

Wednesday 30th October 2024

- 1. Social Care Market Updates**
- 2. HNY Shared Care Record Programme** - Rochelle Featherstone, Shared Care Record Consumer Project Manager for Humber and North Yorkshire ICB
- 3. The ReSPECT Process and Adoption across North Yorkshire and York** - Nikki Henderson, Senior Nursing, Quality & Clinical Governance Manager
- 4. Dates for Diary**

Preparing for the Influenza Season – Information Session for Care Homes, Public Health teams and local IPC teams

The UKHSA Yorkshire and Humber Health Protection Team would like to offer the opportunity for colleagues to attend this short information session to support partnership working and early identification and notification of influenza outbreaks in Care Homes.

The sessions will cover:

- Influenza – what it is and why it matters
- A review of care home influenza outbreaks across Y&H in 2023/24
- Identification of an influenza outbreak in a care home
- Notification to the Y&H Health Protection Team (HPT)
- Actions by the HPT following notification
- Q and A Session

Preparing for the Influenza Season – Information Session for Care Homes, Public Health teams and local IPC teams

There are three dates available, each will have a focus on a particular area of Yorkshire and the Humber. However, you are welcome to attend an alternative date if this works better for you, as most of the content will apply to all.

Sessions available to book, please click on the links below to book.

Monday 04 November, 14:00 – 14:45

[Microsoft Virtual Events Powered by Teams](#) (Focused on Humber/North Yorkshire)

Tuesday 05 November, 14:00 – 14:45

[Microsoft Virtual Events Powered by Teams](#) (Focused on West Yorkshire)

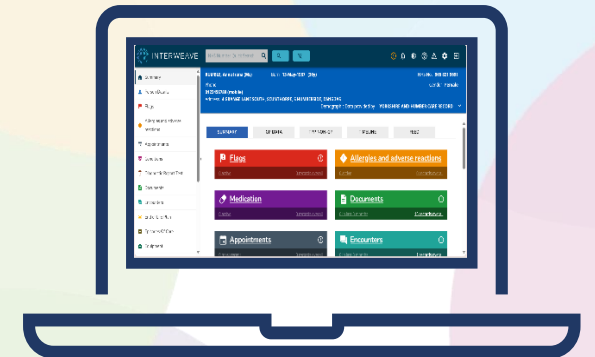
Wednesday 06 November 14:00 – 14:45

[Microsoft Virtual Events Powered by Teams](#) (Focused on South Yorkshire)



HNY Shared Care Record Programme

Health and Social Care Collaboration



Agenda

1. HNY Shared Care Record Programme

- What is a Shared Care Record?
- Our current programme status
- YHCR – View

2. How to get Involved

- Expression of Interest
- Organisation asks

3. Recorded Benefits

- Organisation quotes

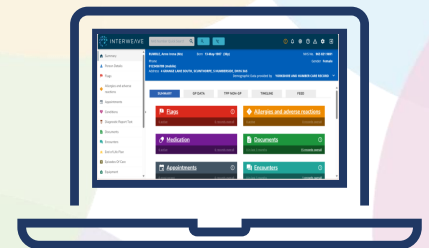
4. Resources / Contacts

- Video demo
- Available data links
- Contacts



HNY Shared Care Record Programme

Overview

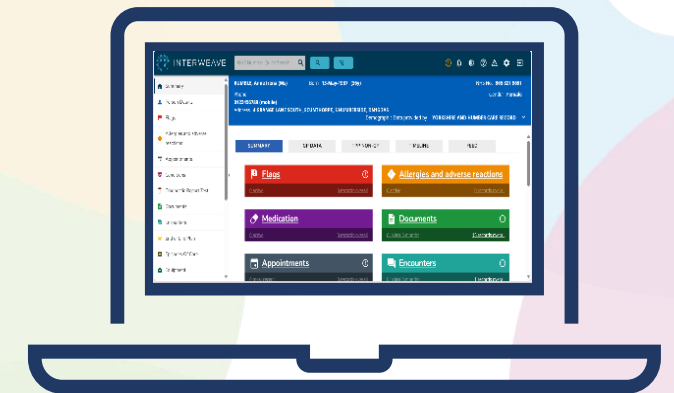


What is a Shared Care Record?

A **Shared Care Record** is a digital system that combines a patient's medical information from different healthcare providers. For example, hospitals, primary care, ambulance services, general care plans and social care providers. It allows authorised professionals, like doctors and social workers, to access real time patient's details, such as medical history, medications, and test results. This improves care coordination, reduces errors, system efficiencies and helps provide more personalised and efficient treatment.

Yorkshire and Humber Care Record

- **NHS Owned** – One of few NHS owned Shared Care Records
- **Partners** – YHCR works on a partner collaborative for developments. This extends across HNY,WY,SY,NCR and LLR. The product is owned by Interweave and developed by Synanetics
- **Data Storage** – No data is currently stored within the YHCR
- **Access** – Can be accessed via standalone (web log on), context launch (S1/EMIS/EPR), AD desktop icon and wider systems integration.



Humber and North Yorkshire

Yorkshire and Humber Care Record MVS 2.0 Programme

157 GP Practices 

5 Local Authorities

4 Acute Trusts 

29 Consumer Projects successfully delivered since April 21 


3 Hospices

1 Safeguarding Team 

2 Private Hospitals

5 Police Custody Suites 

1 Care Home

30 FHIR resources live across Provider organisations since April 21 

1 Community Health Care Service 

2 Mental Health Trusts

2 Ambulance Services 

Humber and North Yorkshire

Yorkshire and Humber Care Record MVS 2.0 Programme

Usage Stats

1.7m

Patients benefitting from enhanced sharing across HNY

Month on month increase in Shared Care Record usage



200-300

New EPaCCs created each month



40,000

Patient records accessed Per month via portal / exchange



13 Health and Care IT systems interacting with the YHCR



109,000

GP Connect views per month via York & Scarborough Teaching Hospital, Harrogate District Foundation Trust, Northern Lincolnshire and Goole NHS Foundation Trust and Humber Teaching Hospital



157,200

Data items viewed per month



Patients dying inside hospital reducing from 40% to 14% because of EoL data availability.



Humber and North Yorkshire
Health and Care Partnership



Yorkshire & Humber
Care Record
Connecting care. Improving lives.

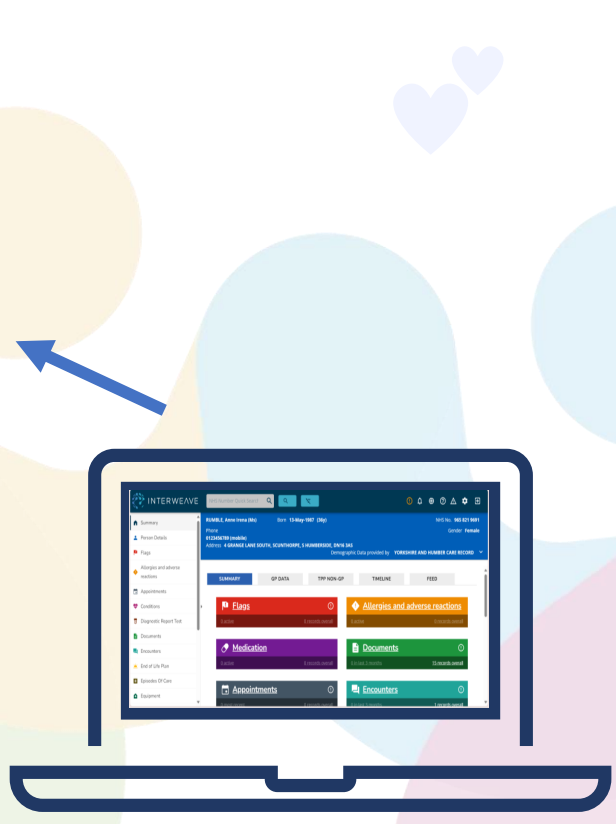
The View

The screenshot shows the INTERWEAVE patient record interface. At the top, the patient's name is RUMBLE, Anne Irena (Ms), born 13-May-1987 (36y), with NHS No. 965 821 9691. Her phone number is 0123456789 (mobile) and her gender is Female. Her address is 4 GRANGE LANE SOUTH, SCUNTHORPE, S HUMBERSIDE, DN16 3AS. The demographic data is provided by YORKSHIRE AND HUMBER CARE RECORD.

The interface has a left-hand navigation menu with the following items: Summary, Person Details, Flags, Allergies and adverse reactions, Appointments, Conditions, Diagnostic Report Test, Documents, Encounters, End of Life Plan, Episodes Of Care, and Equipment.

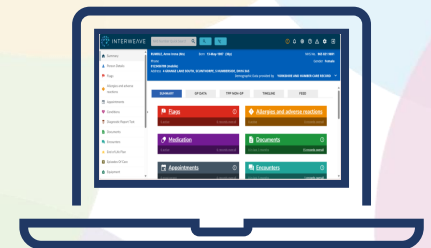
The main content area is divided into tabs: SUMMARY, GP DATA, TPP NON-GP, TIMELINE, and FEED. The SUMMARY tab is active, showing several summary cards:

- Flags**: 0 active, 0 records overall
- Allergies and adverse reactions**: 0 active, 0 records overall
- Medication**: 0 active, 0 records overall
- Documents**: 0 in last 3 months, 15 records overall
- Appointments**: 0 most recent, 0 records overall
- Encounters**: 0 in last 3 months, 1 records overall



HNY Shared Care Record Programme

How to get involved

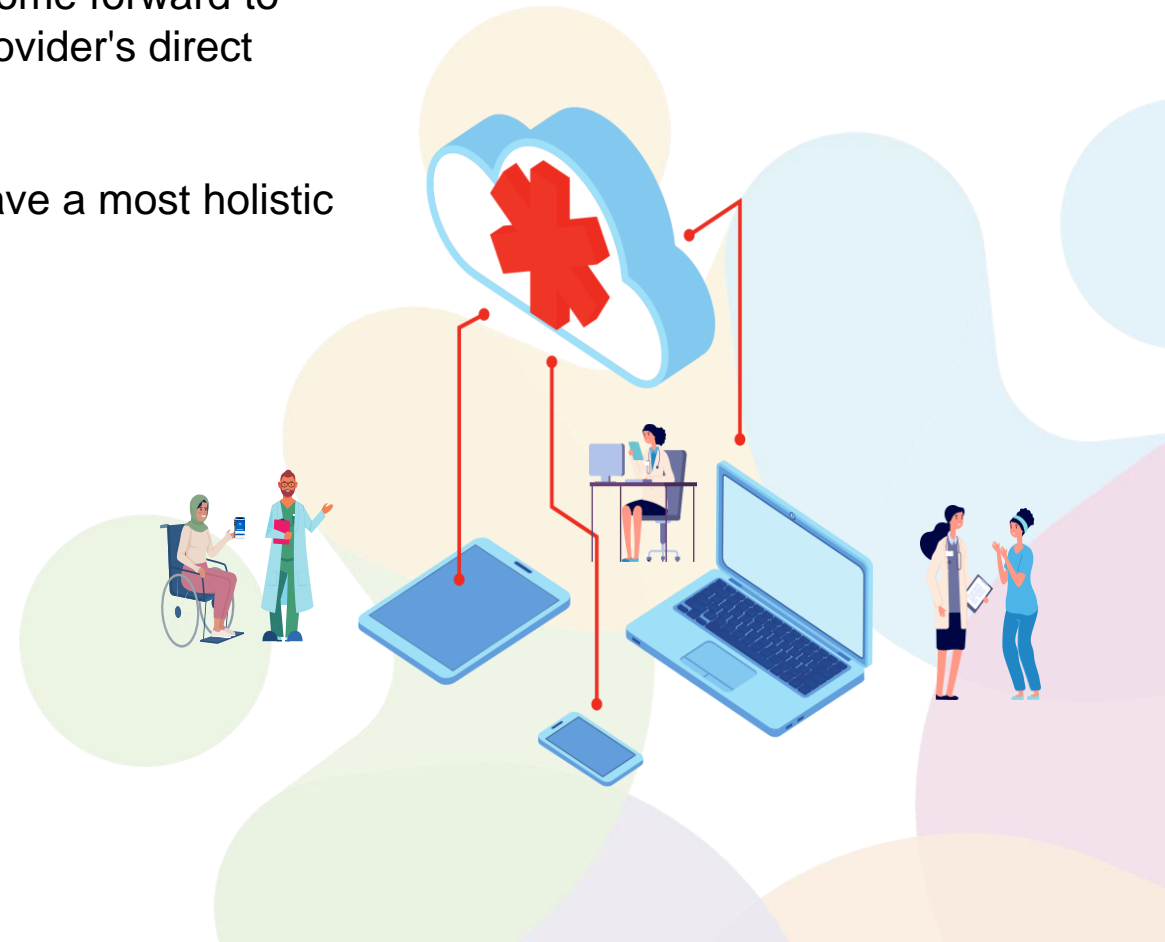


Expression of Interests – Social Care

The Shared Care Record Programme is currently asking for expressions of interest from Social Care Providers across North Yorkshire to come forward to set up a consumer project. This consumer project will give a provider's direct care roles access to the regional care record.

This will enable our care providers across North Yorkshire to have a most holistic and joint up view of a person's record. For example, including:

- **GP Connect**
- **Appointments**
- **Medications**
- **Flags and Allergies**
- **EoL Care Plans**
- **Encounters**
- **Adult Social Care Data**
- **Documents (including Discharged Summaries)**
- **Ambulance Transfer of Care**



Expression of Interests – Social Care

The Yorkshire and Humber Care Record is fully funded by the Humber & North Yorkshire Health & Care Partnership, there is no financial cost to organisations. However, onboarding requires a level of organisational capacity to ensure successful implementation and realisation of any benefits

Organisation requirements:

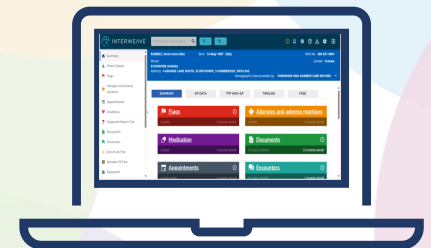
- Project Management / Point of contact
- Exec sign off
- IG – IG doc completion / sign off
- Technical Onboarding – Self assessment of cyber / architecture
- IT Support (support model, tenant admin, account creation)
- Clinical Safety – CS report / Hazard Logs
- Business Change – User Training (we can assist)
- Benefits Realisation – (we assist)

The HNY delivery team are here to assist organisations to meet the required assurances to gain access to the YHCR

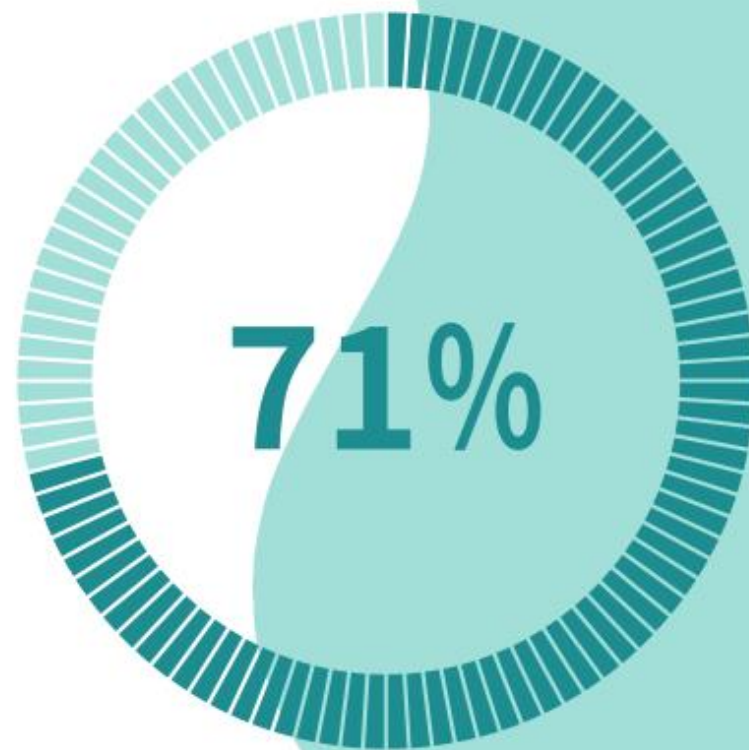


HNY Shared Care Record Programme

Recorded Benefits – User Feedback



71.42% Agree – The YHCR has had a positive impact on improving patient care. For example, by providing the right information at the right time for more informed decision making.



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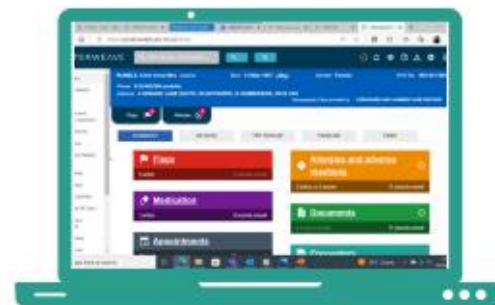


Pre Home Visit Checks:

Checking the YHCR made sure I had the details of a recent fall in which Yorkshire Ambulance Service attended.



Reducing patients needing to repeat their story.



I was able to focus my time at the visit on other areas. Ultimately saving time and saving the annoyance for the patient not needing to inform me of care interactions they will have most likely already had to tell other medical professionals.



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Patient Encounters / Appointments

"Checking the YHCR ensured I was able to identify when a patient was in hospital. This patient I am unable to contact via phone, this saved needing to visit the patient directly."

- YHCR User (Independence Advice Hub)



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Adult Social Care - Feedback

Staff Time Saving:

- 'I use it a lot, it is really good for getting information that we would have to spend a lot of time tracking down, sometimes 2 hours per person, especially contact details for GPs and medications as we usually only have a name from a paramedic and that is all'

Kayleigh Grice (Social Worker - Access Team) – North Lincolnshire Council



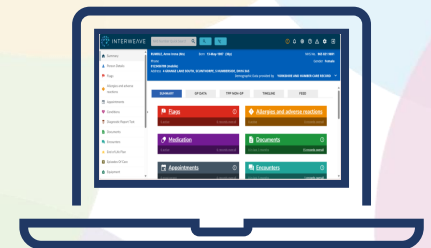
Patient Outcomes:

- 'There was a lady who had medication but did not know the frequency. I could look up the medication on the YHCR and provide the frequency information to her family, so she could take it safely. Without access to that information, she potentially could have missed her medication or taken it incorrectly and it would have been unsafe to place her without full information about her medication, it would have therefore taken time to track this information down.'

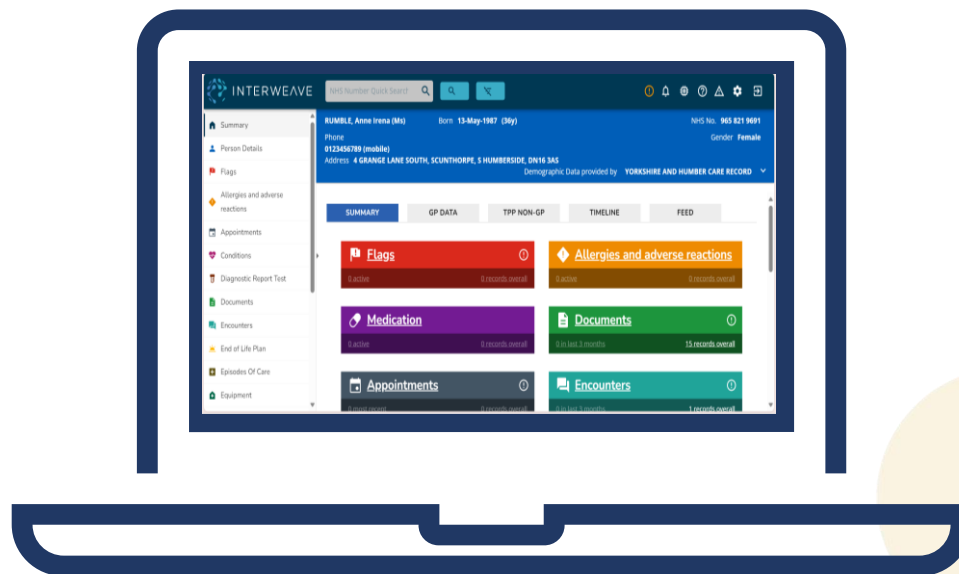
Kayleigh Grice (Social Worker - Access Team) – North Lincolnshire Council

HNY Shared Care Record Programme

Resource Links and Contacts



YHCR Interweave Portal



Please follow this link:

<https://vimeo.com/877563029/a1fb8c967f?share=copy>

(5-minute video demo)



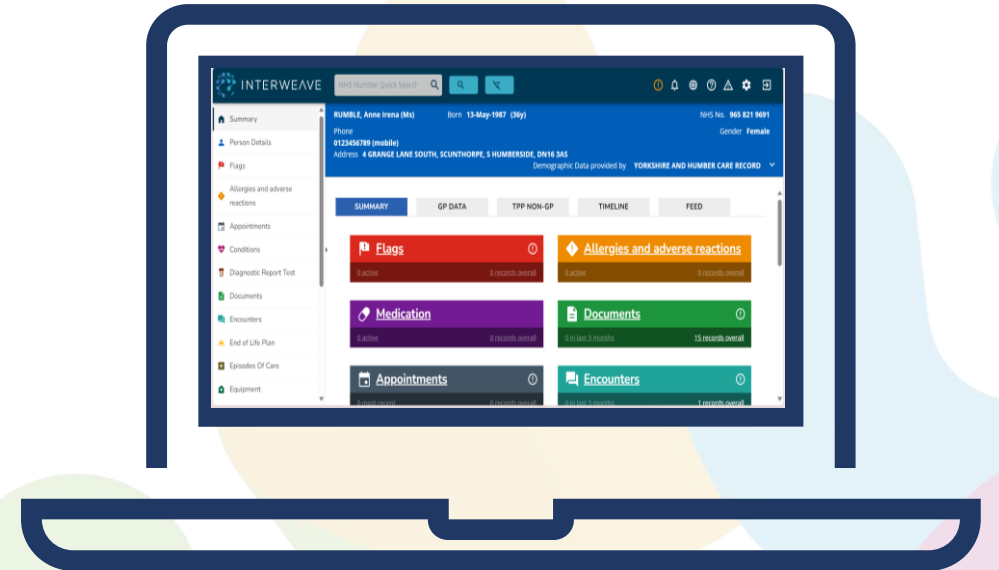
Resource Links

Data available in the YHCR:

[Data Available - Interweave
\(interweavedigital.com\)](http://interweavedigital.com)

Document Types Available (Trusts):

[Document Types Available - Portfolio -
Confluence \(atlassian.net\)](http://atlassian.net)



Data maturity into the YHCR is constantly ongoing with multiple Data maturity and new provision projects underway.

Any Questions?

Gayle Guthrie - Humber consumer projects, programme enquires, new project requests in Humber: gguthrie@nhs.net

Kris Weavill - Humber consumer projects, benefits, new project requests in Humber: kris.weavill@nhs.net

Rochelle Featherstone – NY consumer projects, EPaCCS queries/requests, benefits, new project requests in NY: rochelle.featherstone@nhs.net

Hollie Harrison (Interweave) – non-GP S1 data provision, HNY data provision projects: hollie.harrison3@nhs.net





Humber and North Yorkshire
Health and Care Partnership

The ReSPECT process and adoption across North Yorkshire & York
Care Connected
Nikki Henderson
30 October 2024

Our **vision** is to ensure that all our people:

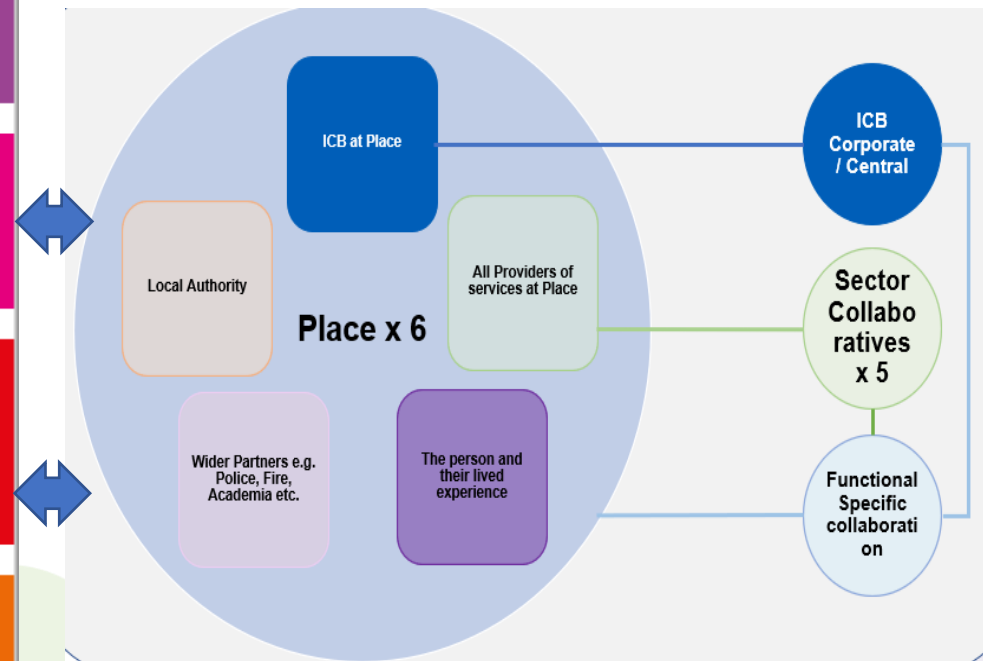
- Start Life Well
- Live Well
- Age Well
- **End Life Well**



Deliver the national ambitions for Palliative & End of Life Care

The following describes the six core elements of the national Palliative and End of Life Care framework for local action 2021-2026*:

- 01 Each person is seen as an individual**
I, and the people important to me, have opportunities to have honest, informed and timely conversations and to know that I might die soon. I am asked what matters most to me. Those who care for me know that and work with me to do what's possible.
- 02 Each person gets fair access to care**
I live in a society where I get good end of life care regardless of who I am, where I live or the circumstances of my life.
- 03 Maximising comfort and wellbeing**
My care is regularly reviewed and every effort is made for me to have the support, care and treatment that might be needed to help me to be as comfortable and as free from distress as possible.
- 04 Care is coordinated**
I get the right help at the right time from the right people. I have a team around me who know my needs and my plans and work together to help me achieve them. I can always reach someone who will listen and respond at any time of the day or night.
- 05 All staff are prepared to care**
Wherever I am, health and care staff bring empathy, skills and expertise and give me competent, confident and compassionate care.
- 06 Each community is prepared to help**
I live in a community where everybody recognises that we all have a role to play in supporting each other in times of crisis and loss. People are ready, willing and confident to have conversations about living and dying well and to support each other in emotional and practical ways.



* <https://www.england.nhs.uk/publication/ambitions-for-palliative-and-end-of-life-care-a-national-framework-for-local-action-2021-2026/>

- Sub-systems asked to map PEOLC services using the Ambitions Toolkit



“I can make the last stage of my life as good as possible because everyone works together confidently, honestly and consistently to help me and the people who are important to me, including my carer(s).”

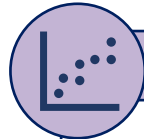


Outcomes of Stocktake



1.. Statutory responsibility

The ICB has a statutory responsibility to ensure population needs are met regarding Palliative & End of Life Care. As a result of the stocktake we are able to demonstrate that we currently have variation in terms of access and provision of services across our 6 places.



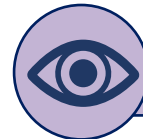
2. System-wide variation

6 places/ 3 sub systems – variation across the ICB in terms of the outputs from the Ambitions Stocktake with the clear variation drawn out to inform the ICB Strategy and delivery plans.



3. Need for standardisation

Need to establish clear sub system delivery groups aligned to wider ICB Strategy and sub system delivery plans. New PEO LC transformational lead for the ICB (Macmillan funded) to ensure strategic direction and consistent approach



4. ICB Strategy

Development of an All Age Palliative & End of Life Strategy supported via clear delivery plans across our 6 places/ 3 sub-systems which must have regard for the Statutory Guidance for ICB's published July 2022



5. PEO LC Centre of Excellence

Transformational lead to support the establishment of a new All Age Palliative and End of Life Care Centre of Excellence with delegated responsibility for the delivery of our Strategy via our sub-system groups.



6. Sub System Delivery

Having established our Strategy we need to standardize/revise our delivery plans (aligned to the variation as evidenced in the Stocktake) across our 6 places/ 3 sub systems.



What is ReSPECT?

- ReSPECT stands for Recommended Summary Plan for Emergency Care and Treatment.
- The ReSPECT process creates a summary of personalised recommendations for a person's clinical care in a future emergency in which they do not have capacity to make or express choices.
- The process is intended to respect both patient preferences and clinical judgement.
- The agreed realistic clinical recommendations that are recorded include a recommendation on whether or not CPR should be attempted if the person's heart and breathing stop.



What is ReSPECT?

- ✓ a process
- ✓ based on one or more conversations
- ✓ supported by a plan
- ✓ a summary for use in an emergency
- ✓ Link to form below:

[Attached](#)

2 pages to the Form for completion (currently on version 3)

Page 3- discussion guide

Page 4- guidance for the person with a ReSPECT form

ReSPECT Recommended Summary Plan for Emergency Care and Treatment

Full name
Date of birth
Address
NHSCHI/Health and care number

1. This plan belongs to:
Preferred name
Date completed

The ReSPECT process starts with conversations between a person and a healthcare professional. The ReSPECT form is a clinical record of agreed recommendations. It is not a legally binding document.

2. Shared understanding of my health and current condition

Summary of relevant information for this plan including diagnoses and relevant personal circumstances:

Details of other relevant care planning documents and where to find them (e.g. Advance or Anticipatory Care Plan; Advance Decision to Refuse Treatment or Advance Directive; Emergency plan for the carer):

I have a legal welfare proxy in place (e.g. registered welfare attorney, person with parental responsibility) - if yes provide details in Section 8 Yes No

3. What matters to me in decisions about my treatment and care in an emergency

Living as long as possible matters most to me Quality of life and comfort matters most to me

What I most value: What I most fear / wish to avoid:

4. Clinical recommendations for emergency care and treatment

Prioritise extending life or Balance extending life with comfort and valued outcomes or Prioritise comfort

clinician signature clinician signature

Now provide clinical guidance on specific realistic interventions that may or may not be wanted or clinically appropriate (including being taken or admitted to hospital +/- receiving life support) and your reasoning for this guidance:

CPR attempts recommended Adult or child For modified CPR Child only, as detailed above CPR attempts NOT recommended Adult or child

clinician signature clinician signature

www.respectprocess.org.uk

Version 3.1 - DRAFT © Resuscitation Council UK ReSPECT



Challenges with DNACPR?

- ✓ Not considered / discussed / recorded routinely
- ✓ Many inappropriate CPR attempts
- ✓ Many people disliked discussing it
- ✓ Poorly discussed, not individualised
- ✓ Misunderstood - other treatments withheld
- ✓ DNACPR 'decisions' led to differences in care
- ✓ Many different form designs



Who is ReSPECT for?

Everyone – with increasing relevance for those:

- ✓ with particular healthcare needs
- ✓ at risk of cardiac arrest
- ✓ nearing the end of their lives
- ✓ who want to record their preferences for any reason

It is suitable for both adults and children



ReSPECT aims to:

- ✓ put each individual at the centre of the conversation
- ✓ achieve shared understanding between person and clinician
- ✓ focus on treatments to be given, not just one to be withheld
- ✓ record agreed clinical recommendations
- ✓ be recognised across all boundaries



When should a ReSPECT conversation take place?

Ideally:

- ✓ when a person is relatively well and able to participate fully
- ✓ before an emergency reduces their ability to make decisions

Otherwise:

- ✓ as soon as possible in an acute illness when there is no ReSPECT plan

It may need more than one conversation!



How does ReSPECT work with other care plans and legal documents?

A ReSPECT plan provides a summary that applies only:

- ✓ in an emergency
- ✓ when the person has lost capacity to make informed decisions

It is not legally binding

It can work well alongside:

- ✓ other, broader or more detailed care plans
- ✓ a legally binding ADRT or Advance Directive

ReSPECT highlights

- Rolled out and embedded across Hull, East Riding, North & North East Lincolnshire.
- Recommendation to move towards adoption in York and North Yorkshire- endorsement received via ICB Clinical Professionals Group, September 2023.
- 1 day per week project lead supported through ICB personalised care monies- started January 2024 (paused August)
- Working in line with Resuscitation Council UK Guidance and Resources.
- Liaising with key stakeholder partners (monthly stakeholder meetings- **next meeting Monday 4 November 10-11am**) across all care settings- to include Children & Young People
- Reviewing audits of ReSPECT plans (Not just DNACPR forms)- quality audit undertaken in North & North East Lincolnshire
- ReSPECT Policy [attached](#) for Humber and North Yorkshire- shared in practice bulletins

Project Ambitions for North Yorkshire & York

- Further embedding of EPaCCS which must have an interface with ReSPECT- links with digital capability agenda.
- Adoption of ReSPECT across all age and all care settings.
 - ICB Resus Council ReSPECT signup achieved January 2024.
 - Assigning Clinical Lead/s to drive process forward.
 - Deadline set for transition in of ReSPECT: 1 June 2024.
 - Engaging with key partners across all sectors to rollout information/training.
 - Ensure Website and electronic systems are fit for purpose (System1, EMIS, interface with other clinical systems) to support ReSPECT rollout. Form available on Ardens for both System 1 and EMIS. Remember version control!!

Information for patients and the public

ReSPECT page on the ICB "Let's Get Better" website which is designed for our patient population and the public

<https://letsgetbetter.co.uk/respect/>

You will also see a link to a survey to gain patient and public feedback on the use of the ReSPECT process

Printed versions for those unable to access IT along with a QR code should practices wish to display in waiting areas or following discussion with patients

Website hits (as of 15/10/24) 247 with average browse time of 1 minute 7 seconds

8 Surveys completed – results to follow

How do we collate paper completed surveys from our ICS colleagues?



ReSPECT survey



Training and resources

There are a wealth of resources on the Resuscitation Council UK website for both professionals, patients and the public

Resources for professionals include Top Ten Tips for GP's, Information for Care Homes, Guide for Clinician's completing the Form as well as patient information leaflets

Undertaking the relevant Resuscitation Council UK training for professionals is strongly recommended.

Can access via eLFH hub:

Level 1- basic awareness

Level 2- handling an emergency situation -for those who may need to have ReSPECT conversation with patients

Level 3- Having the conversation- for those professionals who will be completing the Form

<https://www.resus.org.uk/respect>

<https://www.resus.org.uk/respect/respect-resources>



Joe's ReSPECT journey

<https://www.youtube.com/watch?v=dp-qOgmBTRw>



John's story- understanding ReSPECT

A video resource for people with Learning Disabilities to enable them to understand what the ReSPECT process is about, how a summary of the conversation is recorded on the ReSPECT plan and how the information is shared and used.

<https://vimeo.com/772051581>



Learn more about ReSPECT



info@respectprocess.org.uk



www.resus.org.uk/respect

Clarifications required through ReSPECT discussions and feedback from stakeholder group

- We appreciate that at this early stage there are a number of patients who will already have an existing Emergency Health Care Plan and/or DNACPR form in place, which will of course remain valid
- It is not an expectation that patients are swapped on to new ReSPECT forms if have an existing DNACPR form or emergency health care plan however we are aware that some practices have started to do this.
- Hambleton and Richmondshire area not adopting at present due to the interface with the use of the "Deciding Rights" process in the Northeast region. We have received clarity that there will be regard to the information on the ReSPECT form should a patient be admitted to South Tees NHS Foundation Trust with a ReSPECT form however the DNACPR status will be reviewed and if resuscitation not recommended then the Deciding Rights DNACPR form will be completed.
- Yorkshire Ambulance service (YAS) have confirmed they will accept any existing DNACPR forms beyond the 01/01/2025. There is a plan to ask provider partners to audit the number of DNACPR forms that remain valid around the 01/01/2025 and we are aware through the stakeholder group meetings that some colleagues have started to undertake audit.

Guidance note: The health professional must sign the form to confirm their responsibility in adhering to best practice, following the ReSPECT process and for complying with capacity and human rights legislation. Patients, or their legal proxy and/or family members, can sign the form if they wish but do not have to. Signing the form allows patients or their legal proxy/family members to demonstrate that they have been actively involved in the discussion and recommendations about the person's care and treatment.



Humber and North Yorkshire
Health and Care Partnership

Clinical leads:

nikki.henderson1@nhs.net

d.cottingham@nhs.net





Humber and North Yorkshire
Health and Care Partnership

Thank you for listening
Any questions?



HR and Training Support Services Survey

North Yorkshire Council is gathering information regarding HR support services and training and learning courses available to independent care providers.

Your assistance in filling out this survey is appreciated.

Please complete their online survey using the attached QR code by **11th November 2024**.

Or by following this link : www.northyorks.gov.uk/survey/care



Health and Social Care: Achieving Excellence Together Conference 2024

Are you a care worker or nurse working in social care within North Yorkshire and York? This day is for YOU! Building on the success of our previous conferences we are back and better than before. Places are FREE but limited and are available on a first come, first served basis.

Friday 6th December 2024 09.00 - 16.30 Venue: The Milner York, formally known as The Principal Hotel, Station Road, York, YO24 1AA Or Join Us Virtually Via Microsoft Teams

Programme will include the below and more, delivered by inspiring local and national speakers:

- North Yorkshire and York care providers; how can the local system support you?
- Dementia Care
- Innovation in the prevention of contractures
- Co design and co production within Learning Disability services
- Best practice in end of life care
- Research and Improvement
- Career development and support
- Inclusion
- Outbreak management
- Opportunities to network and share your ideas and experiences with peers
- Highlighting excellence and best practice across social care

For any queries relating to this event please contact: hnyicb-voy.yorkplacequalitynursingteam@nhs.net

CARE 
CONNECTED

Personalised Workforce Training and Development

Skills for Care are running two workshops where they will discuss how personalised workforce training and development, which involves a wide range of care professionals and family members, can improve outcomes for people drawing on services.

The workshops will be held on:

- Monday 2nd December, 14:00pm - 16:00pm
- Tuesday 10th December, 10:00am - 12:00pm



If you're interested in attending either session, please email innovation@skillsforcare.org.uk



UK Malnutrition Awareness Week

BAPEN is delighted to be joining forces with the Malnutrition Task Force (MTF) once again to run UK Malnutrition Awareness Week 2024 (#UKMAW2024), which will take place between 11th – 17th November. They encourage you to get involved with the campaign to increase understanding of the prevalence, risk factors, and signs of malnutrition and dehydration. To help them spread the word and improve the standard of nutritional care across the UK.

- Monday - Contextualising malnutrition and the importance of screening
- Tuesday - Challenges Tuesday
- Wednesday - Education
- Thursday - Thirsty Thursday
- Friday - Take action against malnutrition.
- Weekend - Highlights of the week

Ask, Look, Listen The campaign focus recognises that malnutrition is everyone's business. It is easier to manage malnutrition or dehydration when it is spotted earlier, so we want everybody in health and care multidisciplinary teams to spread the importance of keeping nutritional care at the forefront of minds, and for people in the community to look out for family members, friends, neighbours, and colleagues.

[UK Malnutrition Awareness Week | BAPEN](#)

 CARE
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Tissue Viability Skills Workshop Training

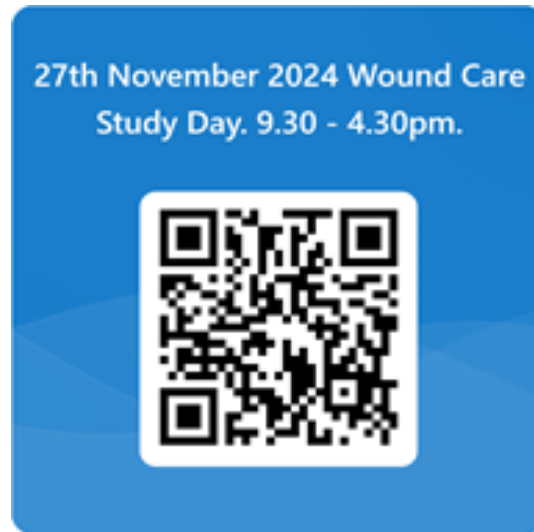
This is free to attend. The day will consist of 30-minute repeated skill stations which clinicians can drop in to at the most convenient time for them and attend relevant stations. Company representatives will be in attendance to discuss formulary products at your leisure. Book your place today using the QR code below

Date – 27th November 2024, 9.30am – 16.30pm

Location – Silver Royd, The J M Gutherie Clubhouse, Scalby Road, Scalby, Scarborough YO13 0NL

Please note this is available to nursing home trained staff and practice nurse staff from Whitby, Scarborough and Ryedale only.

- Dopplers Studies
- PU Categorisation
- Wound Bed Preparation
- Dressing / Formulary
- Actico / Hosiery
- K-TWO / K-FOUR



Dates for your Diary

- **Preparing for the Influenza Season.** Sessions available to book, please click on the links below to book:
 - Monday 4th November, 14:00 – 14:45 [Microsoft Virtual Events Powered by Teams](#) (Focused on Humber/North Yorkshire)
 - Tuesday 5th November, 14:00 – 14:45 [Microsoft Virtual Events Powered by Teams](#) (Focused on West Yorkshire)
 - Wednesday 6th November 14:00 – 14:45 [Microsoft Virtual Events Powered by Teams](#) (Focused on South Yorkshire)
- **2024 North Yorkshire and York Care Provider Olympics Awards Ceremony** – Friday 8th November
- **UK Malnutrition Awareness Week** – 11th to 17th November 2024
- **Tissue Viability Skills Workshop Training** - Date – 27th November 2024, 9.30am – 16.30pm
- **Skills for Care Personalised Workforce Training and Development Workshops**
 - Monday 2nd December, 14:00pm - 16:00pm and Tuesday 10th December, 10:00am - 12:00pm
- **North Yorkshire Council Specialist Care Commissioning Model Workshop** – 5th November 2024, 10:00AM-11:30AM, Teams Meeting (email HASservicedevelopment@northyorks.gov.uk for an invitation)

Key Contacts – North Yorkshire Council

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

Quality Team: HASQuality@northyorks.gov.uk

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

North Yorkshire Partnership website: [Care Connected | North Yorkshire Partnerships \(nypartnerships.org.uk\)](#)

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 (CYC)

All Age Commissioning and Contracts team: AllAgeCommissioning@york.gov.uk

If you require further assistance, call: 01904 55 4661

Transformation and Service Improvement team: asctransformationteam@york.gov.uk

Adult Social Care Community Team:

Telephone: 01904 555111, Textphone: 07534 437804

Email: adult.socialsupport@york.gov.uk

CYC Adult Social Care information: <https://www.york.gov.uk/AdultSocialCare>

2023-25 Market Position Statement: <https://www.york.gov.uk/ShapingCare>

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](#)

