



Humber and North Yorkshire  
Health and Care Partnership



Humber and  
North Yorkshire  
Integrated Care Board (ICB)



## Our North Yorkshire and York Care Providers

Monday 22 April 2024

### What's In Your Partners in Care Bulletin?

This weekly bulletin provides details of training, guidance, access to past editions and lots more. There's also helpful information on the web pages dedicated to our Independent Care Provider colleagues across North Yorkshire and York. [Please click here to bookmark these pages](#)



UK Health  
Security  
Agency

### Supporting safer visiting in care homes during infectious illness outbreaks

Principles to support decision making for those involved in safely planning and protecting visiting during outbreaks of infectious illness in adult social care.

See [website](#) for more information

Immedicare have updated the clinical hub feedback [form](#).

Please note, the form is not for technical queries or issues, these can be actioned by telephone the technical support team on **0330 088 3312** or by selecting the Technical Support option on the laptop.



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## **Let's Get Better: Exploring plant-based lifestyles**

Old School Medical Practice in York is inviting members of the community to explore positive dietary choices, including adopting a plant-based lifestyle.

The informal drop-in sessions are open to all, taking place on Wednesday 24 April and Wednesday 1 May from 8am to 11:30am in the practice's waiting room. Practice staff will be present during the events to offer their insights and answer questions about nutrition and health.

Dr Rumina Önaç, a GP based at Old School Medical Practice, hopes the sessions will create a welcoming and supportive environment for individuals to make positive choices for their health. In Rumina's latest blog, she explains how and why the events have been developed.

[Click here](#) to read more.



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## **Population Health Management event**

**Wednesday 22 May 2024, 11:00am-12:00pm – MS Teams**

Are you interested in learning more about population health management (PHM) and the achievements made by the PHM programme to improve the health of local populations across Humber and North Yorkshire?

If so, we would like to invite you to this virtual PHM End of Programme event. The event is open to anyone who is interested in PHM across the Humber and North Yorkshire health and social care system, and will provide:

- An overview of the importance of taking a PHM approach.
- An outline of the achievements of the HNY NECS PHM programme.
- An opportunity to hear from local leads and other health and social care professionals about their experience of the programme and work that has been undertaken to address health inequalities in their communities.
- Information on the future plan for PHM in HNY.

Click here to reserve a place. For any queries, please contact [necsu.hny-phm@nhs.net](mailto:necsu.hny-phm@nhs.net)



**Infection.  
Prevention.  
Control.**  
You're in safe hands

## **Infection Prevention Control Bulletin - World Hand Hygiene Day 2024'**

The Community IPC Team have produced a series of bulletins for providers.

[IPC bulletin for GP Practice Staff](#)

[IPC bulletin for Care Home](#)

[IPC bulletin for Domiciliary Care](#)



## OUR NEW PATIENT PORTAL IS HERE

LOOK OUT FOR YOUR EMAIL/SMS  
TEXT INVITATION FROM HDFT

### A new way for patients to manage their health comes to Harrogate

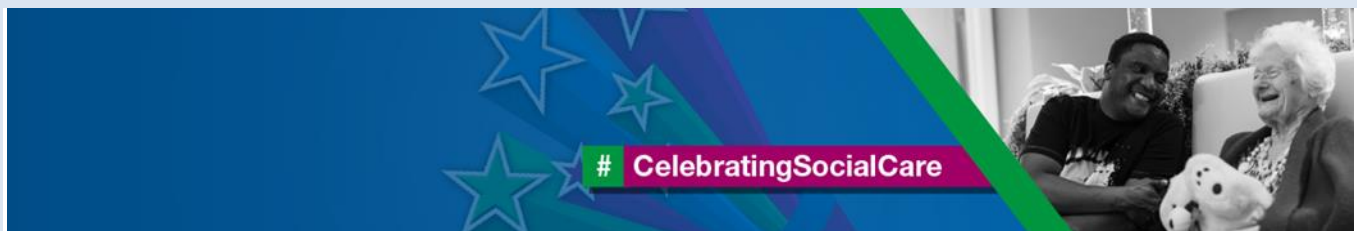
More than 100,000 patients of Harrogate and District NHS Foundation Trust (HDFT) can sign up to have greater control of their health and care information, thanks to a new digital-first service.

Over the next couple of weeks, HDFT will be sending an email or SMS text to 68,000 patients inviting them to sign up for the patient portal, Patients Know Best (PKB), which is free to use and is accessed via the NHS app.

The new patient-powered digital service, PKB is designed to improve patient experience. Patients who sign up will initially be able to access most of their outpatient appointments at Harrogate District Hospital online.

Over the coming months, additional features such as the ability to request cancellations and amendments to appointments will be rolled out. Patients can use the portal as a 'one-stop shop' to see their health care information from other NHS providers, who also use PKB.

[Click here](#) to read more.



### **Celebrating social care nursing on International Nurses Day**

Friday 10 May 2024 | 11:00 – 11:45 | Zoom

This virtual event will be a celebration of all things social care nursing, with people who draw on care and support from all fields of practice. You'll hear from Deborah Sturdy the Chief Nurse for Adult Social Care followed by stories from people working in the sector. Whether you're an adult nurse, mental health nurse, children's nurse, or a nursing associate working in adult social care this session is for you. This is an opportunity to come together and leave with a shared value of nursing in social care. #IND2024

#WeAreSocialCareNursing

⇒ [Register now](#)

## **Skills for Care want to hear from you**

Are you a provider employing Nursing Associates? If so we'd love to hear from you to share your developments at our Nursing Associate Forum

We're looking for provider representatives to sit on the forum and help shape this work. If you would like to be involved, please email [SocialCareNursing@skillsforcare.org.uk](mailto:SocialCareNursing@skillsforcare.org.uk).

We're receiving lots of interest about where the nursing associate role is being developed outside of nursing care home settings. If you are a provider, nurse, or student/qualified nursing associate involved in this and willing to share your experience please contact

[lucy.gillespie@skillsforcare.org.uk](mailto:lucy.gillespie@skillsforcare.org.uk)



### **Introduction of ReSPECT Process Briefing for Providers**

The York and North Yorkshire area is moving towards the adoption of the ReSPECT process. The aim of this is to promote a more patient-centred and consistent approach to advanced care planning. Over the coming year, you will see the introduction of ReSPECT documentation and eventually the phasing out of the "red bordered" DNACPR forms. In order to support staff with this, a number of sessions are planned to talk through the process, and enable you to ask questions. The following sessions, lasting approximately 1.5 hours, are currently available:

- 17.5.24 10.00- The ReSPECT process: a guide for care staff – held on MS Teams; suitable for all working in the social care sector
- 6.6.24 10.00- The ReSPECT process: a guide for care staff – held face to face in the Education Centre, Saint Catherine's Hospice, Scarborough; suitable for all working in the social care sector
- 19.7.24 10.00- The ReSPECT process: a guide for LD and autism providers – held on MS teams; suitable for any staff caring for clients with learning disabilities and/or autism
- 17.9.24 10.00- The ReSPECT process: a guide for care staff – held on MS Teams and suitable for all working in the social care sector
- 14.10.24 10.00- The ReSPECT process: a guide for LD and autism providers – held face to face in the Education Centre, Saint Catherine's Hospice, Scarborough; suitable on MS teams for any staff caring for clients with learning disabilities and/or autism

There will also be a session on ReSPECT on the *Palliative care for care staff study day* run at St Catherine's on 8 July

Further dates, including face to face sessions in other locations across the area, will be circulated over the coming months.

To book onto any of these sessions, or to discuss how we can support your organisation with the ReSPECT roll out please email: [sarah.holloway@saintcatherines.org.uk](mailto:sarah.holloway@saintcatherines.org.uk)

## Need to Know



### + Care Home Nurses Network meeting

Due to unforeseen circumstances, the next meeting has been changed to **Tuesday 21<sup>st</sup> May at 2pm.**

[Book your free place here](#)

**Save The Dates for future meetings: 26th September 2024**



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### **Save the date: Clinical Assembly for the Mental Health, Learning Disabilities & Autism Collaborative**

***Wednesday 24 April 2024, 12.30-2.00pm - MS Teams***

The next Clinical Assembly, held with the Humber and North Yorkshire Cancer Alliance, will look at improving mental health care for people with a pre-existing cancer diagnosis and improving cancer screening and outcomes in people with severe mental illness.

Speakers from within the Cancer Alliance and clinical services, as well as academics from Teesside University, will talk about their work looking at the barriers and facilitators for cancer screening in people with severe mental illness.

The plenary session is aimed to start a discussion about improving cancer screening and outcomes in people with severe mental illness and we will value attendees' input to this plenary.

For further information and to receive the link to join the meeting, please email [hnf-tr.hnymhpmo@nhs.net](mailto:hnf-tr.hnymhpmo@nhs.net)

## CQC is changing

16 April 2024

A regular update for providers and professionals about the changes we're making to how we work



### How to complete registration actions if you are unable to use our provider portal

We are sorry that due to issues with our new provider portal some of you are still unable to use it to undertake notification and registration activity.

We are working to implement fixes that resolve these issues and will let you know as soon as they are in place.

Until fixes to the portal are in place, we are implementing a temporary process for providers who urgently need to undertake registration activity and cannot use the portal, see below for more information.

You can continue to submit notifications via email if you are unable to use the portal.

*Thank you for your patience as we resolve these technical issues. We will be in touch via email when the required improvements have been made to the new provider portal.*



## Support for leaders and managers

Our registered manager webinars cover a range of topics to support managers and their services. You can join live or watch a recording whenever is convenient for you. They are 30-60 minutes long and are supported with bite-size resources and additional information. Our recent webinars include leading effective teams, providing evidence to the CQC, maximising recruitment and retention, digitising social care, plus many more.

[⇒ Take a look at our recorded and upcoming webinars](#)



## Registered manager webinar: Workforce wellbeing - practical and cost-effective ways to support your team

**Thursday 16 May 2024 | 10:00 – 11:00 |  
Zoom**

Delivered in partnership with The Outstanding Society, this webinar will look at simple and effective ways to best support your workforce, helping them manage the latest pressures and workload. It will explore how you can offer meaningful wellbeing initiatives which won't break the bank, whilst convincing others – including the CQC - of the value this brings to your service.

[⇒ Register now](#)



## Further Information

### Contacts for Incident Reporting- Updated Process

To report any patient safety concerns regarding York and Scarborough Teaching Hospitals NHS Foundation Trust, please complete and submit this [form](#) and send to [yhstr.s2s@nhs.net](mailto:yhstr.s2s@nhs.net) This will allow the Trust to continuously receipt, acknowledge and investigate these concerns.

To make a complaint or to highlight any concerns regarding Yorkshire Ambulance Service NHS Foundation Trust, please email [yas.patientrelations@nhs.net](mailto:yas.patientrelations@nhs.net). Please find through this [link](#) a template which you are able to complete, which will ensure they have all the information required to investigate.

### Chief Nurse for Adult Social Care Awards- Nominate Your Team!

The Chief Nurse Awards are an opportunity to recognise the outstanding contribution made by social care staff, and celebrate those who go above and beyond in their work, provide outstanding care, commitment and inspiration to colleagues. As well as being able to nominate individual staff members for a gold and silver award, there is now also the chance to nominate your team!

Further information on the award including the nomination criteria can be found through this [link](#). We would encourage providers to have a think about staff meet these criteria and deserve recognition.

We're happy to support with any nominations, and if you submit an application please copy us in so we can also celebrate the outstanding work undertaken everyday by care staff in our area.

This bulletin is produced by York Health and Care Partnership

### Do you have.....

- thoughts or comments to share?
- news that you would like to feature in the bulletin?

If so please contact [hnyicb-voy.yorkplacequalitynursingteam@nhs.net](mailto:hnyicb-voy.yorkplacequalitynursingteam@nhs.net)