

## Wednesday 2<sup>nd</sup> October 2024

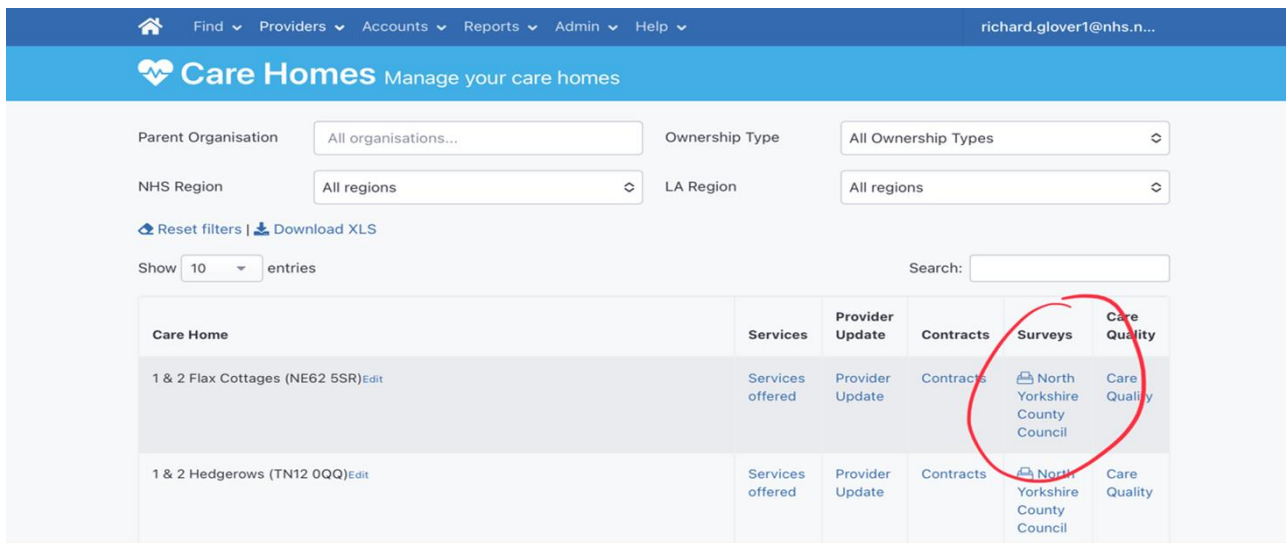
1. **Social Care Market Updates**
2. **Data, Security and Protection Toolkit** - Tom Daly, Project Manager NHS England (North East and Yorkshire)
3. **Hospital Discharge Concerns** – Mark Galloway, Strategic Integration Development Manager
4. **Dates for Diary**

# Capacity Tracker Local Survey for NYC Care Homes

We have noted not all our providers in North Yorkshire are completing the Local Survey via Capacity Tracker and we ask that you complete this during the pilot phase.

Thank you to those providers who have been completing this.

- The survey has been live since August and will finish in October.
- You can complete the additional local survey questions alongside the mandated monthly submission on Capacity Tracker.



Care Home	Services	Provider Update	Contracts	Surveys	Care Quality
1 & 2 Flax Cottages (NE62 5SR) Edit	Services offered	Provider Update	Contracts	<a href="#">North Yorkshire County Council</a>	Care Quality
1 & 2 Hedgerows (TN12 0QQ) Edit	Services offered	Provider Update	Contracts	<a href="#">North Yorkshire County Council</a>	Care Quality

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# Adult Social Care Winter Letter 2024 to 2025

Letter from Stephen Kinnock, Minister of State for Care, setting out the priorities for adult social care this winter.

[Adult social care winter letter 2024 to 2025 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/123456/Adult-social-care-winter-letter-2024-to-2025.pdf)

The letter sets out the critical actions needed across the adult social care sector to protect individuals and their carers, and deliver operational resilience in winter 2024 to 2025. It is aimed at:

- Chief Executives of local authorities
- Directors of adult social services
- Integrated care boards and partnerships
- Adult social care provider representative organisations
- Adult social care providers
- Local authority adult social care staff including social workers and occupational therapists

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## Get Winter Strong campaign launched

The UK Health Security Agency, Department for Health and Social Care, and NHS England have announced the [launch of the Get Winter Strong campaign on 7 October, to help reduce the impact of winter viruses on those most at risk, as well as ease NHS winter pressures.](#)

The campaign will urge those eligible to get their flu and COVID-19 vaccinations when invited, ahead of winter, targeting those at greatest risk and for the first time will encourage pregnant women to also get their respiratory syncytial virus (RSV) and whooping cough vaccination.

As of the 23<sup>rd</sup> of September, eligible people in England can now book their flu and COVID-19 vaccinations through the NHS, with appointments starting from 3 October. For their RSV jab, pregnant women and older adults should speak to their maternity service or GP practice to arrange it.

The campaign will run for 10 weeks and will appear on broadcast TV, on demand and community TV, as well as radio channels, outdoor poster sites in England and on social media channels.

# Frontline healthcare worker winter vaccinations campaign 2024 – Resources

The Department of Health and Social Care has produced campaign materials to promote winter vaccinations for eligible frontline healthcare professionals.

Campaign resources include:

- [Core posters and empty belly posters](#)
- [Social media graphics: Facebook, Twitter & Instagram](#)
- [Digital screens](#)
- [Email signatures](#)
- [Stickers](#)



# Better Security, Better Care programme

## NE&Y Local Support Organisations Update



**DSPT**

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### North Yorkshire County Council Forum

Tom Daly- *Project Manager NHS England (North East and Yorkshire)*

Better Security, Better Care (DSPT)

*October 2nd 2024*

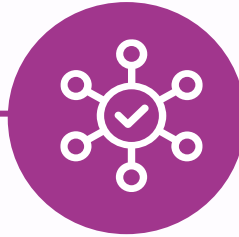
# What is the Data Security and Protection Toolkit?



**DSPT**  
Better security.  
Better care.



**An online self assessment of your organisation's data security**



**Demonstrates compliance with data protection legislation**



**Reviewed annually**



**Gives advice and is a checklist of good practice**



recommended





# Regional Training Available



**DSPT**  
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We host workshops via MS Teams every week to assist providers with completing the DSP Toolkit self-assessment.

If you would like to book onto one of the DSPT Standards Met workshops below, please let me know or providers can email or call us directly (contact details on the next page).

We run the workshops every week.

Part 1 and Part 2 don't need to be completed in a single day, but we'd recommend completing the Part 2 within two weeks so it's fresh

## Wednesdays

- Approaching Standards (Part 1) – 10am to 12pm
- Standards Met (Part 2) – 2pm to 3pm

## Thursdays

- Approaching Standards (Part 1) – 10am to 12pm
- Standards Met (Part 2) – 2pm to 3pm

# North Yorkshire DSPT Publications



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	<b>Compliant</b>	<b>Not Compliant</b>
<b>North Yorkshire LA</b>	<b>84.42%</b>	<b>15.58%</b>
<b>Residential social care</b>	<b>91.33%</b>	<b>8.67%</b>
<b>Community social care</b>	<b>75.80%</b>	<b>24.20%</b>

- There are 39 expired site/ CQC location publications which require reviewing and republishing.



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# Free for social care staff data security and protection e-learning course



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- ❖ **Relevant to all staff:** It covers all staff who have access to personal data including care workers, managers, receptionists, administrators and volunteers.
- ❖ **Short and interactive:** There are four modules with videos, quizzes and graphics, plus a single online assessment.
- ❖ **Designed to meet Data Security and Protection Toolkit (DSPT) training requirements:** If you collate information about how many staff have successfully completed the course, you can use that as evidence against the DSPT requirement to train at least 95% of staff every year.
- ❖ **Free and open access:** You can complete the course directly online at [www.digitalcarehub.co.uk/elearning](http://www.digitalcarehub.co.uk/elearning) - or if you have your own Learning Management System, you can request a SCORM compliant version from [help@digitalsocialcare.co.uk](mailto:help@digitalsocialcare.co.uk)

# Free for social care staff data security and protection elearning course



**DSPT**  
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❖ **Module 1: Data protection rights and responsibilities**

❖ **Module 2: Keeping data secure**

❖ **Module 3: Threats to data security**

❖ **Module 4: Data breaches**

# Free for social care staff data security and protection e-learning course



**DSPT**  
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- ❖ Find out more. Visit [www.digitalcarehub.co.uk/elearning](http://www.digitalcarehub.co.uk/elearning)
- ❖ There's also an online guide for managers and trainers about how to use the course with staff – including sample copy that you can send to them about the course.
- ❖ And there's a practical users guide for anyone completing the course itself.
- ❖ If you do use the course with your staff, we would love to hear what you think of it. There's a [short survey for managers or trainers to complete](#).

# DSPT 'Health Checks' Opportunity



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- ❖ The Better Security, Better Care programme consortium across the North East and Yorkshire are offering a ***DSPT Resilience Health Check, with Implementation Support*** for adult social care providers who have published their Data Security and Protection Toolkit.
- ❖ Participation is voluntary but the benefits to any participating organisation will be an action plan and recommendations
- ❖ Additional support through follow up virtually or in person.
- ❖ Signposting to additional resources to support proposed remediation consideration of options for the organisation.

# DSPT 'Health Checks' Opportunity



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- ❖ The Health Check and Implementation Support will check that your data protection and cyber security processes and systems are safe, robust, and in line with good practice.
- ❖ The commitment required is a short on-site visit, as well as viewer access to 19 DSPT self-assessment evidence items and supporting documentation for most participants.
- ❖ The research will require data collection and analysis to support our understanding of the social care sector's needs when evaluating potential future DSPT & cyber security support, as the Better Security, Better Care programme will end in April 2025.



# Ongoing Support & NE&Y DSPT Team Details



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- ❖ DSPT Regional Helpline – 0113 284 5733.
- ❖ DSPT Dedicated Contact : [barbara.robinson@leedscare.co.uk](mailto:barbara.robinson@leedscare.co.uk)
- ❖ DSPT Local Support Organisation (health checks): [england.dsptney@nhs.net](mailto:england.dsptney@nhs.net)
- ❖ NHS Mail: [feedback@nhs.net](mailto:feedback@nhs.net) or call 0333 200 1133. Local support [england.dsptney@nhs.net](mailto:england.dsptney@nhs.net)
- ❖ Website: <https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/data-security-and-protection-toolkit/>
- ❖ The Toolkit: <https://www.dsptoolkit.nhs.uk/>

# NHSmail Benefits



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Easier/Faster  
communications with the GP



Simpler process for ordering  
tests (blood/urine)



Enhanced prescription  
ordering process



Reliable digital discharge  
summary process



Reduce time spent on admin tasks



Increased collaboration over hospital  
admissions/appointments



Access to the NHS Directory



# Escalating an Unresolved Issue



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## *Escalating an unresolved issue*

*If having called the helpdesk they run into any problems or find the helpdesk ticket has been closed before the issue has been resolved, please ask them to make a note of the helpdesk reference number the helpdesk give and share this number with you. You can escalate an issue on behalf of a care provider by emailing [feedback@nhs.net](mailto:feedback@nhs.net) following the 'feedback mailbox' process outlined here:*

*<https://support.nhs.net/knowledge-base/complaints-and-escalations-process/>*

*But if you would prefer our team can escalate on the care providers behalf. Please email us the helpdesk reference number and an explanation of the issue to*

*[england.dsptney@nhs.net](mailto:england.dsptney@nhs.net)*



# Better Security, Better Care North East and Yorkshire Service

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## What questions do you have?

# **DATIX – Q1 & Q2 Comparison**

# Reporting Unsafe Discharges - DATIX



Microsoft Word  
Document

A discharge of concern or one that has been unsafe could be for any of the reasons below, this list is **not exhaustive** and other incidents could be considered:

- **When a person is discharged home without an intended support package in place**
- **When a person is discharged without medication**
- **When critical information is not shared with the person, family, and partner agencies that may cause harm to the person and their carers.**
- **When a person has been sent home before they are medically well enough to be supported at home.**
- **Failure to consider and put into practice the principles of the MCA and Best Interests legislation.**
- **Discharged without the prescribed equipment intended to keep a person and their carers safe.**

# Point of clarity

- This data is collated based on DATIX submissions that NYC Integration team have been copied in to via email submissions. Figures may not be reflective of the total number.
- Data regarding responses to DATIX is limited to what the Integration Team is copied in to via email. We have begun chasing DATIX responses if we have not received a response after 30 days.

# All DATIX by theme

## Q1 DATA

DATIX Theme	Number of DATIX
Communication issue	1
Discharged to wrong address	1
Individual self discharged	1
Not medically fit	1
Trust led discharge without ASC authorisation, SOD or contracts in place	1
Discharged without sufficient/correct medication	6
Discharged without sufficient or any care in place	5
<b>Grand Total</b>	<b>16</b>

## Q2 DATA

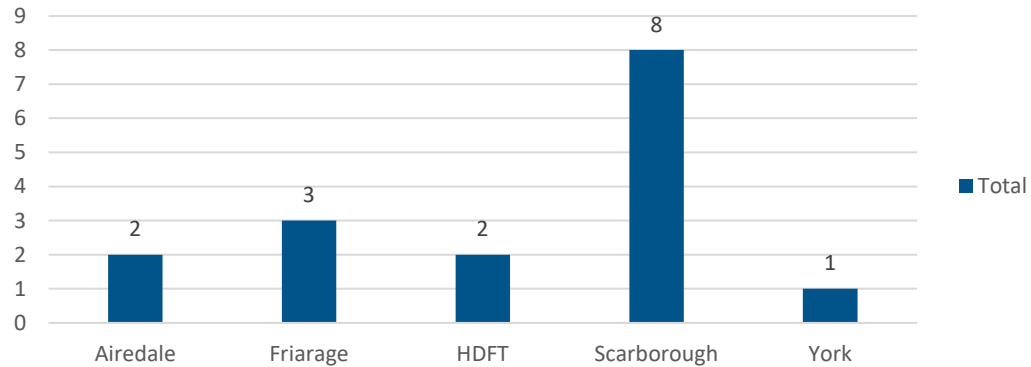
DATIX Theme	Count of Theme
Communication issue	3
Discharged without sufficient or any care in place	8
Discharged without sufficient/correct equipment	3
Discharged without sufficient/correct medication	3
Trust led reset without consultation with provider	1
Safeguarding concerns ignored on discharge	1
<b>Grand Total</b>	<b>19</b>



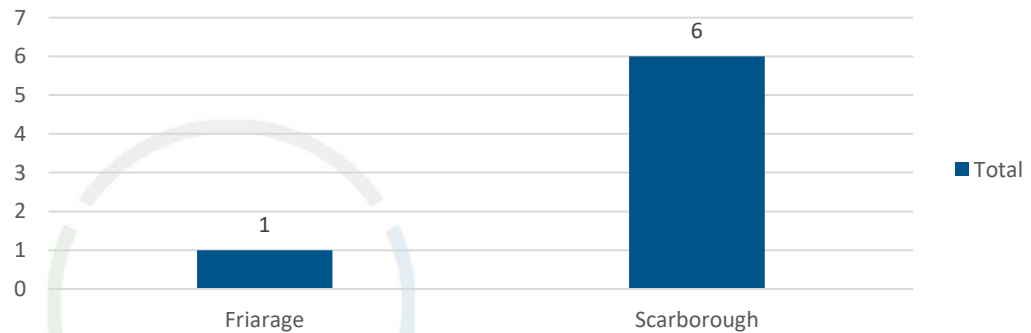
# DATIX per hospital

## Q1 DATA

Number of DATIX by hospital

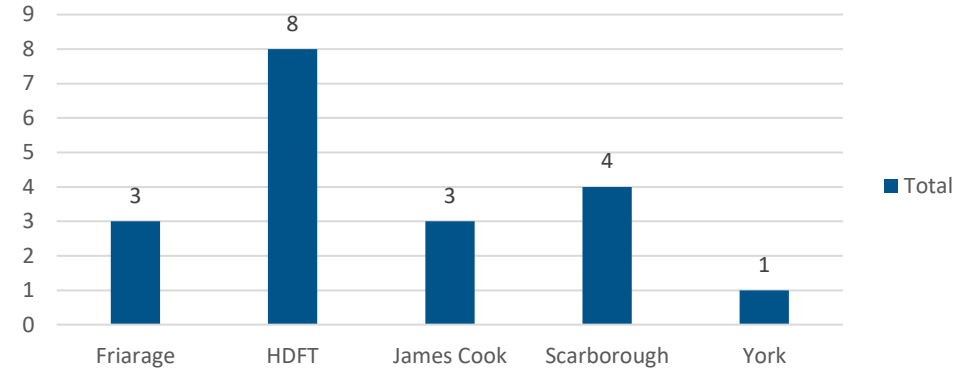


Number of DATIX responses recieved by hospital

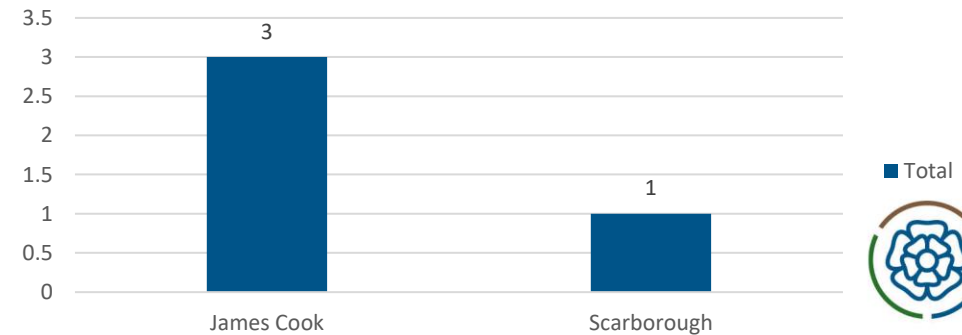


## Q2 DATA

Number of DATIX by hospital

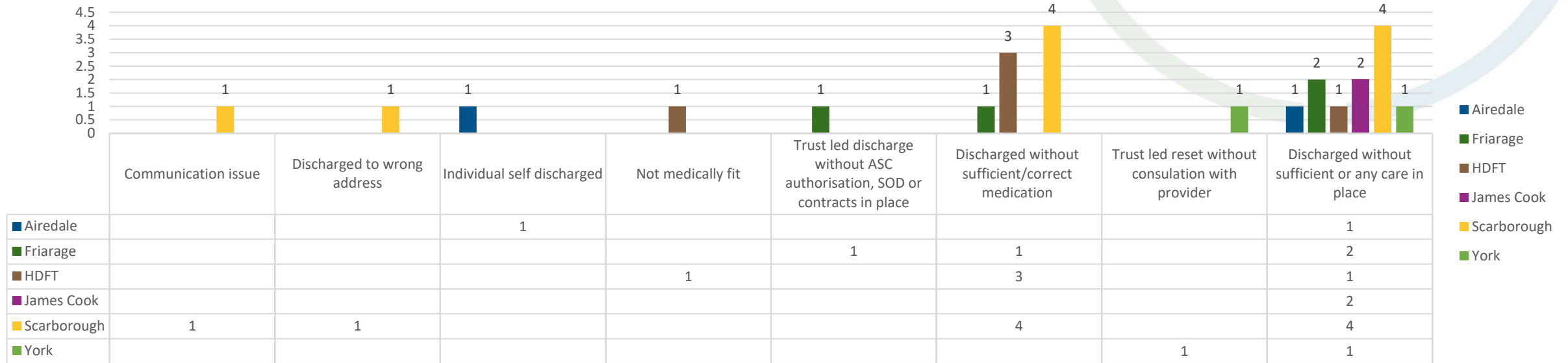


Number of DATIX responses recieved by hospital

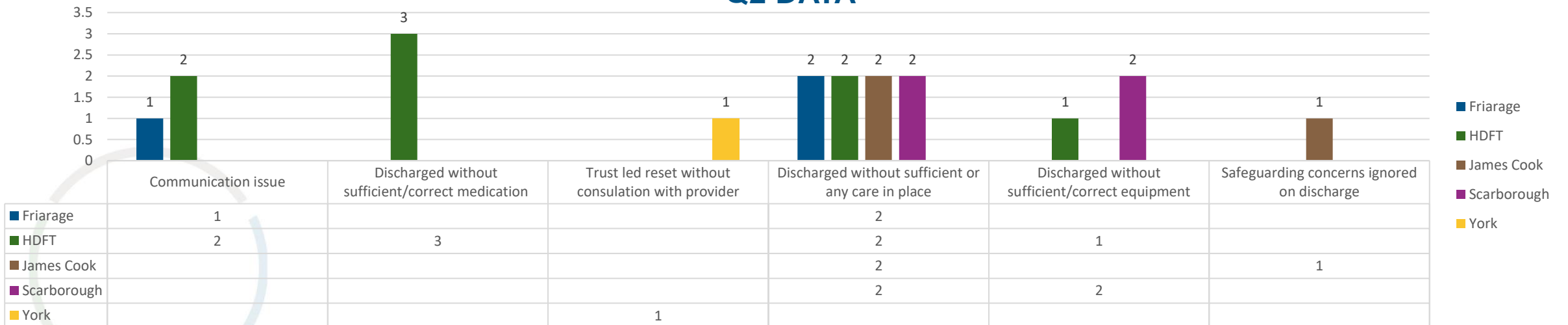


# Themes by hospital

## Q1 DATA



## Q2 DATA



## World Mental Health Day 2024

World Mental Health Day is celebrated every year on **10 October**. This year's theme set by the World Federation of Mental Health is **workplace mental health**. The theme highlights the importance of addressing mental health and wellbeing in the workplace, for the benefit of people, organisations, and communities.

### Get involved

There are lots of ways that you can take part in World Mental Health Day.

Celebrate with a [Tea & Talk](#)! Last year, over 260,000 people had a Tea & Talk for World Mental Health Day - raising vital funds for mental health whilst getting together and talking about mental health. Every [donation](#) supports our life-changing work and brings us closer to a world with good mental health for all.

[Download the posters and social graphics](#) and share them to help spread the word. You can join us in raising awareness about mental health on social media by following us on [Instagram](#), [Facebook](#), [Twitter](#) or [LinkedIn](#).

Whether you're wearing [a green ribbon](#) to show your support, holding a [Tea & Talk](#), or getting involved another way – we want to hear from you! Share a photo of what you've been up to on Instagram and tag us at @mentalhealthfoundation and use #WMHD2024

[World Mental Health Day 2024 | Mental Health Foundation](#)

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# AI and Social Care Discovery Day

**18th October 2024 – Harrogate Convention Centre - North Yorkshire Council are hosting an AI and Social Care Discovery Day**

There is a lot of hype about Artificial Intelligence and how it is going to radically change the way we live and work. It is true that there is a lot of opportunity, and we can start to imagine a world where we all have our own personal assistants to help us with the work we find too time consuming or laborious. Perhaps AI can help make the technology we use every day easier to manage or the support we provide to be more flexible. The opportunities are endless and developing each day. What we are very clear on is that as we look towards what **social care of the future might look like we need social care expertise to shape the discussion, to inform and inspire it so that we are led not by what technology can do but about what it should do.**

Please come and **be a part of the conversation**, learn about new opportunities and how NYC are making sure we take an innovative yet ethical approach, talk to others and share the time to learn, **reflect and contribute to the future of social care.**

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The day will include the following agenda and is set to be a great day, we are really grateful for the event sponsorship from AWS to help make this happen by funding the space and a lovely lunch for all!

- Introductions
  - Social Care, Ethical Innovation and AI
- Examples
  - How AI can help and how it is being used in social care
- Lunch provided
  - and the opportunity to discuss, share and reflect on the morning.
- Table discussions
  - Ask – what can AI do for you? How can technology do better?
  - Ask – how do you feel about AI ?
- Summary and close

There will be outputs from the day to support ongoing conversations and discovery such as: plans for pilot work to try and test AI tools in social care and, statements of intent for how and when Social Care will accept AI.

To book or to raise any queries please contact [Cath.ritchie@northyorks.gov.uk](mailto:Cath.ritchie@northyorks.gov.uk)

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# City of York Council Information Survey

City of York Council is seeking your views and feedback about how you get the information and advice you need about services, care and support as well as what's on in your community. It's important that all residents can access this in the way they want to.

In the consultation, it will ask you to answer general questions about how you like to access information. There is also an additional, optional section about the two community and wellbeing information websites: [www.RaiseYork.co.uk](http://www.RaiseYork.co.uk) (for families, children and young people) and [www.LiveWellYork.co.uk](http://www.LiveWellYork.co.uk) (for adults).

To complete the survey please go to this link: [Information Survey](#) or pop into an Explore Library to ask for a paper copy with self-addressed envelope. The closing date for the survey is 6<sup>th</sup> October 2024.

# Preparing for a CQC Inspection - Digital Conference

Monday 21st October 2024 - 09:30am - 15:30pm [Preparing for a CQC Inspection Digital Conference - Westminster Insight](#)

The Care Quality Commission (CQC) has introduced major changes to its regulatory approach under the New Single Assessment Framework. All registered health and care services must familiarise themselves with changes to the single assessment framework, from care homes to GP surgeries

Attend Westminster Insight's online conference to discuss next steps for adapting to the ongoing assessment approach, the aims and expectations of the Single Assessment Framework and addressing what the future holds for the regulation of your service.

## Key Points

- Adapting to the Single Assessment Framework and the ongoing assessment approach
- Getting to grips with the new quality statements and 6 new evidence categories
- Understanding what the changes mean in practice and communicating these to staff
- Hear practical takeaways from early adopters across from different types of care provision
- Gain expertise on the new CQC requirements and expectations around leadership
- Understanding CQC requirements and expectations around patient and staff safety
- Fostering a culture of ongoing improvement and learning within your organisation



*\* SCAN THE QR CODE TO RESERVE YOUR PLACE*

# North Yorkshire and York SOCIAL CARE WORKFORCE SUMMIT HARROGATE

*SAVE THE DATE  
23.10.24*

**BOOK NOW!**

**Wed 23 October 2024 - 9.00am-5.00pm**  
Pavillions of Harrogate, Great Yorkshire Showground, Harrogate HG2 8NZ

An opportunity for social care providers to come together to discuss the Skills for Care Adult Social Care Strategy, understand what else is happening locally and to have a say in how we can work together to move the recommendations forward in our area.

**\* Attendance by reservation only, so book your place now!**

**Speakers and discussions will include:**

- The current local workforce position
- Adult Social Care Workforce Strategy
- Breakthrough HNY – workforce transformation programme 2024/25
- International Recruitment
- Employee Rights Bill 2024 – what is the impact for social care?

**Further speakers to be announced.**

Includes lunch, refreshments and networking opportunities.

*\* Attendance by reservation only. Scan the QR code to book your place at the event.*



TO RESERVE YOUR PLACE, SCAN THE QR CODE ABOVE



# 2024 North Yorkshire and York Care Provider Olympics

This year was the third Care Provider Olympics held across York and North Yorkshire.

37 teams and over 430 people competed for the Olympics trophy.

## Older Adults Category

1<sup>st</sup> – Kirkwood Hall

2<sup>nd</sup> – Greyfriars Lodge

3<sup>rd</sup> – Abbey Lea Care Home

## Younger Adults & LD Category

1<sup>st</sup> – Sherbutt House

2<sup>nd</sup> – Cauwood Day Service

3<sup>rd</sup> – Harrogate Home Support & Day Service

Awards ceremony Friday 8<sup>th</sup> November at 2pm on  
MS Teams.

If you would like to attend, please email

[hnyicb-voy.yorkplacequalitynursingteam@nhs.net](mailto:hnyicb-voy.yorkplacequalitynursingteam@nhs.net)

# 2024 North Yorkshire and York Care Provider Olympics

We also awarded the below commendations to highlight excellence in care demonstrated during the initiative:

**Most participants** – New Lodge and Sherbutt House

**Competed in all 8 events** – Westwood, Sycamore Hall, Greyfriars Lodge, Kirkwood Hall and Sherbutt House

**Competed in their own events / activities** – Gladstone House, Larpool Lane, Mayfield Care Home, Marina Lodge

**The Lodge** – holding a swimming event

**Osborne House** – resident Ken who walked to Selby and back

**William Wilberforce** – best staff fancy dress costumes



## Hospice Care Week 7<sup>th</sup> – 13<sup>th</sup> October 2024

**Hospice Care Week** is a campaign from Hospice UK giving us the opportunity to champion and celebrate hospice care nationwide. Applauding the incredible work that is being done to make sure everyone can benefit from the very best care.

During Hospice Care Week, St Leonard's Hospice would like to thank you for your incredible support by inviting you and a guest to join them for tea and cake at their open afternoon.

- **Date:** Thursday 10<sup>th</sup> October 2024
- **Time:** drop in any time between 3pm and 7pm
- **Venue:** Sunflower Centre, St Leonard's Hospice, Tadcaster Road, YO24 1GL
- Hospice tours will be at: 3pm, 4pm, 5pm, 6pm
- There will be a talk by our chief executive, Emma Johnson at 5.30pm

Please let them know if you can come using the form in the link below:

[Hospice Care Week 2024 - St Leonard's Hospice \(stleonardshospice.org.uk\)](https://stleonardshospice.org.uk)

or by emailing [fundraising@stleonardshospice.org.uk](mailto:fundraising@stleonardshospice.org.uk) / calling 01904 777 777.

To find out more about the national campaign visit the [Hospice Care Week Website](https://www.hospicecareweek.org.uk).



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## Dates for your Diary

- York 50+ Festival events and activities 21<sup>st</sup> September – Sunday 6<sup>th</sup> October
- City of York Council Information Survey – Closes 6<sup>th</sup> October [York Information Survey \(surveymonkey.com\)](https://www.surveymonkey.com)
- Hospice Care Week: 7<sup>th</sup> – 13<sup>th</sup> October 2024. St Leonard's Hospice event is the 10<sup>th</sup> October 2024
- World Mental Health Day – 10<sup>th</sup> October 2024 [World Mental Health Day 2024 | Mental Health Foundation](#)
- AI and Social Care Discovery Day - 18th October 2024 – Harrogate Convention Centre
- Preparing for a CQC Inspection - Digital Conference – Monday 21<sup>st</sup> October [Preparing for a CQC Inspection Digital Conference - Westminster Insight](#)
- Social Care Workforce Summit – Wednesday 23<sup>rd</sup> October, 9am – 5pm. Pavilions of Harrogate
- 2024 North Yorkshire and York Care Provider Olympics Awards Ceremony – Friday 8<sup>th</sup> November

# Key Contacts – North Yorkshire Council

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

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

NYV HAS Contract Team: [HASContracting@northyorks.gov.uk](mailto: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](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> - Market Position Statement for all providers to view

# Key Contacts – Health and Adult Social Care

NHS Humber and North Yorkshire ICB: [hnyicb-voy.yorkplacequalitynursingteam@nhs.net](mailto:hnyicb-voy.yorkplacequalitynursingteam@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: [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](#)

