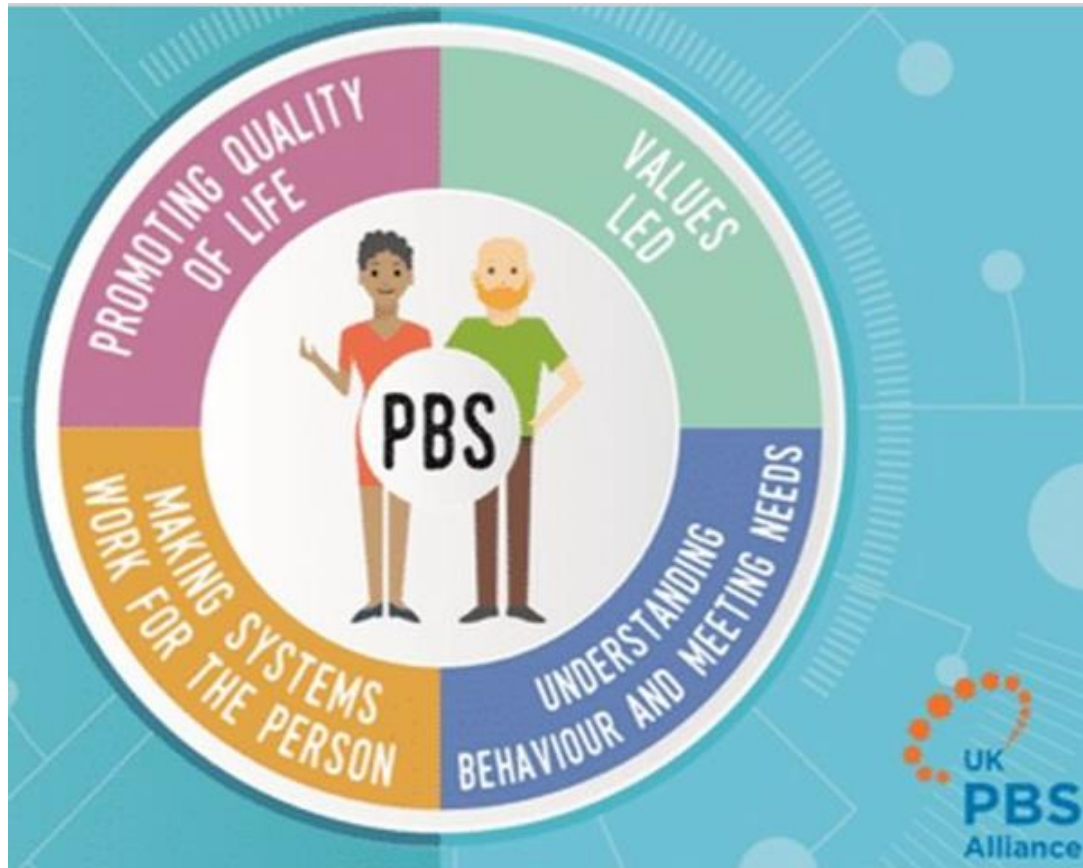
Tees, Esk and Wear Valleys NHS FT

Tanja Entwistle – Learning Disability and Autism Project Support Officer

Humber and North Yorkshire Integrated Care Board, North Yorkshire and York



Session overview



- Give an overview of PBS
- Raise awareness of the work we are undertaking
- Encourage people and providers supporting people with intellectual disabilities and / or autism to support the initiative
- Understanding what we already have / what our gaps are. Survey: <https://www.smartsurvey.co.uk/s/NYYPBSsurvey/>

CARE 
CONNECTED

History and Context

- Learning disability support through the ages:
 - Institutional care
 - Closure of long-stay hospitals
 - Special projects
 - Community provision
 - Residential care
 - Supported living
- Abuse scandals
- National drivers and policy



CARE 
CONNECTED

PBS operates on fundamental principles

- All behaviour happens for a **reason**
- All behaviour **communicates need**
- Improving **Quality of Life** is central to meeting behaviour needs
- You need to **understand** an individual's life to understand and support behavioural need
- You need to teach people (the person and 'mediators') **new skills** to achieve meaningful behaviour change in the **system**
- You wouldn't punish yourself so why punish others? As such PBS relies on punishment free and **non-shaming interventions**
- It identifies and attempts to **reduce restrictive practices**
- PBS is a shared, **system wide approach**.





Framework of Support

- Co-produced
- **Understanding** behaviours that challenge (BtC)
- Improving **Quality of Life**
- Providing **person-centred** support
- A **systems** based approach.
- It should be a tiered approach with Functional Behavioural Assessment, led by a suitably qualified individual

The 2022 PBS definition highlights how proactive and early intervention can support good lives for **ALL** people with learning disabilities and those who support them. The definition promotes culture of support and empowerment that result in high quality lifestyles and reduce the overall risk and occurrence of behaviours that challenge.

State Of Nation 2022

CARE 
CONNECTED

What PBS is not

A therapy or intervention

Behaviour Modification/Management

Something that can be used in isolation or the responsibility of a single part of the 'system'

A risk assessment (or management) or crisis intervention

Quick or (at times) something with a defined end

A means to locate the problem in the individual or pathologise behaviours



What Research Tells us

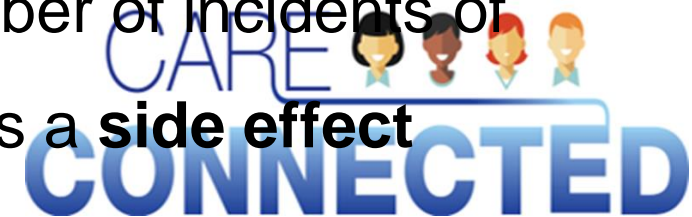
- General population (adults) spend 90% of their time engaged in meaningful activity (Szalai, 1972)
- **Mansell & Beadle-Brown (2012)** – found the average level of engagement for people with learning disability was 39%. This means that in every hour the person is **engaged** for **23 minutes** & **unengaged** for **37 minutes**
- **Beadle-Brown et al. (2015)** – for people with the most severe and complex needs:
 - **less than 50%** time is spent engaged in meaningful activity
 - **75%** of their time is with **no contact** (or support)
 - only **one third** received good active support



Improving Quality of Life



- **Improving quality of life** is the main intervention and outcome
- A **person-centric understanding** of what matters **to the supported person**
- An improvement in quality of life is **evidenced**
- A reduction in the number of incidents of behaviour of concern is a **side effect**



Values Led

- **Clear values** that are translated into practice
- Diversity is **celebrated**
- The supported person is **empowered** to lead the life they choose and to be included in society
- Restrictions are regularly reviewed, and a plan is in place to **reduce** them



CARE 
CONNECTED

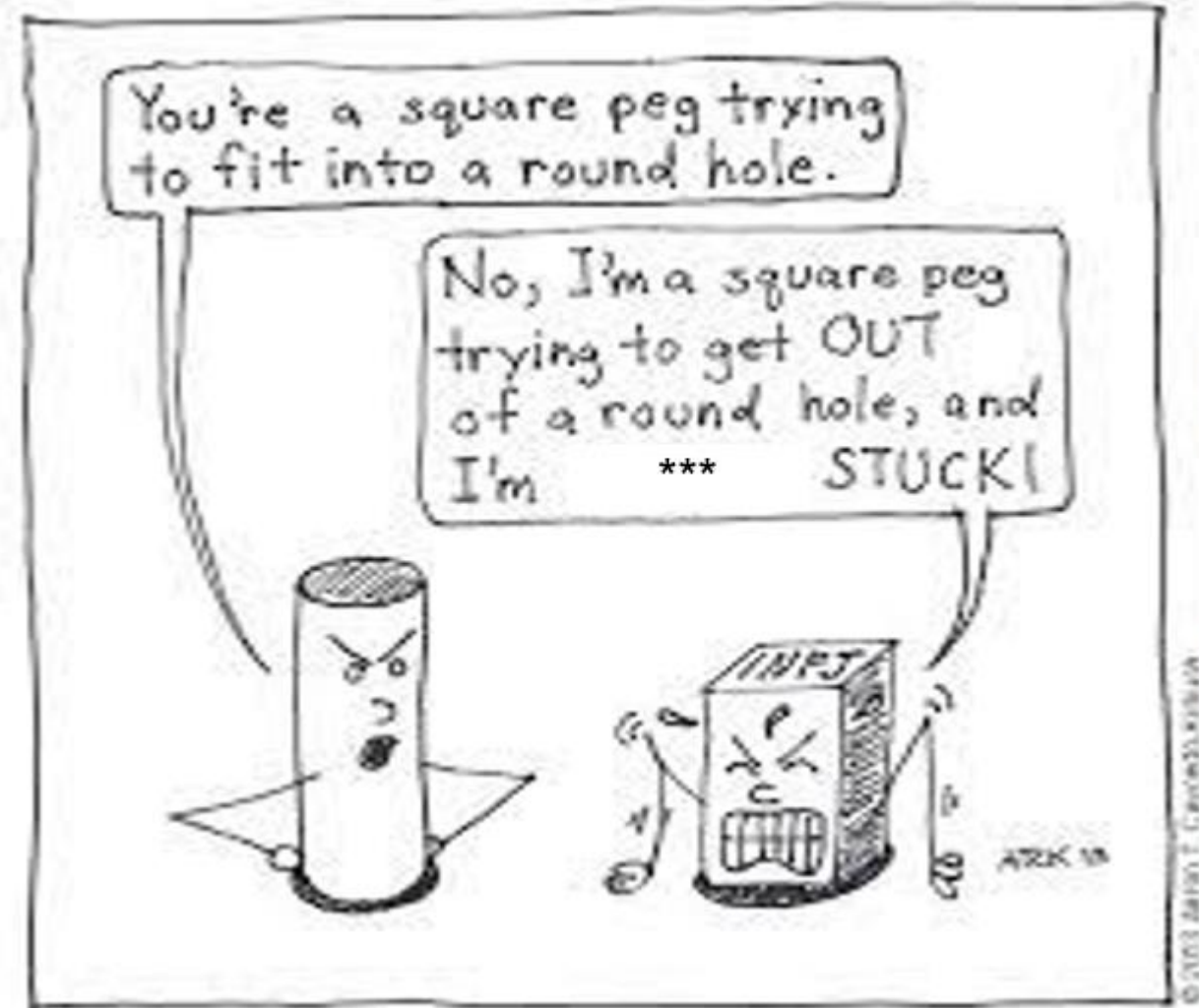
Understanding Behaviour and Meeting Need

- Uses **different methods** to gather information
- Using **evidence-based tools** to understand what people's behaviour means
- Improves support
- **Empowers** people to use better and less harmful ways to get their needs met



Making systems work for the person

- Right support at the right time
- Changing how we support the person
- Having the right skills and knowledge to support the person
- Changes to service structures
- Changes to cultures



Aims and Benefits

- **Establish an understanding of what good PBS is and what good capable environments are to improve quality of life for our population**
- **Inspire senior leaders in care organisations on the benefits of good PBS so that they train and grow the workforce to deliver good PBS in their organisations**
- **Enable health and social care professionals to identify good quality care providers and housing provision and to support training**

Benefits for the individual

Improved Quality of Life
Improved implementation of PBS plans
Reduction in distressed behaviours
Reduced use of restrictive practices

Benefits for providers and staff

Increased job satisfaction
Reduced stress
Reduced sick leave
Reduced turnover

Benefits for commissioners

Reduction in placement breakdowns
Reduction in hospital admissions
Reduction in referrals to specialist community teams/ISTs

Next steps

- Understanding what provision we already have across North Yorkshire and York in our care providers:

Please complete the survey at

<https://www.smartsurvey.co.uk/s/NYYPBSsurvey/>

- Establish a Community of Practice for commissioners and providers to come together to share knowledge, best practice and ideas
- Ultimately to support the training and development of workforce across the area

CARE 
CONNECTED

Any Questions?

For more information

- For more information visit the BILD website:

<https://www.bild.org.uk/>

- For an informative blog on good PBS:

<https://www.bild.org.uk/what-does-good-pbs-look-like/>

- ...and some resources on Understanding behaviour:

<https://www.bild.org.uk/resource/pbs-helpline-resources-understanding-behaviour/>

Living Well Newsletter North Yorkshire and York



LIVING WELL NEWSLETTER

Issue 3 January 2024

North Yorkshire and York

COMING SOON ... REASONABLE ADJUSTMENT FLAG

The Reasonable Adjustment Flag is a national record that shows a person needs accommodations and may include details about their impairments and necessary adjustments.

Benefits:

- The Flag is immediately visible when the person is referred or presents for care, often when no other information is available.
- It will ensure that details of impairments and other key information (such as communication requirements) are shared consistently across the NHS – with patient consent.
- Supports carers to feel less stressed by informing them of



LIVING WELL NEWSLETTER

Issue 2 November 2023

North Yorkshire and York

WE NEED TO TALK ABOUT ... CONSTIPATION

Constipation can be a life-threatening issue for people with a learning disability who are at heightened risk from complications if it is left untreated.

In fact, 23% of people with a learning disability who died in 2019 had constipation as a long-term condition. In North Yorkshire 34% of people on the Learning Disabilities Register have constipation as a co-morbidity.

People with a learning disability may also be less likely to recognise the symptoms of constipation and be able to communicate their symptoms, increasing the risk of serious consequences.



Supporting individuals with a learning disability and/or Autistic individuals, you will be acutely aware of the impact health inequalities has on people's health and well-being. The ICB's MH and LD Team work in partnership with individuals, parents/carers, voluntary sector, support providers, social care and health professionals to raise awareness, promote well-being and ultimately reduce health inequalities in our communities.

The Living Well Newsletter aims to reach community-based support providers in North Yorkshire and York. We will be highlighting specific health issues and signpost you to useful and accessible information and resources.

To sign up to receive the newsletter directly please email: hnyicb-ny.mhld@nhs.net.
The January edition of the newsletter can be found through this [link](#).



VIVALDI Study- Reducing Infections in Our Care Sector

This new pilot will work with over 500 care homes in England to monitor infections such as COVID-19, flu, norovirus, and urinary tract infections, and analyse the resultant anonymised data in order to help reduce infections in care homes for older adults. This programme will work to enhance the wellbeing of individuals residing or working in care homes for older people throughout England as well as supporting the wellbeing of visitors to the homes.

This initiative coordinated by University College London, The Outstanding Society, Care England and NHS England seeks to investigate strategies for minimising infections and enhancing the overall quality of life within these care settings. The collection of data plays a pivotal role in driving positive transformation within the sector, reflecting our commitment to research led by social care, for social care.

Due to the high interest in the project, there will be different phases, phase one will include providers who use Nourish or PCS, and we are working with other digital suppliers to include them later in 2024. Due to the workload for teams using paper-based systems and the security of the data, the project does not allow homes to participate who are paper-based only.

The [Outstanding Society website](#) includes detailed information about how to get involved in the project, including a practical animation helping you to explain it to the people you support, key information about how data will be used etc.

If you want to be at the forefront of new research, please e-mail:
info@vivaldisocialcare.co.uk



North Yorkshire and York Care Provider Support Handbook- Now Available to Providers

We're delighted to launch our new handbook which is designed as a resource available to all providers to assist you in identifying, navigating and accessing the range of local partners who work together to support your team and those in your care. The booklet is designed both for individuals new to role or the local area as well as experienced staff- and provides an overview of key local teams who you will work with, training and quality improvement opportunities, health and wellbeing contacts, support for your providers digital journey, and how stay updated and engage with fellow care sector colleagues. We recognise the diversity of the local care sector and no one provider is the same, so we encourage providers to use and customise this handbook as best meets the needs of your service. There is space to fill in your own information and contacts for your local services, and handbook is intended to be a live document so will be continuously updated to include further local offers and information relevant to our sector.

To view the [support handbook](#) please follow this link.



Infection Prevention and Control (IPC) Champions

For clinicians and managers in adult
social care settings.



Queens Nursing Institute- IPC Champions Network Open to all Social Care Staff

The new IPC Champions Network builds on measures already in place to maintain and continuously improve standards across the care sector. The champions will share best practice through a series of virtual meetings, a newsletter and discussion forum. The network is free and open to all nurses and healthcare professionals working in Adult Social Care who are interested in infection prevention and control.

The next network meeting on **Tuesday 30 January 2024 at 14:00 - 16:00** and aims to develop and support champions within the role of infection control, thus providing excellence in care for patients. This meeting will feature sessions on 'Vivaldi Social Care'; an IPC Workbook project in collaboration with Public Health Wales and a DHSC Adult Social Care update.

⇒ [Find out more and join the network](#)

⇒ [Book onto the next network meeting](#)

CARE 
CONNECTED



Resilience-based Clinical Supervision Programme for Nurses and Nurse Associates in Social Care

The Foundation of Nursing Studies are delighted to be launching a Resilience-based Clinical Supervision (RBCS) programme specifically for nurses and nurse associates in social care settings free of charge.

For further information please contact rbc.socialcare@fons.org for an informal discussion and to find out more about the programme.

⇒ [Download the RBCS Social Care Flyer](#)

⇒ [Read the press release](#)

⇒ [Visit the website](#)

Developing Nursing Placement Opportunities in Social Care Guidance

Social care nursing placements offer a wealth of opportunity with employers and practice learning partners playing a key role in supporting students to reach their full potential in developing their knowledge and skills within the learning environment.

With an ongoing demand for nurses and nursing associates within the sector there is a need to increase placement capacity. This guidance is aimed at employers and those considering hosting students to help them navigate the process of linking in with higher education institutions and highlights the benefits that there are for employers in hosting students.

⇒ [View the guidance](#)

We'll be discussing this guidance during our webinar on **Tuesday 30 January 2024** which is recommended for employers, registered managers and learning and development leads. There will be an opportunity to ask questions of representatives from providers who have delivered successful placements and the universities who support them.

If you have any questions or want to [find out more, please book on to the webinar](#).

CARE 
CONNECTED



York City FC Stadium Familiarisation Sessions

When: Tuesday 26 March 10.30-12.00 and Thursday 9 May 6:00-7:00

Based on the success of our first session, York City FC is proud to announce [additional stadium familiarisation sessions](#) that welcome and support individuals of all abilities and conditions, with a focus on making everyone feel included in our community. These free sessions are designed for supporters who, for various reasons, may have hesitated to visit the LNER Community Stadium in the past. We are committed to ensuring that everyone has the opportunity to enjoy the excitement of sports in a welcoming and supportive environment..

The familiarisation sessions are designed for families and individuals who may benefit from this offering, including but not limited to: Individuals with learning disabilities, those with sensory sensitivities., families with children who require a quieter and less crowded environment, supporters who may have physical mobility challenges and anyone who simply wants to familiarise themselves with the stadium before attending a match.

How do I book to attend?

To ensure we are well-prepared for the sessions and can make any necessary accommodations, [please complete this form](#). To discuss this initiative further, please contact Steve Dorey, Development Officer, York City FC, either by phone at 01904 624447 or via email at steve.dorey@yorkcityfootballclub.co.uk.





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 26 January 2024**.

CARE 
CONNECTED

Dates for Your Diary

- [Oral Health Training- Professionals Working with Vulnerable Adults. Tuesday 30 January 2.00-3.00](#)
- [Oral Health Training- Professionals Working in Care Homes- Tuesday 13 February 3.00-4.00](#)
- [Saint Catherine's Hospice Syringe Driver Training- Monday 5 February/Wednesday 7 February](#)
- [Saint Catherine's Hospice Palliative Care Link Professionals Forum \(Informal Support, Case Studies and Education\). Thursday 8 February 2.00-4.00](#)
- [Oral Health Training- Professionals working with adults with physical and learning disabilities- Monday 26 February 11:00-12:00](#)
- [Skills for Care Registered Managers Webinar LGBTQ+ Good and Best Practice- Thursday 29 February 10.00-11.00](#)
- [Catheter and Bowel Simulation Training for Vale of York Care Home Nurses- Thursday 29 February 1.30-2.15](#)



Countywide Reviewing Team

The Reviewing Team

Head of Service-
Caroline Lighten

Service Manager-
Michelle Miles

Team Manager- Katie
Gammie

Social Workers/Social Care Co-ordinators 12 FTE (13 in total when fully staffed)

Currently 6x SW - Rob Swindells, Diane Walker, Claire Bradbury, Caroline Wood, Lucy Kenfac, Sam Sibanda and Yandi Gaqa.

4x SCCs - Bernice Sharpe , Chris Astley, Jen Wise-Malcolm, Rachel Ferguson and Zuzana McGeever

1 social worker from the overseas recruitment still waiting to start and will be replacing Rob.

Why do we have a Countywide Reviewing Team?



The Review Team was created due to the number of people in commissioned bed-based support, who were overdue an annual review. The aims of the Review Team are to:



Fix the delays in completion of annual reviews of those in commissioned bed-based support in North Yorkshire County Council.



Embed the Quality Pathway into practice in care settings.



Work closely with the Quality Pathway teams to support providers to deliver quality care and early interventions where there are areas of concern.



Reduce the risk of safeguarding concerns – though the Review Team will not be managing safeguarding concerns, this will remain the responsibility of locality Care & Support teams.

What reviews do we do and don't do?

The team will undertake annual reviews for NYC residents who are permanent residents in:

- 24 hr Residential Care Home
- 24 hr Nursing
- 24 hr LD residential
- 24 hr Mental Health
- People who have previously been a NYC resident and are placed in long-term 24hr care setting on a permanent basis, in other Local Authority areas.
- The Team will also undertake reviews and re-assessments for people who are living in 24 hr residential or nursing care settings where concerns have been highlighted by the Quality and Improvement Team.

We do not undertake reviews or reassessments for:

- ▶ People who have not had an initial 6-week review (D2A review) of their placement
- ▶ People who are not in a long-term, permanent 24-hr care environment
- ▶ People who are in 24 hr care environment on a temporary basis (respite/D2A)
- ▶ People who are in a Supported Living environment
- ▶ People who are funded by CHC (unless FNC only)
- ▶ People who are funded by S117 aftercare funding
- ▶ Where needs have changed and an earlier/unplanned review is needed.

Thank you

- ▶ If you have any questions, please email me, or you can contact any of the team. We are a countywide team and workers will cover the whole county if needed.
- ▶ Katie.gammie@northyorks.gov.uk (Team Manager)
- **Social workers**
- ▶ Robert.Swindells@Northyorks.gov.uk- Whitby Highways Office
- ▶ Claire.Bradbury@northyorks.gov.uk Hipswell House, Catterick Garrison
- ▶ Diane.Walker@northyorks.gov.uk White Rose House, Northallerton
- ▶ Caroline.Wood@northyorks.gov.uk Civic Centre, Harrogate
- ▶ Lucy.Kenfac@northyorks.gov.uk - Sandpiper House, Selby
- ▶ Samantha.Bibanda@northyorks.gov.uk - Sandpiper House, Selby
- **Social Care Co-ordinators**
- ▶ Jennifer.WiseMalcolm@Northyorks.gov.uk White Rose House, Northallerton
- ▶ Zuzana.McGeever@northyorks.gov.uk Civic Centre, Harrogate
- ▶ Christopher.Astley@northyorks.gov.uk Belle Vue Square, Skipton
- ▶ Bernice.Sharp@northyorks.gov.uk Castle House, Scarborough
- ▶ Rachel.Ferguson@northyorks.gov.uk White Rose House, Northallerton
- ▶ **Customer contact centre 0300 131 2 131.**

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](#)

