

21st February 2024

- Public Health Update- Respiratory Infection Guidance and Measles Awareness
- NHS Care Volunteer Responders Service
- GoodGym Volunteers (York Provider Breakout)
- Joint Health and Wellbeing Strategy Consultation (North Yorkshire Provider Breakout)

5 DAY PROCESS FOR AUTHORISATION OF IPAs AND ISCs

BROKERAGE

Why was the 5 day process introduced

- To enable speedier payments to the provider:
- Previously there was no time limit for a provider to authorise an IPA or ISC
- Until Brokerage received an authorised IPA or ISC we could not activate/deactivate the service
- If the service was not activated then payment could not be made to the provider
- If the service was not deactivated then over payments would be made which would result in a clawback
- If amendments to the service occurred it could lead to confusion if previous IPAs or ISCs were not authorised

How the 5 day process works

- Brokerage will issue the IPA or ISC via egress advising the provider to respond within 5 working days to either authorise or raise a query/issue
- If we do not have any response after 5 working days we assume the contract has been authorised and activate/deactivate the service
- If the provider authorises the IPA or ISC sooner than 5 working days the service is activated/deactivated on receipt of the authorisation
- If the provider raises a query within the 5 working days the activation/deactivation is put on hold until the query is resolved

What happens when a query is raised

- Brokerage will check the IPA or ISC, the corresponding service and whether all costs are correct
- If there is an error on the IPA or ISC Brokerage will issue an amendment
- If the IPA or ISC is correct, Brokerage will liaise with the designated social worker to assist in the resolution of the query
- If the service is incorrect we will issue an amended IPA or ISC and the 5 day process will resume
- Brokerage should ensure the Provider is kept updated throughout the above process

Have You Got Medequip Community Equipment that Could be Recycled?

In January 2024 Medequip introduced a bulk care home collection speed. Medequip are aware that care homes can find it challenging when trying to arrange collections and as a result, often have a number of items that they need to collect at once. To make this easier, Medequip have introduced a bulk collection speed for care homes.

Care homes need to contact Medequip via the north.yorks@medequip.com email address and let the Medequip team know the details (EIN number) of at least one item they need to be collected. This bulk collection speed is for 6 large items or more. For less than 6 items the normal collection process remains for care homes, which is to email Medequip and inform them of all of the EIN numbers and equipment details of the items they want to be collected.

If you have equipment that is no longer needed, you are urged to contact Medequip. An email must be sent to Medequip to confirm as many items as possible to be collected (EIN numbers), this information will be passed to the commissioners who will review the request. Once the request is approved, Medequip will contact you direct to agree the collection date and location of the items on site. On the day of the collection please make sure a member of your team is available should Medequip need to be shown where to access the equipment.

Should you have any issues in arranging your collection with Medequip please contact pam.bolderson@nhs.net



New Careers Website to Support Recruitment and Retention Across Our Region

Humber and North Yorkshire Health and Care Partnership have recently launched a new website aimed at inspiring individuals to explore rewarding paths in health and care within the Humber and North Yorkshire region.

HNY Careers Hub- A one-stop-shop for individuals of all ages and career stages, to support an understanding of education, training opportunities, vacancies, and more. Led by our ICB in partnership with colleagues across the system; the site is aimed at strengthening recruitment and retention efforts across HNY.



CARE 
CONNECTED

Have Your Say- Dementia Three Year Plan

The Humber and North Yorkshire Integrated Care System (ICS) is working to develop a three-year plan for dementia. This three-year plan aims to improve experience and outcomes at all stages of the dementia journey from the first recognition of symptoms, right through to end of life care. The Humber and North Yorkshire Dementia Programme, including Alzheimer's Society, would welcome the opportunity to listen to the views of our local communities. This will ensure our three-year plan is based on lived experience and reflects the needs of our population.

[Click here](#) to access the questionnaire. If you require a physical copy, please call 01904 929444.

Mindfulness Sessions Available for Humber and North Yorkshire Health and Social Care Staff

Mindfulness Taster Sessions

These two-hour sessions will give you a taste of what mindfulness is all about and the variety of offerings our service provides. Sessions include information, discussion, and brief guided meditations. You need to attend a taster before applying for one of our longer courses. A range of sessions will be running from March until September 2024. [Click here to book onto a taster session.](#)

Staff Introduction to Mindfulness Course

This short course consists of 3 sessions over a 3-week period. Each online session is an hour long and will include brief guided meditations, as well as some theory and discussion. You will be invited to use the mindfulness practices at home between sessions. This course is designed for people who are new to mindfulness or who only have limited time to attend a mindfulness course. [Click here to complete the registration form to book onto the course.](#)

Weekly Drop-In Mindfulness Sessions

These regular 30 minute online drop-in sessions aim to support staff wellbeing and include a guided meditation and an opportunity for some brief discussion. Sessions currently take place on Mondays at 10-10.30am and Tuesdays at 8.30- 9am via Microsoft Teams. You don't need to book in advance, and no previous experience of mindfulness is necessary. To register for the drop-in sessions, please contact tewv.mindfulness@nhs.net.

Update on Health Protection Issues

Jess Marshall, Public Health Manager
Dora Machaira, Public Health Manager
Vic Turner, Public Health Consultant

Data

Figure 1a. Respiratory DataMart weekly positivity (%) for influenza, SARS-CoV-2, RSV and rhinovirus, England

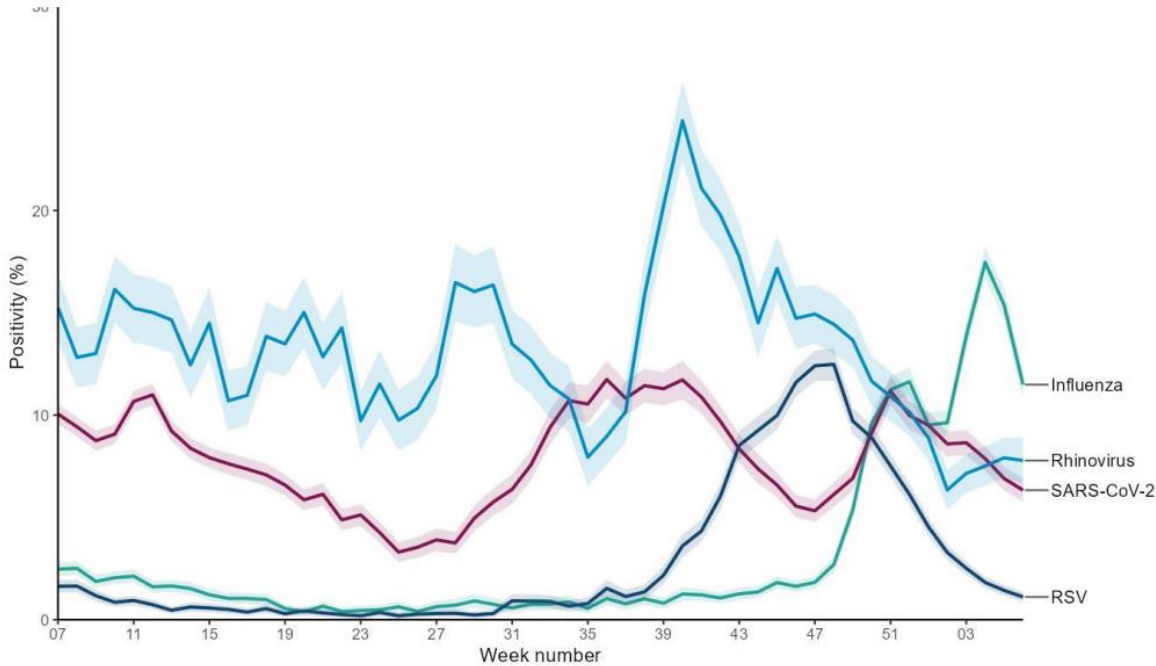
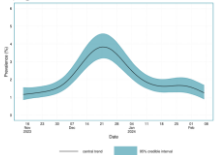
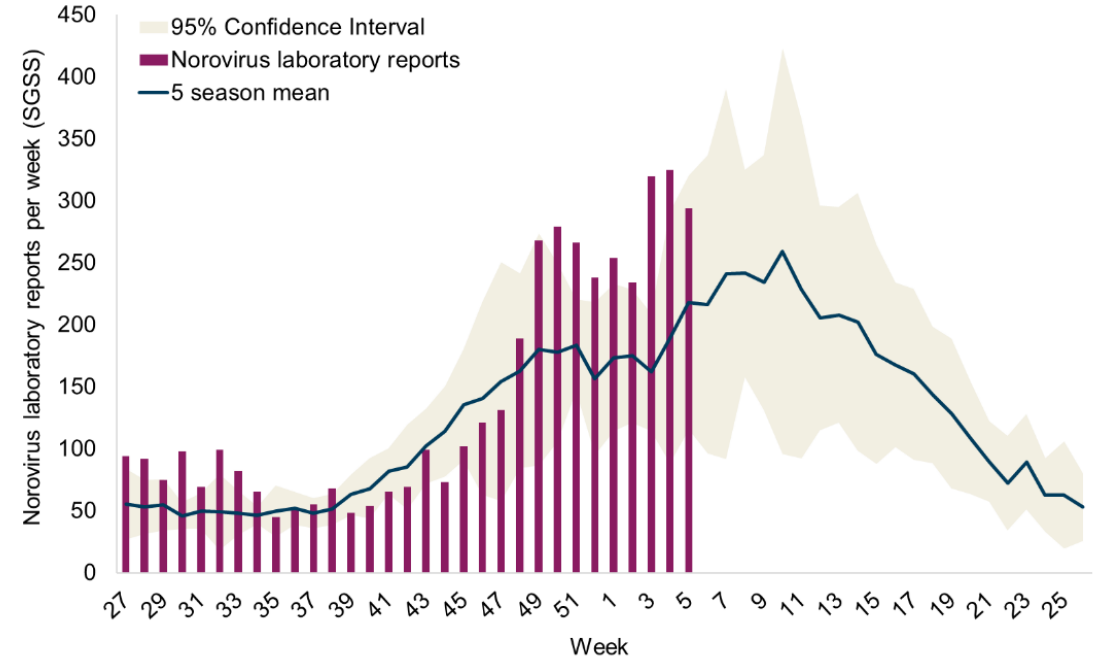


Figure 15. Estimates of prevalence between 14 November 2023 and 7 February 2024, Winter G18, England and Scotland



- Flu peak late Jan/early Feb now decreasing (but still high)
- Around 1 in 65 people currently has COVID-19

Figure 1. Norovirus laboratory reports in England by week during the 2023/2024 season, compared with the 5-season average



Norovirus activity has remained high in recent weeks – lab reports 52% higher than the 5-season average in early February



Measles

- Increase in cases nationally with [16 cases in Yorkshire and The Humber](#)
- Measles is **highly contagious**, symptoms include rash and fever. Can lead to more severe illness e.g. pneumonia, encephalitis
- Anyone uncertain about their own, or families, vaccination status (two doses of MMR) should check with their GP and if unvaccinated → **book vaccination appointment**
- Getting vaccinated isn't just for children. It is important at any age, particularly if you work in social care where you are more likely to come in to contact with an infected person.
- **Healthcare staff asked to isolate up to Day 21 post-exposure if no evidence of immunity**
- [For more information visit Let's Get Vaccinated.](#)



MEASLES CASES ARE RISING

NHS

THE MMR VACCINATION ISN'T JUST FOR KIDS

If you work in social care, make sure you protect yourself by keeping up to date with your vaccinations.

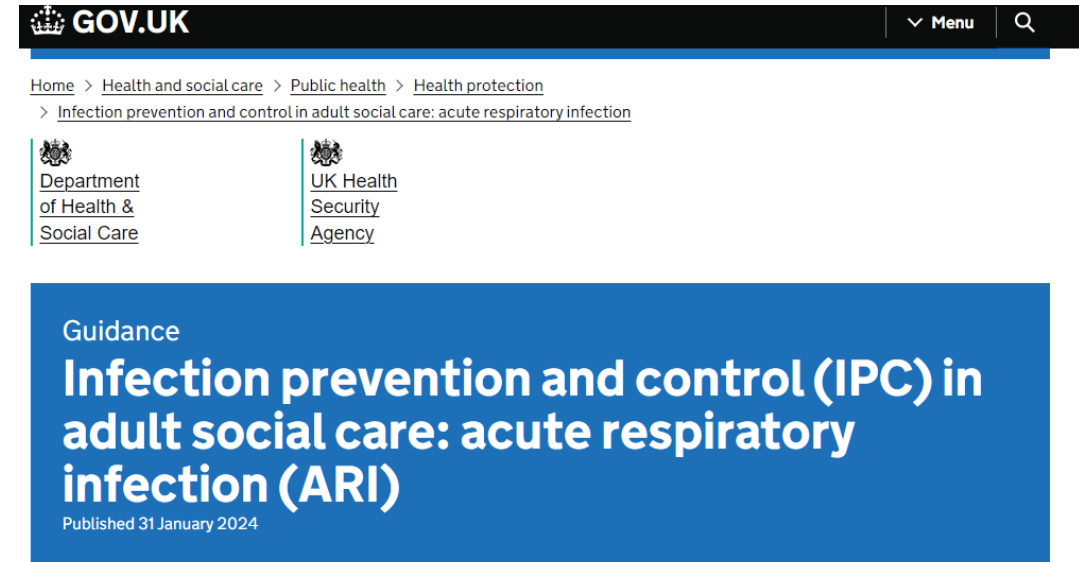
LET'S GET BETTER.

Acute Respiratory Infections

- COVID-19 guidance now replaced with [Acute Respiratory Infections \(ARI\) guidance](#)
- Guidance provides information on IPC measures for ARI, including COVID-19
- Consistent with approach of managing COVID-19 in line with other ARIs such as Flu
- Local guidance has been updated and shared (attached)



Microsoft Word
Document



GOV.UK

Home > Health and social care > Public health > Health protection
> Infection prevention and control in adult social care: acute respiratory infection

Department of Health & Social Care

UK Health Security Agency

Guidance
Infection prevention and control (IPC) in adult social care: acute respiratory infection (ARI)
Published 31 January 2024

PPE requirements when caring for a person with suspected or confirmed acute respiratory infection (ARI)

Activity	Disposable gloves (of the type appropriate to perform the task)	Disposable apron	Disposable fluid-repellent gown	Disposable fluid repellent surgical mask type IIR	Filtering face piece respirator (e.g. FFP3)	Eye/face protection
Giving personal care to a person with suspected or confirmed ARI	Only wear if risk assessment indicates likely contact with blood and body fluids ✓ single use ¹	Only wear if risk assessment indicates likely contact with blood and body fluids ✓ single use ¹	✗ single use ¹ (Only wear by exception instead of apron if likely risk of extensive exposure to blood or body fluids)	✓ single use ¹	✗	✓ single use ¹ or sessional use ²
General cleaning duties in the room of a person with suspected or confirmed ARI	Only wear if risk assessment indicates likely contact with blood, body fluids or chemicals/cleaning products ✓ single use ¹	Only wear if risk assessment indicates likely contact with blood, body fluids or chemicals/cleaning products ✓ single use ¹	✗	✓ single use ¹	✗	✓ single use ¹ or sessional use ²
For tasks other than those listed above, at least when within 1m of a person with suspected or confirmed ARI	Only wear if risk assessment indicates likely contact with blood and body fluids ✓ single use ¹	Only wear if risk assessment indicates likely contact with blood and body fluids ✓ single use ¹	✗	✓ single use ¹	✗	✓ single use ¹ or sessional use ²
Aerosol Generating Procedure⁴ (AGP) on a person with suspected or confirmed ARI	✓ single use ¹	✓ single use ¹	✓ single use ¹ (may be indicated instead of apron if risk of extensive splashing)	✗	✓ single use ¹ (the user needs to be <u>fit tested</u> for a specific respirator and perform a fit-check to ensure correct fitting)	✓ single use ¹ or sessional use ²

1. Single use refers to disposal of PPE or decontamination of reusable items (e.g. eye protection), after each person and/or following completion of a procedure, task, or session².

2. A single session refers to a period of time where a care worker is undertaking duties in a specific care setting/exposure environment (e.g. in a bay caring for service users with flu or COVID-19). A session ends when the care worker leaves the care setting/exposure environment. Sessional use should always be risk assessed. PPE should be replaced or decontaminated (if reusable) of after each session or earlier if damaged, soiled, or uncomfortable.

3. If the filtering face piece respirator (e.g. FFP3) is not fluid resistant, this needs to be a full-face visor (which covers the eyes, nose and mouth area)

4. A list of aerosol generating procedures can be found at [NHSE NIPCM - Chapter 2, paragraph 2.5: aerosol generating procedures](#)

IPC practice

- Key to managing infectious diseases and prevention of outbreaks remains standard IPC measures
 - ✓ regularly letting fresh air into rooms and shared areas, and/or use of mechanical ventilation systems (for more information on ventilation, see guidance on [Ventilation to reduce the spread of respiratory infections, including COVID-19](#))
 - ✓ hand hygiene between tasks with soap and water or alcohol-based hand rub if hand washing unavailable (*N.B. alcohol-based hand rub is not a substitute for hand washing and is not effective against norovirus*)
 - ✓ respiratory and cough hygiene (catch it, bin it, kill it!)
 - ✓ cleaning of shared equipment, especially after use
 - ✓ regular cleaning of the environment with particular attention to frequently touched surfaces and shared areas
 - ✓ appropriate use of personal protective equipment (PPE) **including face masks when caring for people with suspected or confirmed acute respiratory infections** (see previous slide)
 - ✓ correct handling and segregation of waste and infectious linen
- NB - [Infection prevention and control: resource for adult social care](#) is under review and will be updated in due course, last updated 31 Jan 2024

Local recommendations for resilience

Please continue to follow the local recommendations below within all settings:

1. Ensure business continuity plans are reviewed regularly
2. Continue to risk assess mask wearing in settings (should be worn when caring for anyone with suspected or confirmed acute respiratory infection)
3. Maintain a low symptom threshold to reduce transmission of respiratory viruses, and other infectious diseases
4. Continue to report cases to UKHSA
5. Utilise testing for admission into settings, and testing within settings where appropriate, to support management of cases of respiratory viruses
6. Ensure you maintain a stock of tests and check for expiration dates

AND – encourage take up of vaccination opportunities (COVID-19, flu, MMR etc.) where applicable



Reporting and Contact Details

For outbreak management advice/support

For outbreak management advice/support, please use the webform or call UKHSA Yorkshire and Humber Health Protection Team (0113 386 0300 in or out of hours). This includes if experiencing a significant spike in cases or other outbreak issues.

- Webform [Webform Response Cell Yorkshire & Humber \(yhphnetwork.co.uk\)](https://yhphnetwork.co.uk)

In the instance of any events that may impact service delivery, please contact
SocialServices.Contractingunit@northyorks.gov.uk

For specialist Infection Prevention Control (IPC) support, please call 01423 557340 or email
infectionprevention.control@nhs.net



Questions?

Please email NYC Public Health team at:

dph@northyorks.gov.uk

CARE 
CONNECTED



**Volunteer
Responders**

Volunteer Responders

Feb 2024

Service provided by:



Volunteer Responders



Digitally delivered
volunteering
platform enabling
fast, real-time
deployment



Adds capacity to
local health and
care services &
improves delivery



Compliments
existing schemes



An inclusive
volunteering
programme

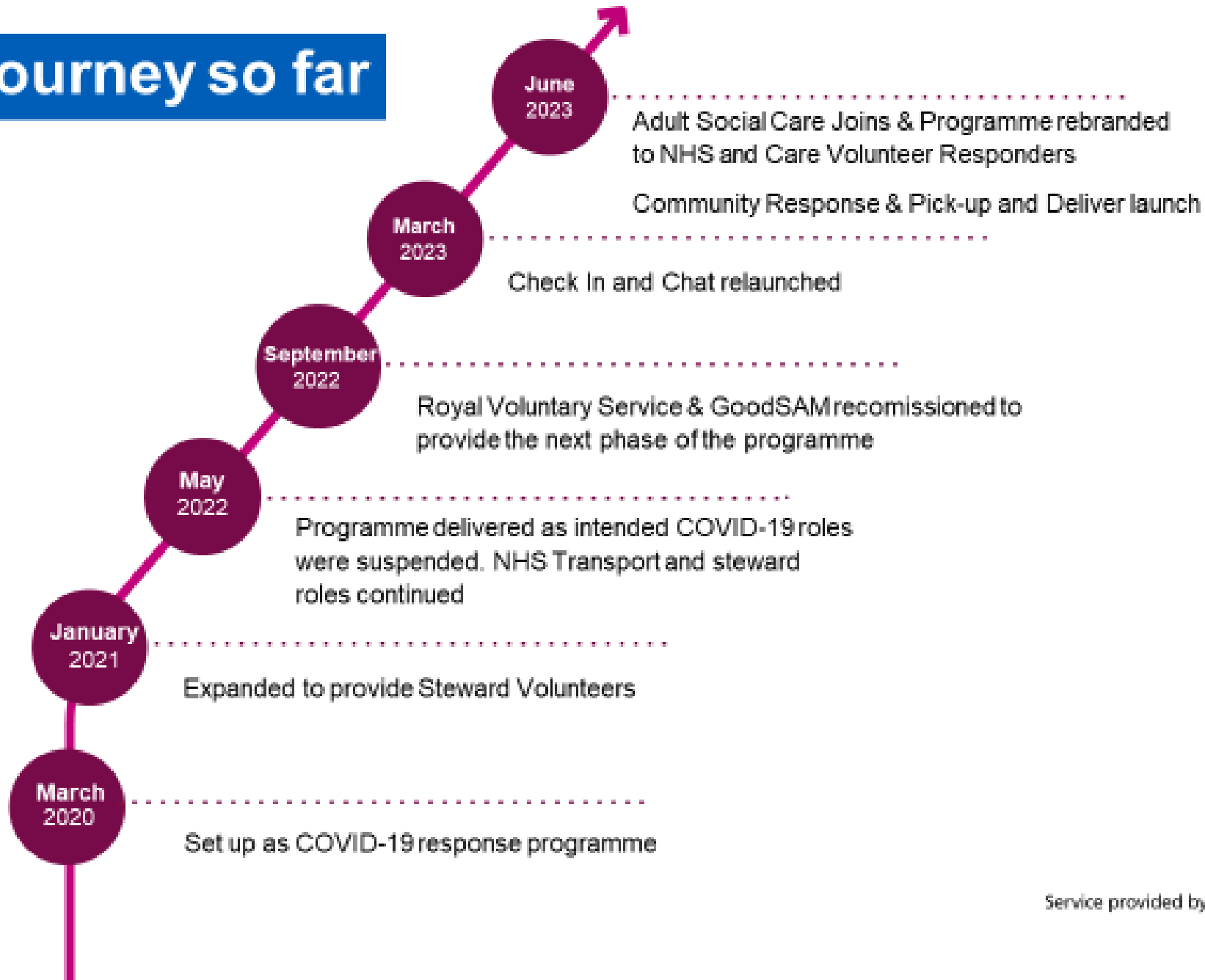


Evolving
programme
developed using
insights from
local systems

Service provided by:



Our journey so far



Over 35,000
volunteers ready
to support

Service provided by:

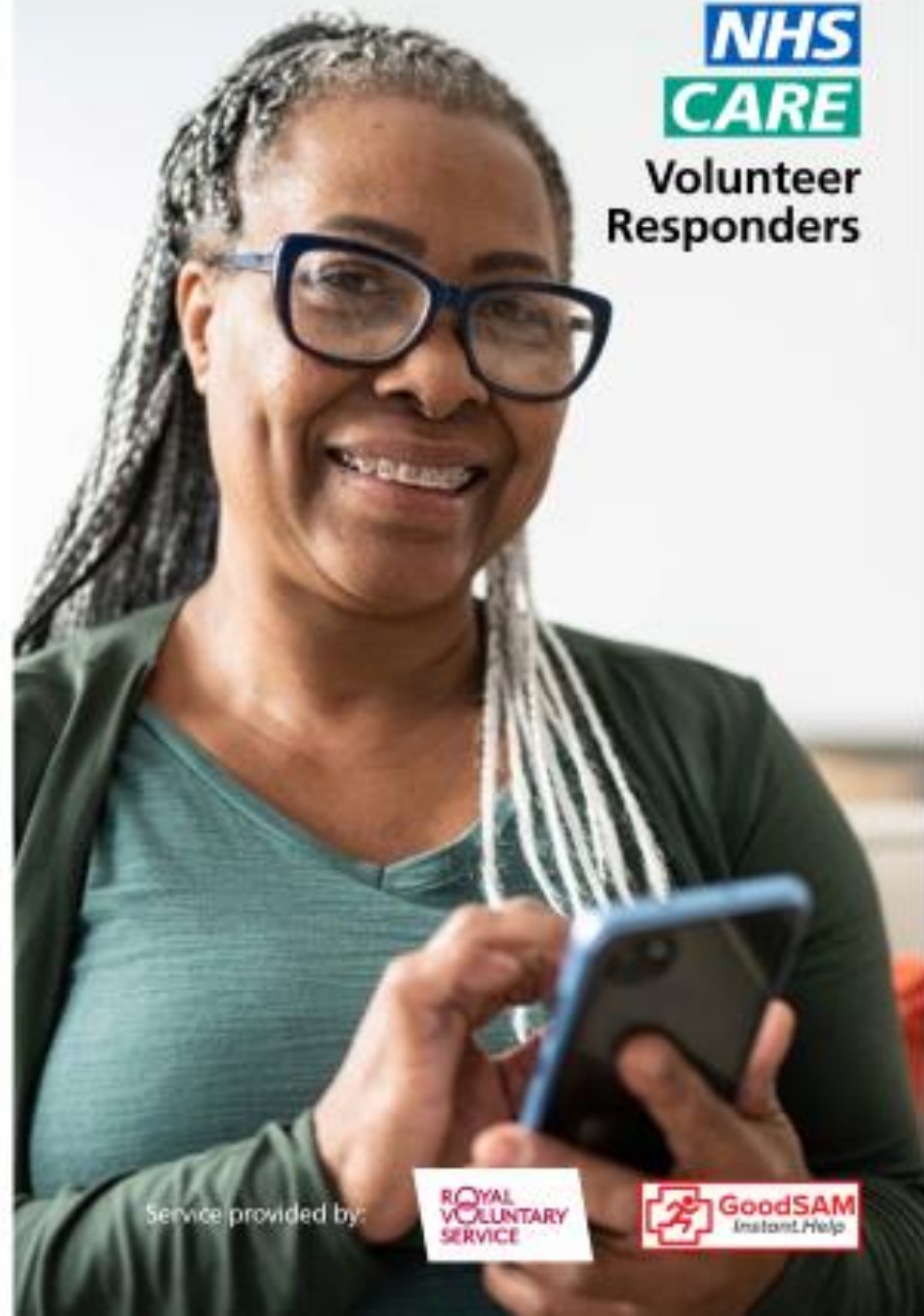
ROYAL
VOLUNTARY
SERVICE

 **GoodSAM**
Instant.Help

Check In and Chat Volunteers

- ✔ Provide telephone support to people who would benefit from a friendly phone call
- ✔ Provide companionship and encouragement to help improve mental health & wellbeing

Check In and Chat service is available for 18 weeks, with a different volunteer calling on each occasion.





Check In and Chat Plus

NHS
CARE
Volunteer
Responders

- ✓ Provide regular telephone support and some encouragement to help improve their mental health and wellbeing
- ✓ Help people explore positive changes they can make to their lives

This support will be 3 calls a week, over a 6-week period from the same volunteer

Service provided by:



Who might benefit from the Check In and Chat services

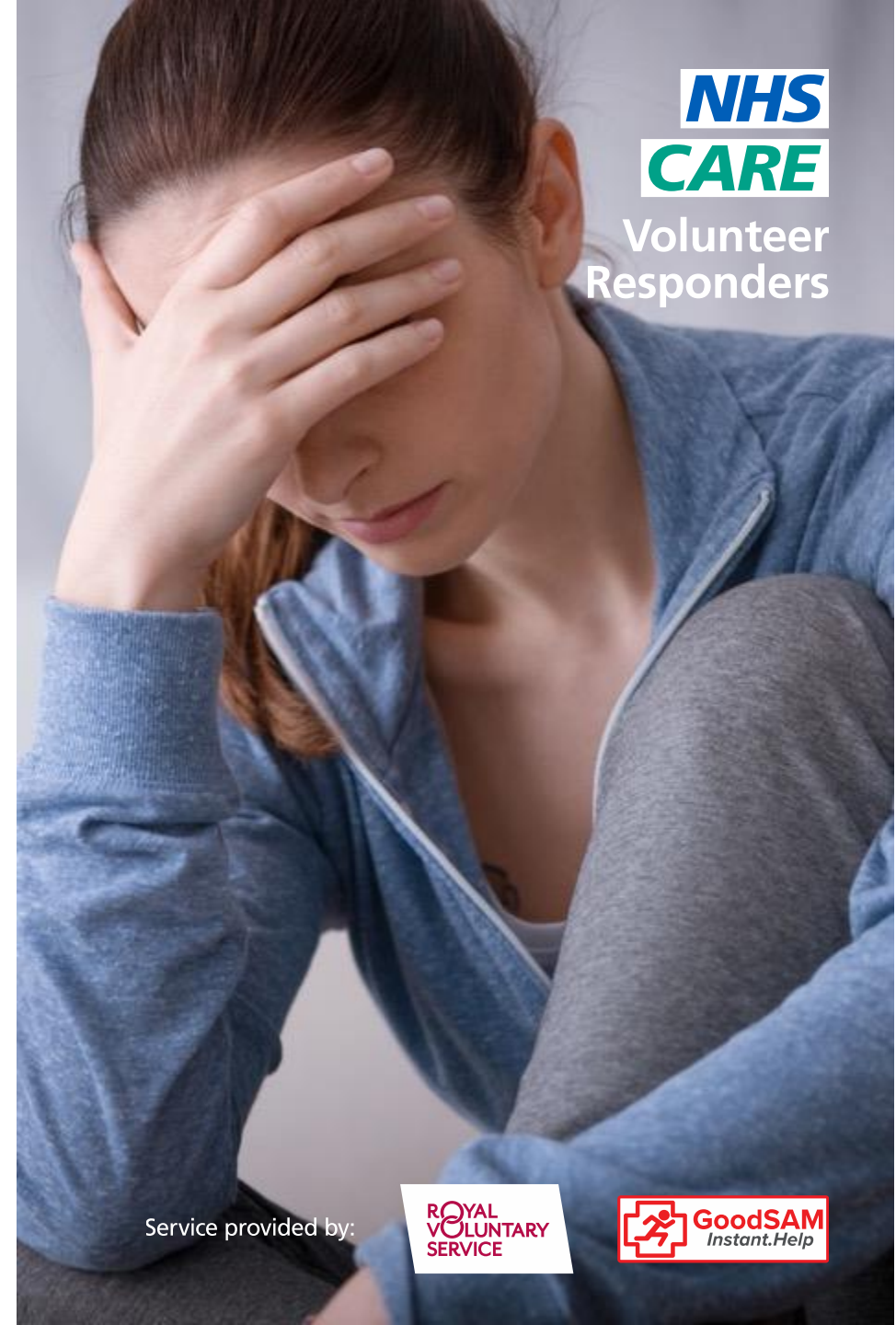
- ✓ Individuals experiencing social isolation and loneliness
- ✓ Has a health condition
- ✓ Has been recently discharged from hospital
- ✓ Is someone with caring responsibilities
- ✓ Is waiting for elective surgery



Eligibility for support

Examples where the Check In and Chat service would not be appropriate:

- ❌ Individuals with complex mental health problems
- ❌ Individuals who are known to be suicidal
- ❌ Individuals with severe cognitive impairment
- ❌ Referrals for those with drug addiction or alcohol dependency





Community Response Volunteers

NHS
CARE
Volunteer
Responders

Community Response volunteers support people in their local community with a range of activities including:

- Food shopping
- Collecting essential items
- Picking up prescriptions and medications

The volunteer support for this doorstep delivery service is available either as a one-off or once a week for a maximum of 6 weeks.

Service provided by:



Who can request Community Response Volunteers?

Healthcare professionals can refer people with a current health need for example, those waiting to be admitted to hospital or those who have just been discharged.

Adult social care professionals can refer people in receipt of care for example those that have a long-term health condition or live with ailments that prevent them from doing these activities themselves.

The support is also available to **carers and to people with health conditions** where there is a current health need.



NHS
CARE
Volunteer
Responders

Service provided by:

ROYAL
VOLUNTARY
SERVICE

 **GoodSAM**
Instant.Help

Self-referral

The programme is also open for self referrals, which means that members of the public can refer themselves or someone that they know (with their permission) for Check In and Chat or Check In and Chat Plus calls, as well as Community Response support.

Self-referrals can be made by calling the Contact Centre on
0808 196 3646

NHS
CARE
Volunteer
Responders



Pick Up and Deliver Volunteers

Volunteers can deliver small items of equipment to people at home or between sites. They can also assist with the transportation of medication from hospital to home.

- TTO from acute settings
- Virtual ward medicine and monitoring equipment
- To support the timely discharge of patients
- No biological specimens or controlled drugs

Referrals can be made for urgent short notice requests or scheduled future shifts

Service provided by:



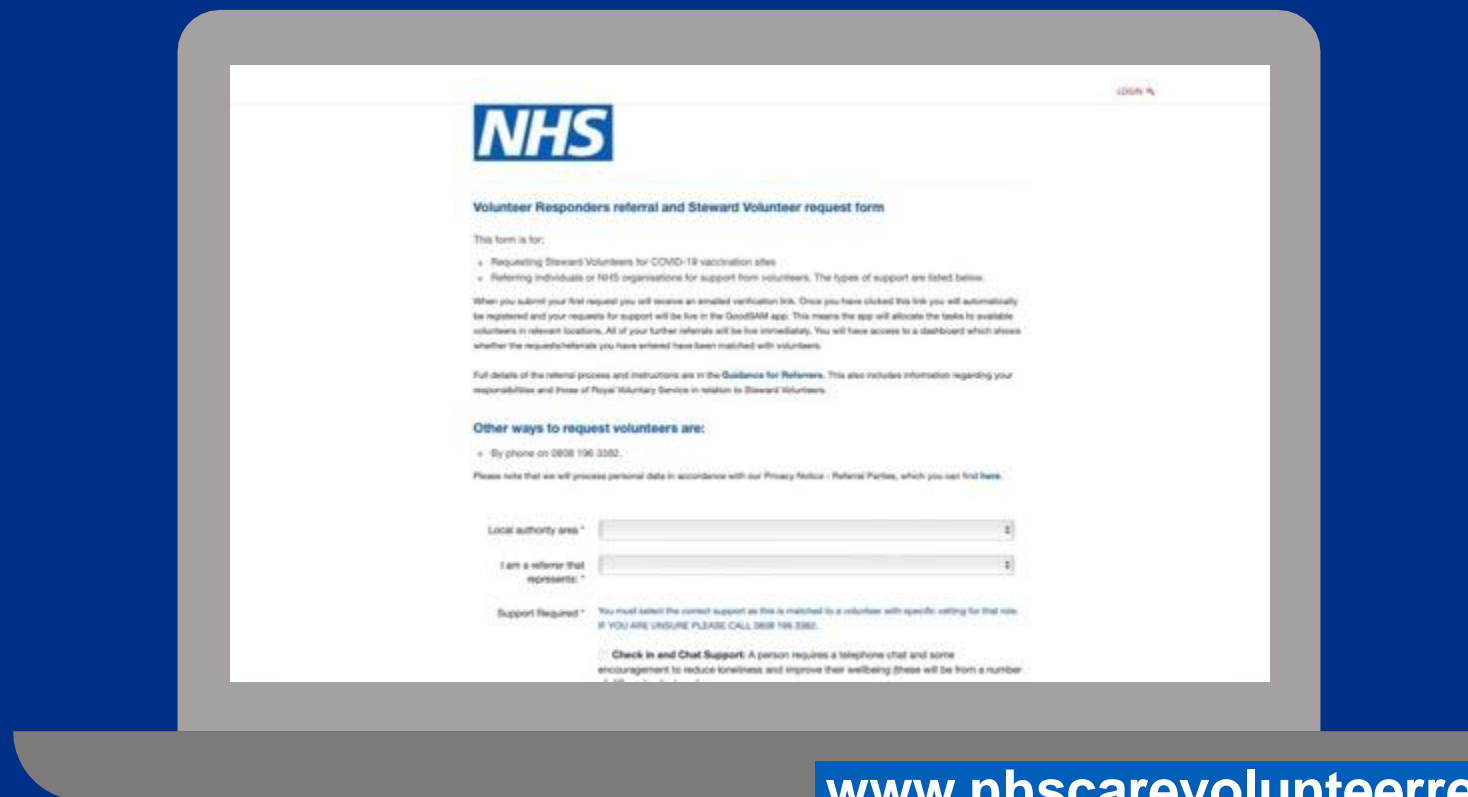
How to make a referral

Service provided by:

ROYAL
VOLUNTARY
SERVICE

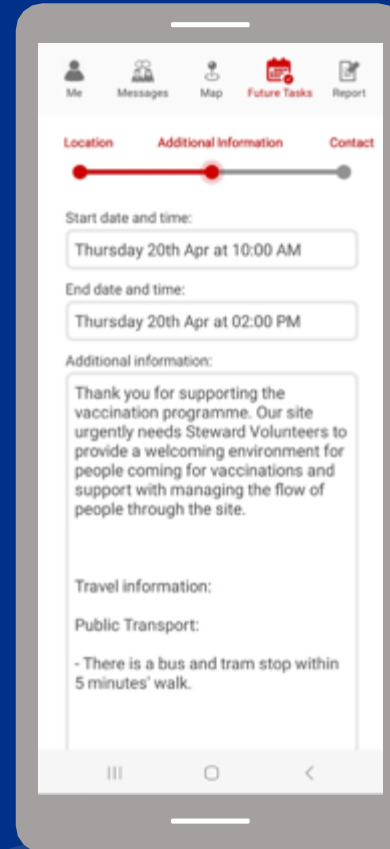
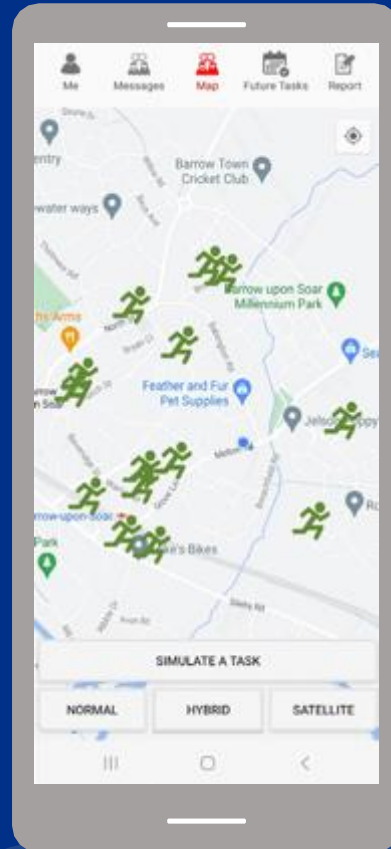
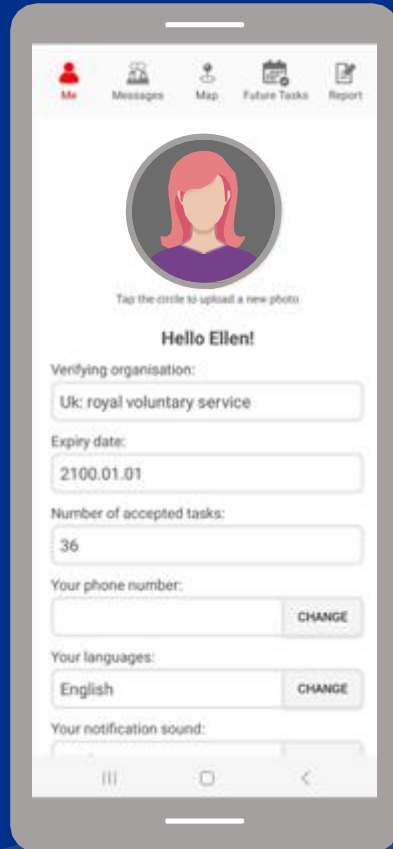
 **GoodSAM**
Instant.Help

How to register and make a referral

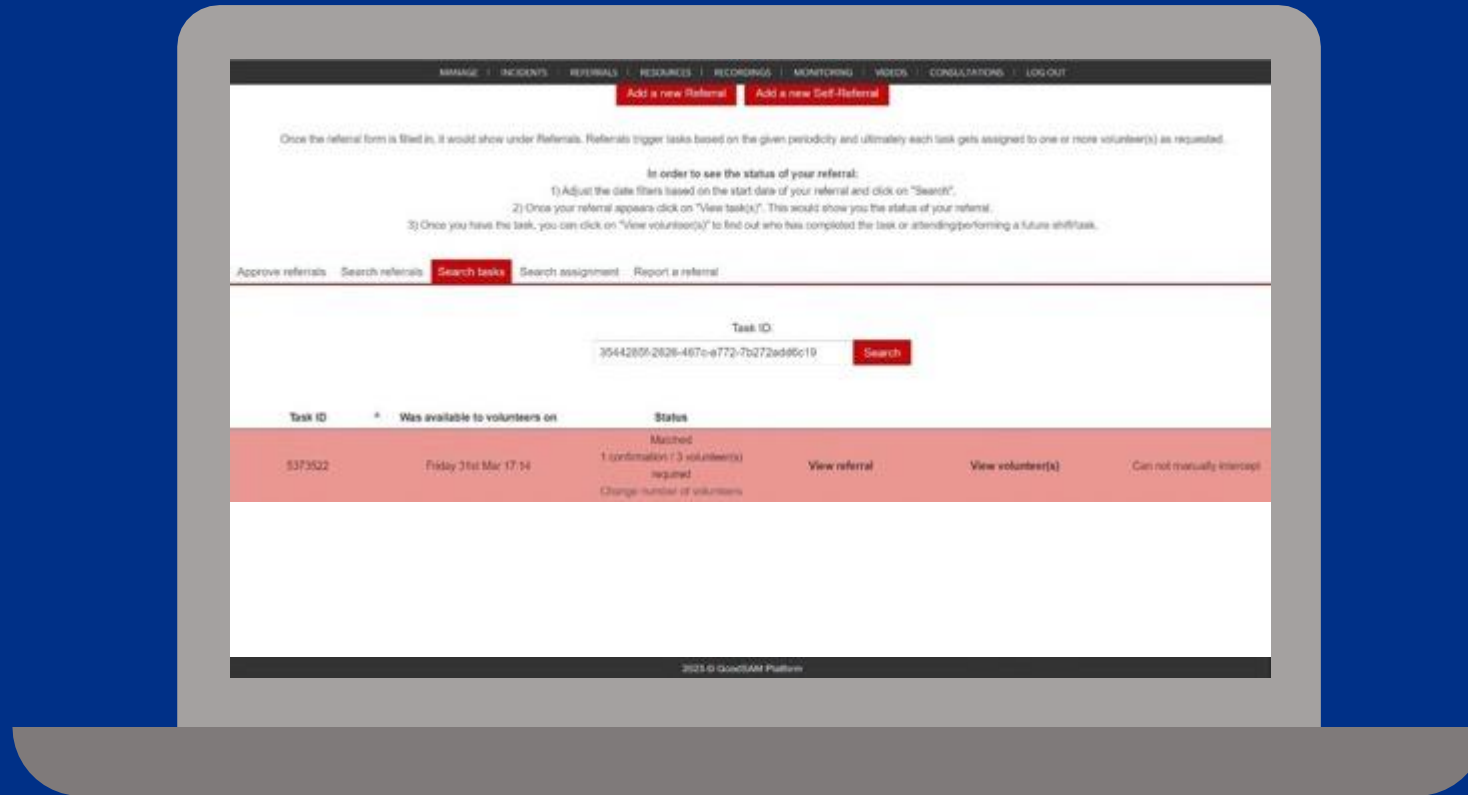


www.nhscarevolunteerresponders.org

Volunteer task acceptance



How to monitor your referrals



Safeguarding & Assurance

The safeguarding of people and volunteers is paramount.

- ✓ Trained safeguarding team working 8am to 8pm, 7 days a week to pick up any concerns
- ✓ Volunteers have an identification page within the app which they must show the people they are supporting
- ✓ A process for removal or banning volunteers or people from the service for inappropriate conduct or behavior
- ✓ A volunteer agreement which details expected behaviors of volunteers
- ✓ A problem-solving team to help with volunteer concerns or issues
- ✓ Patient/volunteer/referrer personal data is protected. [Click here to find out more](#)
- ✓ ID and DBS checks appropriate to the activities being undertaken

Safety & Assurance

ID checks are carried out for **all volunteers**, depending on what activity they undertake

		Steward	Check In and Chat	Check In and Chat Plus	Community Response	Pick Up and Deliver
Green	<ul style="list-style-type: none"> ID Check Driver status completed Enhanced DBS with Adult Barred 	✓	✓	✓	✓	✓
Blue	<ul style="list-style-type: none"> ID Check Driver status completed Enhanced DBS 	✓	✓	✓	✗	✓
Red	<ul style="list-style-type: none"> ID Check Driver status completed Self-declaration of unspent convictions for Stewards only 	✓	✓	✗	✗	✓

This approach is in line with Home Office guidance around eligibility for DBS checks.

[Click here for more information on safety and assurance](#)

Support systems



Referrers

- Website guidance
- Problem Solving and Safeguarding teams
- Ecomms
- Potential webinars/focus groups
- Dedicated RRM's
- Marketing collateral



Volunteers

- Website guidance
- Official social media pages/groups
- Problem Solving and Safeguarding teams
- Ecomms
- Potential volunteer webinars in the future



People we are supporting

- Welcome letter
- Website guidance
- Problem Solving and Safeguarding teams

Our commitment to equality and diversity

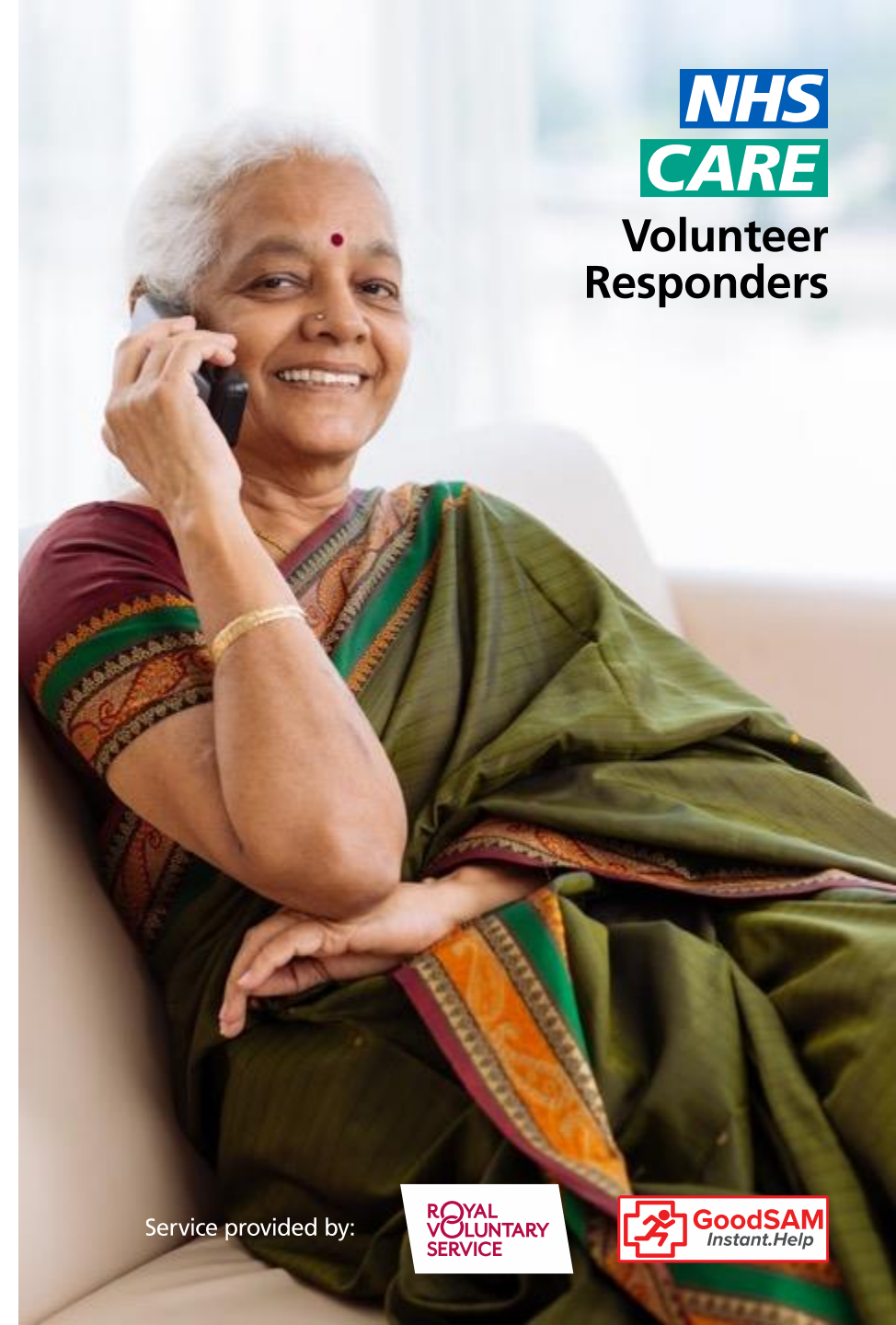
We Are Committed To:

- **Inclusion and Respect:** We value inclusion and treat everyone with dignity and respect.
- **Community Inclusivity:** We welcome referrals from all sections of communities and are committed to ensure the programme is open and accessible to all.
- **Safe and Inclusive Environment:** Creating a safe and inclusive environment for volunteers and clients, regardless of age, disability, gender identity, race, religion or belief, sex or sexual orientation.

We do this through:

- Collecting information and reporting on volunteer diversity to identify underrepresentation.
- Ensuring programme is accessible for all communities (e.g. multilingual materials and language support).
- Ensuring the programme and volunteers reflect the communities they serve.

NHS
CARE
Volunteer
Responders



Case Study | NHS

Jess Power, a Haematology Clinical Nurse Specialist at New Cross Hospital, utilises the NHS and Care Volunteer Responders programme to support outpatients.

“We have a cohort of, primarily older, house-bound patients who are unable to come to the Hospital to collect medications and do not have anyone to collect on their behalf. The Pick Up and Delivery service has been a game-changer for our patients. It ensures that they receive their essential medications promptly, and the feedback from our patients has been overwhelmingly positive. The volunteers have been extremely friendly and helpful.”

“I would definitely recommend the service to other health and care professionals.”



Case Study | Care



Samantha Aylott, Specialist Advisor for Adult Social Care at Essex County Council, regularly uses the Volunteer Responder programme

"It's immensely helpful to be able to offer people emotional wellbeing support and the opportunity to have a friendly phone call as part of their care package. Having someone to chat to can mean a lot to the adults we work with; it's about knowing someone cares and is interested in them."

"I would recommend the programme to other social care providers, it's quick and easy to use."

Marketing support

Referrer welcome pack



Self-referral Marketing materials



Volunteer Recruitment



[Click here to request a referrer welcome pack](#)

Key Contacts



Your Regional Relationship Manager is **Kerry Evans**

Email: kerry.evans@royalvoluntaryservice.org.uk

Tel: 07884 114853

Contact centre telephone number: 0808 196 3382

Problem solving email: problemsolving@royalvoluntaryservice.org.uk

Website: nhscarevolunteerresponders.org

Health and Wellbeing Board

North Yorkshire



North Yorkshire Joint Local Health and Wellbeing Strategy 2023 - 2030

Consultation

Background to the strategy

- The Health and Wellbeing Board is a statutory committee of North Yorkshire Council
- The Board membership includes North Yorkshire Council, Independent Care Boards, Healthwatch North Yorkshire, voluntary sector representative, care sector representative
- Health and wellbeing boards have a responsibility to produce a joint local health and wellbeing strategy, which should:
 - set out priorities to improve people's health and reduce health inequalities
 - explain how the board will do this
- North Yorkshire Health and Wellbeing Board has drafted their new strategy and wants to find out what people think about it

Health and Wellbeing Board
North Yorkshire



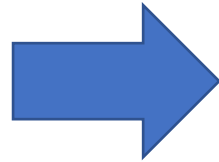
Why does it matter?

- Health inequalities: avoidable, unfair and systematic differences in health between different groups of people
- North Yorkshire – overall good, but there are still inequalities:
 - Some groups of people experience multiple overlapping risk factors for poor health, leading to extremely poor health outcomes
 - 24 neighbourhoods in North Yorkshire that fall within the most deprived quintile in England, 20 of which are concentrated in Scarborough town and Whitby
 - Also hidden inequalities within neighbourhoods
 - Health improvements at a population level – conditions that can be prevented or delayed (cancer, heart disease, musculoskeletal disorders, mental ill-health, dementia and respiratory diseases)





Joint Local Health and Wellbeing Strategy: Plan on a page



What we want to achieve through our Joint Local Health & Wellbeing Strategy

For all residents of North Yorkshire to have a fair chance of living a fulfilling life, free from preventable ill health, 'adding years to life and life to years'.

To achieve this ambition, the Health and Wellbeing Board wants everyone - and in particular the **wider health and care system** - to:

Think People

In North Yorkshire, we will work with our communities who experience the poorest health outcomes to make sure that they can access and benefit from the services and opportunities they need

Think Place

In North Yorkshire, where you live should help you stay well and happy. We want to make sure that where you live does not unfairly reduce the quality of your health or length of your life

Think Prevention

In North Yorkshire, we will improve the health and wellbeing of all our residents by concentrating on the big actions that will make the most difference to our population

We also want to think about **Putting it all together** - the links between our Ps.

To do this we will focus on:

Workforce & employment opportunities

Digital inclusion and innovation

Making best use of our resources

Accessibility of services and communication

Joining up our coproduction and engagement

Consultation

- 8th January to 31st March 2024
- Variety of ways to contribute: survey (+ easy read), online events, drop-in sessions at local libraries
- Also attending citizen voice meetings, partnership meetings
- Community conversations
- [Joint Local Health and Wellbeing Strategy consultation | North Yorkshire Council](#)



The One Thing community conversations

- We want to hear from a wide range of communities, including those who are sometimes called ‘seldom-heard’ or ‘marginalised’, to find out what matters most to them.
- **Could you help us with this?**
- If you have any events, community groups, coffee mornings etc already planned with the people you support during our consultation period, would you be able to fit in a short conversation?
- The idea is to have a chat about health and wellbeing, and about **The One Thing** people would like to see happen to improve health and wellbeing for them, their community and where they live
- To help with the conversations, we have developed a brief facilitator guide and a pro-forma to capture feedback



Online events

- Open to all but expect them to be of more interest to organisations
- Dates:
 - Tuesday 23 January @ 2.30pm
 - Wednesday 21 February @ 6.30pm
 - Tuesday 5 March @ 2.30pm
- Email HASConsultation@northyorks.gov.uk for Teams link



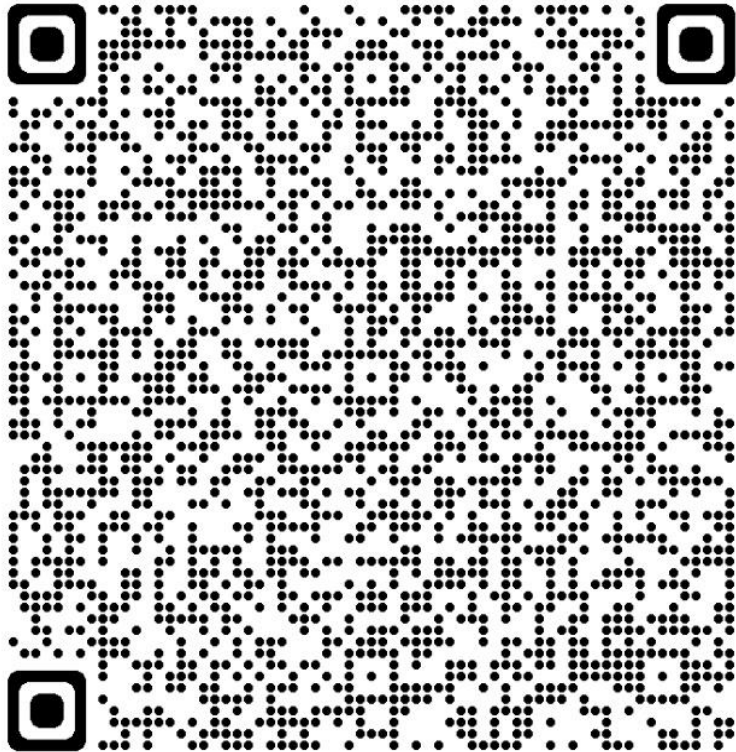
Timescales

- Consultation 8th January to 31st March
- North Yorkshire Health and Wellbeing Board 22 May 2024
- Full Council 24 July 2024
- Publication

Health and Wellbeing Board
North Yorkshire



QR code for quick access to web page



Health and Wellbeing Board
North Yorkshire





DO GOOD

GET FIT.

ABOUT GOODGYM

Who are we and what do we do?

- **Do good, get fit!**
- **Launched in 2009**
- **Active in 61 boroughs and cities across England and Wales**
- **Partner with charities, local authorities, community projects, and NHS groups to find volunteers**

- **Four different ways to do good with GoodGym:**
 - **Group Sessions**
 - **Community Missions**
 - **Older people Missions**
 - **Social Visits**



GOODGYM MISSIONS AND SOCIAL VISITS

ABOUT MISSIONS

MISSIONS ARE

- **Practical tasks to help older people (aged 50+) live safely and independently in the home or garden**
- **Only possible when tools are available at the site**
- **Attended by DBS checked, trained volunteers with feedback reports**
- **Simple tasks focused on fixing a specific problem**

MISSIONS ARE NOT

- **Paid for: GoodGym does not charge!**
- **Guaranteed**
- **Specialist: Tasks that require professionals ie. electrical work**
- **Self-referred: We are only able to accept referrals from organisations**

MISSIONS IN ACTION



**Task not on the list?
We are always happy
to consider new ways
of helping.**

HOW CAN WE HELP?

Examples of missions we can do; this list isn't exhaustive!

TYPES OF MISSIONS

- *Food shopping (up to £30)*
- *Food bank parcel deliveries*
- *Prescription deliveries*
- *Furniture moving*
- *Changing light bulbs/smoke alarm batteries*
- *Removing trip hazards in home or garden*
- *Gardening for wellbeing or safety*
- *Dog walking*
- *General tech help*
- *Building flat pack furniture*

HOW TO REFER TO US

What you need to do to make a referral

REFERRAL STEPS

1. *Get in touch with us at missioncontrol@goodgym.org*
2. *Give us your name, contact number, and professional email address and we'll create a referrer account for you*
3. *Set a password for your account*
4. *Log in to the referrer dashboard*
5. *Complete the referral form*
6. *Submit the referral and wait to see if a volunteer signs up!*

REFERRAL FORM

Referrer Dashboard

GoodGym

 Search for coach



Please provide your telephone number

We may need to contact you to manage your requests.

UPDATE

Visits for Older People

GoodGym volunteers can pay scheduled social visits to keep older people company

MAKE A NEW SOCIAL VISIT REQUEST

Organise volunteers to pay a social visit to an isolated person

Tasks for isolated people

GoodGym volunteers provide practical help for isolated people during the COVID-19 crisis.

MAKE A NEW DELIVERY REQUEST

e.g. deliver groceries or a prescription

MAKE A NEW TASK REQUEST

e.g. change a lightbulb, move furniture

Tasks for community projects

Community projects and charities can request support from GoodGym volunteers

REQUEST A GROUP TASK

All

0

1

2

3

MAKE A NEW TASK REQUEST

 New person Select an existing person

Where does the person live? *

How many volunteers are required for the task?

Between

and

DID YOU REMEMBER?

50**AGED 50 OR OLDER**

The beneficiary must be at least 50 years old

**TOOLS AND EQUIPMENT**

These must be provided for the task to go ahead

**CONSENT**

The person must have agreed to the task

I confirm that this task satisfies GoodGym's guidance for a task request. *

Please [review the criteria](#) if required.

NEXT STEP



You pick times that the person is available for the task



Volunteers nearby will be asked if they can help at these times



You will be notified if enough volunteers sign up for the task

TIPS FOR SUCCESS

- For all non-urgent tasks please allow at least 4 working days before the first time slot. **For gardening please allow a week.**
- Giving our volunteers more time to see your request and sign up to it is the best way to make it happen.
- Pick multiple times to increase the chance of the task going ahead

← Previous week

10 Apr - 16 Apr

Next week →

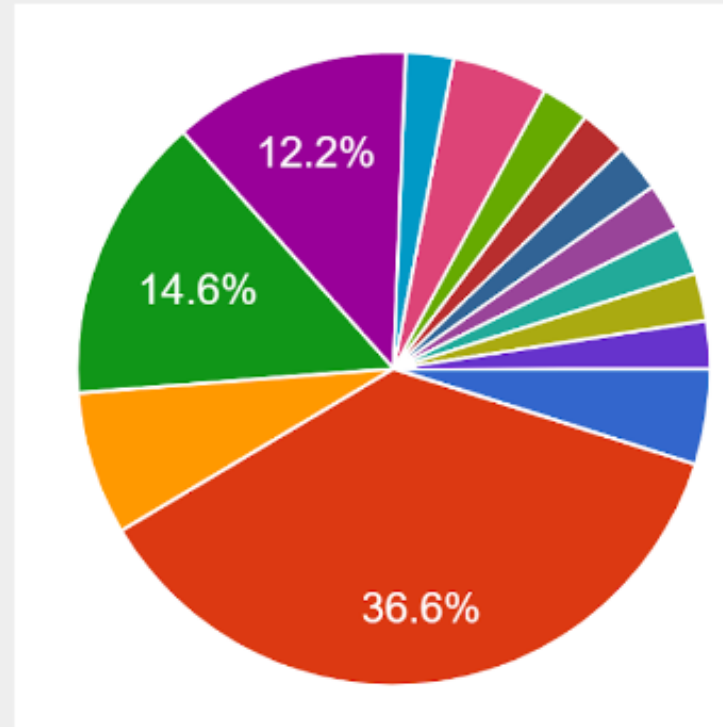
	Mon 10th	Tue 11th	Wed 12th	Thu 13th	Fri 14th	Sat 15th	Sun 16th
8:00	9 ↑	9 ↑	9 ↑	9 ↑	9 ↑	11 ↑	11 ↑
9:00	7 ↑	7 ↑	7 ↑	7 ↑	7 ↑	11 ↑	11 ↑
10:00	7 ↑	7 ↑	7 ↑	7 ↑	7 ↑	11 ↑	11 ↑
11:00	7 ↑	7 ↑	7 ↑	7 ↑	7 ↑	11 ↑	11 ↑
12:00	7 ↑	7 ↑	7 ↑	7 ↑	7 ↑	11 ↑	11 ↑
13:00	7 ↑	7 ↑	7 ↑	7 ↑	7 ↑	11 ↑	11 ↑
14:00	7 ↑	7 ↑	7 ↑	7 ↑	7 ↑	11 ↑	11 ↑

CHOOSING TIME SLOTS

Increase the chances of a GoodGymer signing-up

TIPS:

- Choose multiple time-slots
- Weekends, evenings, and lunch-times
- Consider multiple time-slots for the same day
- 4 days notice, 7/10 days for gardening



37% of mission volunteers said:

"There are not many mission times that suit me."

REFERRAL FORM

VOLUNTEERS NEEDED

How many volunteers are required for the task?

Between and

CONTACT DETAILS

Who do we need to call to arrange the task?

If this isn't the person then please note how this contact is related to them.

DESCRIBE THE TASK

⚠ This will be displayed publicly on the GoodGym website.

Please don't use the person's real name, instead use their title and the first letter of their first name, e.g. **Mr A**

What do they need delivered? *

Does this delivery involve picking up a prescription at a pharmacy?

Yes

No

How is the person paying for their items? *

Please provide a headline *



e.g. *Deliver groceries for Mr A*

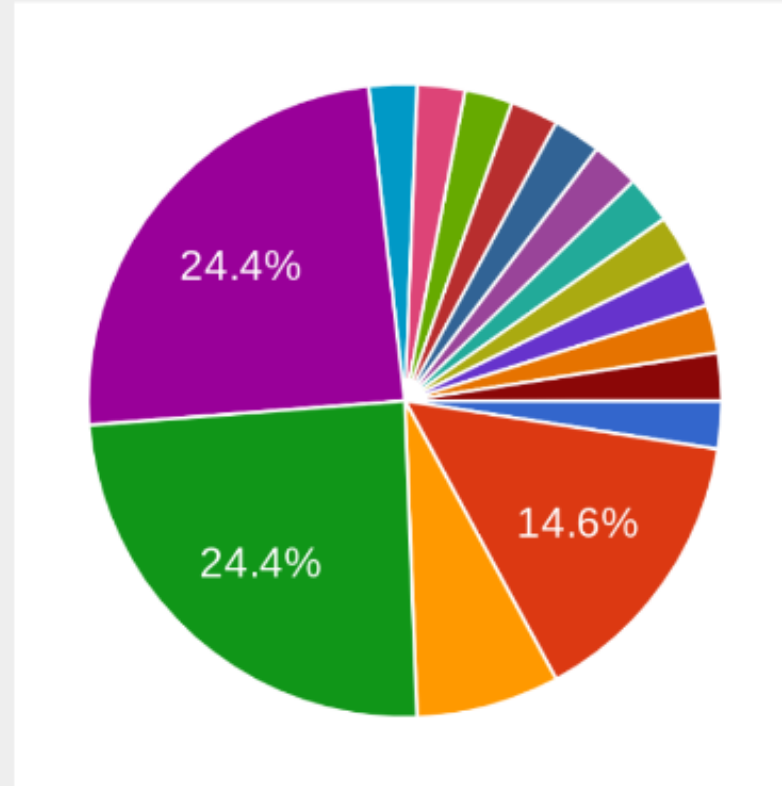
Think about the task - does it include heavy lifting or gardening? It may be better with two or more volunteers.

EXPLAINING IMPACT

What impact will this have on the individual?

WHAT PROMPTED GOODGYMERS TO SIGN UP TO A MISSION ?

-  "If I don't do it the beneficiary won't get help"
-  "How much impact it might have"



REFERRAL FORM

TASK SCHEDULED

Edit times

You have picked the following times for the task:

📅 Wed 11th May

🕒 13:00

DEADLINE

This deadline allows you to control when you find out if we have had any volunteers sign up to the task.

It means you can make alternative plans in good time if this is required.

When do you want to know that the task is going ahead? *

2022-05-11 11:30

Should be between
two and a half hours from now &
90 minutes before the earliest time slot

Please note that this can only be during office hours (9:30am-6:00pm Mon-Fri)

Cancel

REQUEST TASK

The deadline
will default to
1.5 hours before
the first time
slot.

MONITORING REFERRALS

Tasks for isolated people

GoodGym volunteers provide practical help for isolated people during the COVID-19 crisis.

[MAKE A NEW DELIVERY REQUEST](#)

e.g. deliver groceries or a prescription

[MAKE A NEW TASK REQUEST](#)

e.g. change a lightbulb, move furniture

Cancelled

4

Completed

1

All

4

GoodGym volunteers refer to these tasks as Missions.

[Find out more about task requests.](#)

Cancelled 4

Completed 1

All 4

[All task requests](#)

Referral Date

Task

Status

September 26th, 2022

Test mission for cancellation
Test

Cancelled

Last updated 26 Sep 17:41

SOCIAL VISIT AREAS

- Lewisham and Southwark
- Kingston-upon-Thames
- Windsor and Maidenhead
- York
- Luton
- Bromley
- Portsmouth
- Birmingham



SOCIAL VISIT PROCESS

- **Use the Social Visits referral form from your dashboard**
- **We will re list automatically for 6 or 12 weeks**
- **You will receive notifications throughout to inform you of the confirmation or cancellation of the mission.**
- **We will contact the beneficiary when a volunteer is available to agree a visit.**
- **We will let you know when we reach the end of the block**
- **Visits are dependent on volunteer availability. The same volunteer may sign up or there may be a mixture of people**

RISK ASSESSMENT

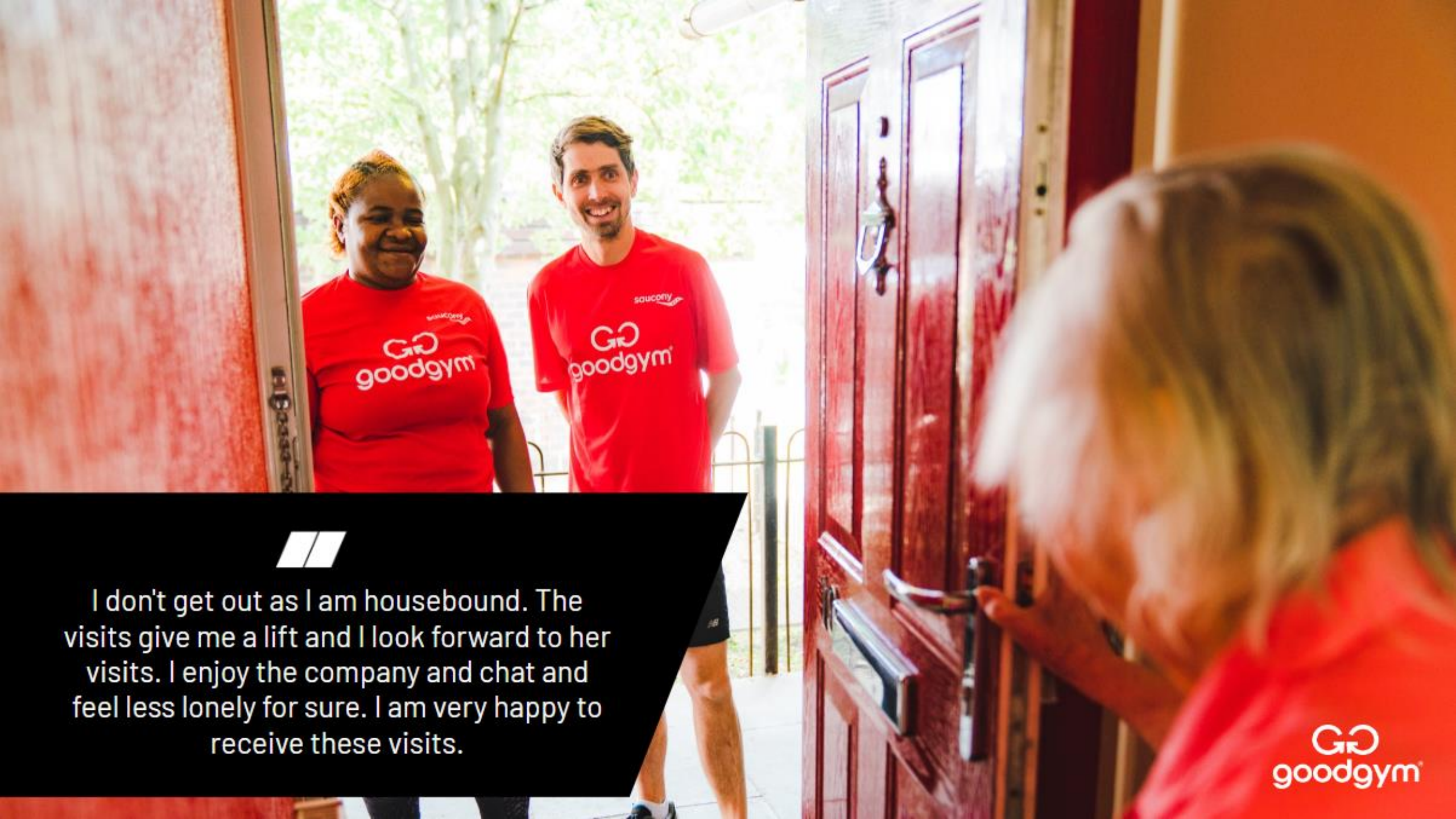
Is the home safe for a solo volunteer?

Have you visited the property?

We need as much information as possible so our volunteers can assess whether they are happy to visit.

This will also increase the chances of a sign up.

- Comfortable environment?
- Are there any pets?
- Any other residents or visitors?
- Smokers?
- Substance abuse?
- Unpredictable behaviours?
- Lone working risks?
- Clutter / hoarding?
- Fire risk?



I don't get out as I am housebound. The visits give me a lift and I look forward to her visits. I enjoy the company and chat and feel less lonely for sure. I am very happy to receive these visits.



Thank you so much for your hard work. I just spoke with Mrs E and she is so happy and grateful that she can now enjoy her garden and sit outside. What an amazing job you have done!

Hazel, AgeUK Lambeth

THANK YOU.
**LET'S MAKE GREAT
THINGS HAPPEN.**

Mon - Fri 9.30 - 6pm
0203 432 3920
missioncontrol@goodgym.org



Dates for Your Diary

- [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](#)

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

NYV HAS Contract Team: HASContracting@northyorks.gov.uk

North Yorkshire Partnership website: [Care Connected | North Yorkshire Partnerships \(nypartnerships.org.uk\)](http://Care Connected | North Yorkshire Partnerships (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: hnyicb-voy.yorkplacequalitynursingteam@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: [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](#)

