

Wednesday 27th November 2024

- 1. Social Care Market Updates**
- 2. Social Care Complaints, LGSO Resources** – Sarah Abram, Governance and Customer Improvement Manager
- 3. Reporting Flu and COVID outbreaks** - Dr Dora Machaira, Public Health Manager (Health Protection)
- 4. York Bereavement Alliance** - Chris Charters, York Bereavement Alliance Project Lead
- 5. Dates for Diary**

North Yorkshire Council Fee Negotiation Meetings

As part of the preparation for fee negotiations, North Yorkshire Council is inviting providers to contribute to a data collection exercise. To assist providers with the exercise, we are running a series of online meetings for different segments of the market to help understand the tool and to hear any segment specific issues.

The objectives of this exercise are to obtain evidence for:

- a) Impact of proposed National Insurance increases
- b) Impact of inflationary increases on staffing, including National Living Wage
- c) Impact of inflationary increases on other costs
- d) Proportion of staff v non-staff costs



The questionnaire can be submitted anonymously and should be based on a set period of time. This can be a full year or any other period of time (e.g. a typical month).

The questionnaire aims to understand the costs of care which is arranged by North Yorkshire Council.



North Yorkshire Council Fee Negotiation Meetings

The dates and times for sessions are:

November 28th at 11.00am

Home Care Providers

December 2nd - 9.30am

Care Home Providers

December 2nd - 11.30am

Supported Living Providers

December 2nd - 2.00pm

Supported Housing/Extra Care Providers

December 3rd - 12.30pm

Complex Care Providers

December 5th - 9.30 am

Community Providers

December 5th - 11.00am

Open to all

December 5th - 2.30 pm

Open to all

Each session will have up to 1 hour available

REGISTER NOW

To book, just register your interest marking your email "Data collection" and send to:
memberservices@independentcaregroup.co.uk

Once registered, you will receive the link to the meeting.



www.independentcaregroup.co.uk

CARE 
CONNECTED

EFFECTIVE COMPLAINT HANDLING

Sarah Abram

Governance and Customer Improvement Manager

The Team and Why we are here:

“The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009”

- ▶ Each responsible body must designate a person, referred to as the Complaints Manager, to be responsible for ensuring compliance with the arrangements under these Regulations
- ▶ Responsible for coordination of all complaints, compliments, concerns, MP enquiries and Ombudsman investigations that Health & Adult Services receive.
- ▶ Report on a quarterly basis to HASLT & Chief Executive & Management Board the Directorate’ performance on the above.

Local Government & Social Care Ombudsman

- ▶ They are the final stage for complaints about Local Authorities
- ▶ They investigate individual complaints about councils, and all adult social care providers
- ▶ If they decide to investigate, they will look at whether organisations have made decisions the right way - Maladministration / Injustice
- ▶ They have the same power of the High Court to request files / records / interview staff
- ▶ They can issue financial recommendations
- ▶ They can issue practice recommendations
- ▶ They can issue Public Reports - reputational and financial risk to the Authority

“

The best authorities... put public concerns right at the heart of their corporate governance ...to ensure the voice of the citizen is firmly embedded in their risk management and accountability systems.

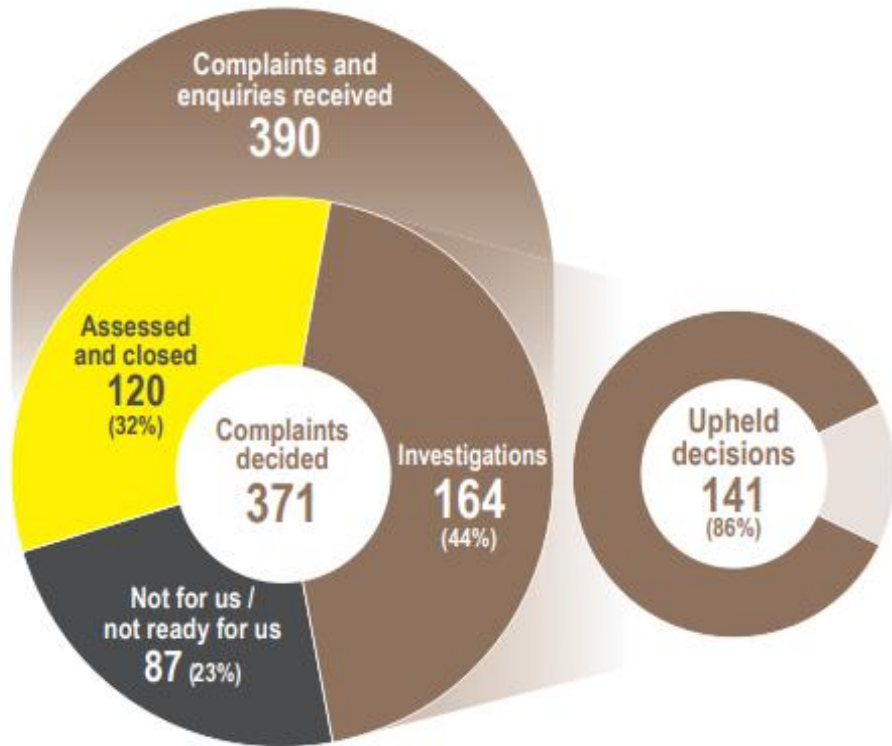
”

“Ignoring a complaint will not make it go away... it can often make the situation a lot worse”

“Complaints are an integral part of everyone’s day to day role – they are not an added extra”

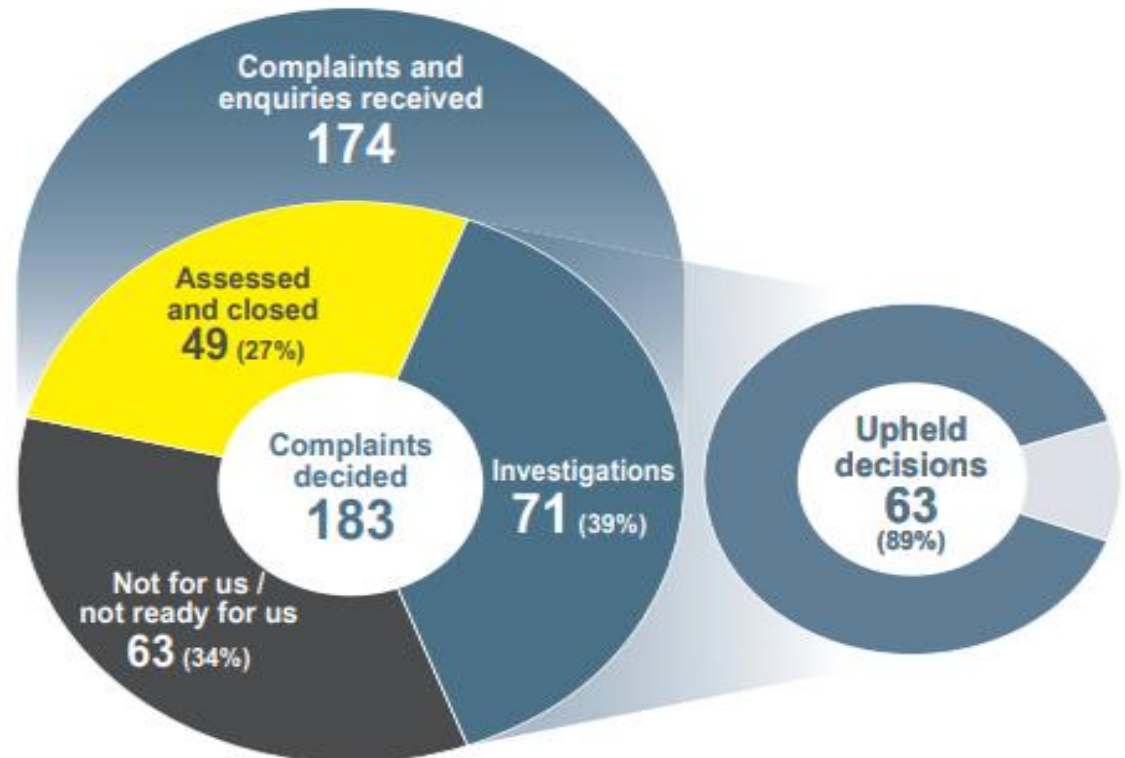
“A complaint is an expression of dissatisfaction about a council service (whether that service is provided directly by the council or by a contractor or partner) that requires a response.”

Residential Care

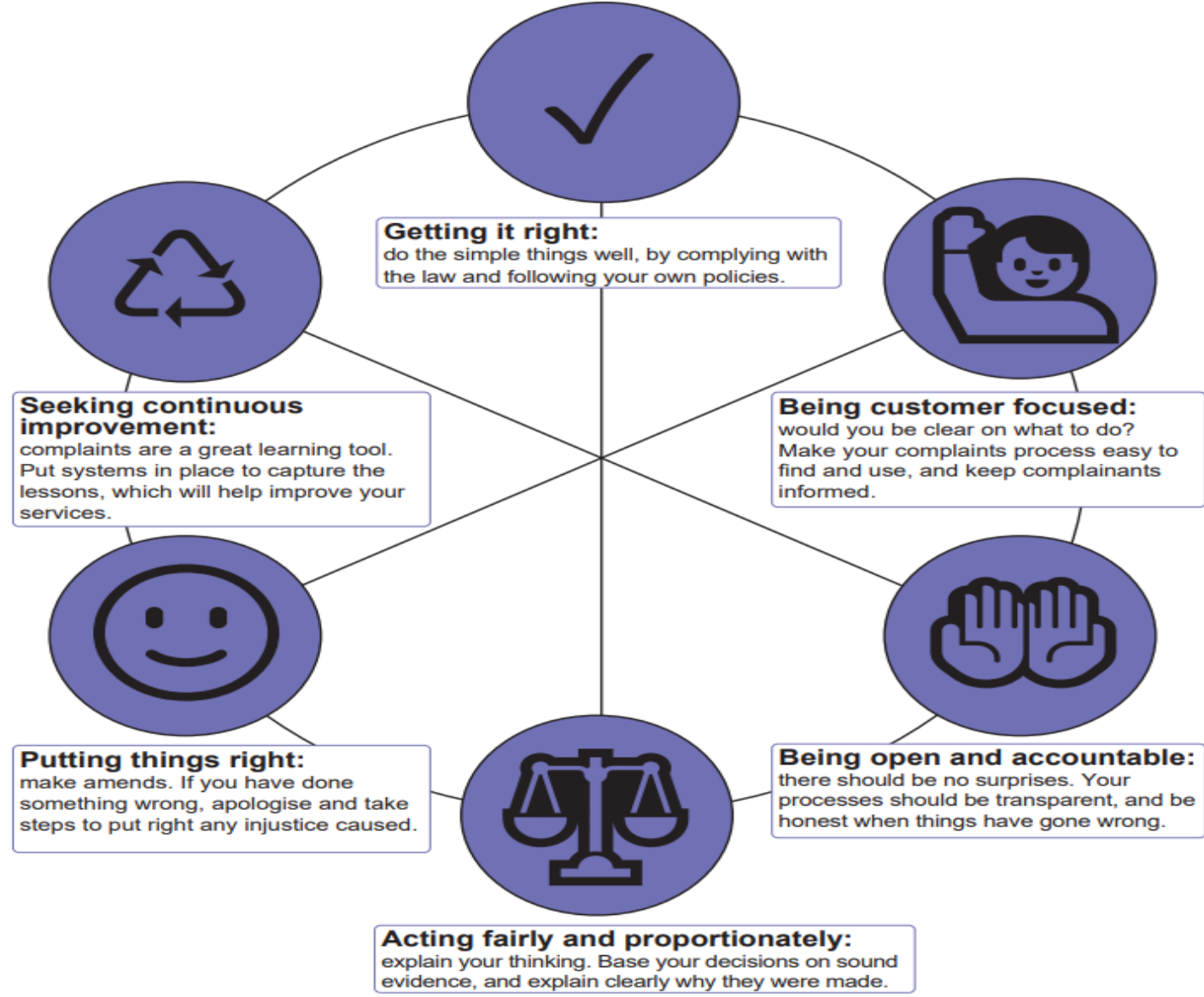


2023 - 2024 Statistics by subcategory

Home Care



Principles of Effective Complaint Handling - Local Government and Social Care Ombudsman



Tips for Dealing with Complaints

- ▶ **Don't take it personally** - You are representing the council
- ▶ **Reassure the customer** - Demonstrate you understand the complaint. Keep your tone measured and calm – either written or verbal
- ▶ **Obtain all the facts** - Ensure you get all the information
- ▶ **Own the problem** - Take responsibility – if it is not you find out who it is. Make sure everyone knows what is expected of them
- ▶ **Act** - Once you have explained what you going to do make sure you do it
- ▶ **Communicate Regularly** - Keep the complainant updated so they know what is going on
- ▶ **Records** - Ensure all records are up to date and accurate. If its not written down it didn't happen - we have no evidence

**What
happened?**

**What should
have happened?**

Investigating a complaint

- ▶ Make sure you are clear what the complaint is about
- ▶ Identify any opportunities to resolve the complaint at the earliest opportunity
- ▶ Manage the complainant's expectations
- ▶ Spend time planning the investigation, how will you get the necessary information, who do you need to speak to

Drafting a Complaint response



- ▶ You are being asked to consider a complaint. It is your role to investigate the issue, taking into account all the available facts and evidence. It is for you to make the decision on the complaint.
- ▶ A good complaint response letter consists of:
 - ▶ The statement of complaint
 - ▶ The steps you have taken to investigate the complaint.
 - ▶ What you have taken into account.
 - ▶ Your decision and reasons for it.
 - ▶ What will happen next: if action is to be taken, how, when, and by whom?
 - ▶ Any changes you will make to processes and procedures following the complaint.
 - ▶ If the complainant disagrees, how they can challenge the decision

Language.....

It really matters and completely affects our response to a message, it sets the tone and has the power to make a difficult message positive or an easy message challenging. To make people feel irritated, alienated, cared for etc.

Key things we should be considering:

- ▶ Don't use jargon or acronyms
- ▶ Don't use professional terminology
- ▶ Don't assume the complainant or their representative knows what you know.
- ▶ Always use plain English
- ▶ How would you feel if your family member received your letter

Putting things right

Their recommendations are intended to put the person back in the position they were in before the fault occurred. They may recommend:

- Apology
 - Procedural changes
 - Staff training
 - Financial redress
 - Reassessment
 - Reimbursement
-
- Guidance on Remedies - Local Government and Social Care Ombudsman



Produce a range of resources for Councils and care providers:

- > Sector specific guidance including a guide to effective complaint handling
- > Template complaint procedures, response letters, checklists
- > The single complaints statement
- > Subject focus reports
- > e-newsletters
- > Training
- > [Effective Complaint Handling - Online course for Councils and Care Providers - Local Government and Social Care Ombudsman](#)

Any questions...

Reporting Flu and COVID outbreaks

Dora Machaira, Public Health Manager (Health Protection)

**Information taken from a webinar delivered by
Dr Nicholas Aigbogun
Consultant in Communicable Disease Control
Yorkshire and Humber Health Protection Team**

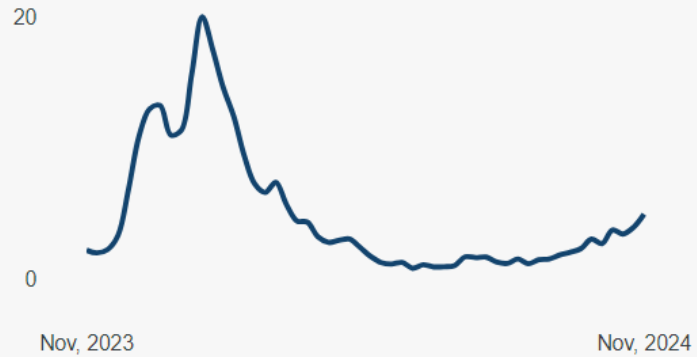
Respiratory viruses

- Flu rates are starting to go up and we are expecting they will peak in January
- RSV levels are currently high
- COVID-19 is unpredictable as it is not seasonal but continues to have regular peaks throughout the year
- Therefore, it is difficult to know what infection might be affecting your care home
- The guidance from UKHSA is based around flu as it is 'flu season' over winter but please report any acute respiratory infection (ARI) as soon as possible so you can get a diagnosis and the right management

Epidemiology

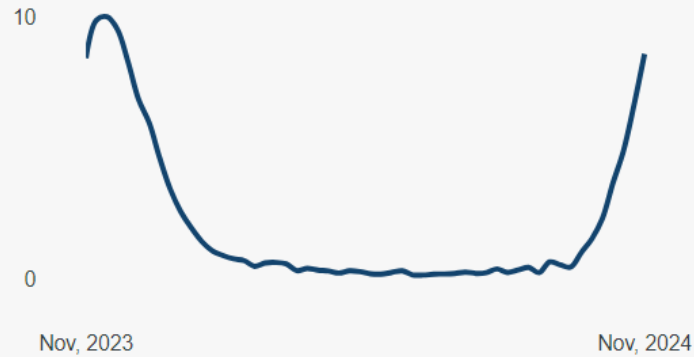
Influenza

Testing positivity



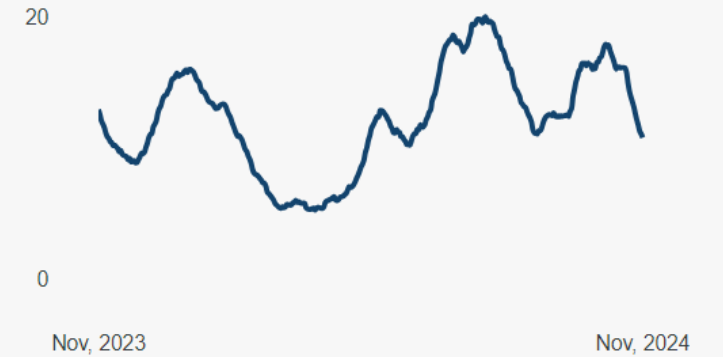
Respiratory syncytial virus (RSV)

Testing positivity



COVID-19

Testing positivity



The Influenza Virus

- Influenza A is most virulent and causes most severe human disease
- Examples are A H1N1 (Spanish flu 1918 and swine flu 2009 pandemics) and A H5N1 (Avian flu outbreaks UK 2021/22/23 or USA at the minute)
- Influenza B has only one serotype, is less common, mutates slower than A, easier to acquire immunity against it, does not cause pandemics
- Other examples of RNA viruses are Ebola, common cold, Hepatitis C, measles, polio and SARS-CoV-2 (Covid-19)

Influenza vaccination

- Influenza (flu) vaccination has been available since 3rd October for adults
- Ideally, immunisation should occur between October and early November
- Most care home residents and staff should have been vaccinated by now
- After immunisation, it takes about 2 weeks for protective levels of antibodies to be produced

Outbreaks of Influenza-like Illness (ILI)

Case Definition:

- Oral or tympanic (ear) temperature of 37.8C or greater, AND one of the following:
 - acute onset of at least one of the following respiratory symptoms: cough (with or without sputum), hoarseness, nasal discharge or congestion, shortness of breath, sore throat, wheezing, sneezing OR
 - an acute deterioration in physical or mental ability without other known cause
- Alternatively, a laboratory detection of influenza virus would fulfil the definition of a case of influenza.

Outbreaks of ILI

- Two or more cases which meet the clinical case definition of ILI (or alternatively two or more cases of laboratory confirmed Influenza) arising within the same 48-hour period with an epidemiological link to the setting
- An outbreak in a care home could be limited to a wing or a floor or could affect the entire care home

Notification to the Y&H Health Protection Team

- By Phone (in or out of hours): 0300 3030 234
- Online: [Purpose of notification](#)

HPT Response to Influenza Outbreaks

Is it an outbreak? Undertake risk assessment

- Data collection
- Infection control advice – key intervention
- Send GP letter and flu outbreak poster to care home
- Inform UKHSA lab (Leeds) to send out flu swabs
- Advice Antivirals for treatment/prophylaxis

Infection control during an outbreak of influenza

1. Hand hygiene and protective clothing
2. Managing/improving ventilation
3. Cleaning and waste disposal
4. Reducing exposure of unaffected residents

ILI Care Home Outbreaks – duration according to reporting time

		2022/23		2019/20	
	No. Outbreaks	Average days	Range	Average days	Range
Reported within 48 hours	11	7.6 days	0 - 20 days	11.5 days	7-17 days
Reported after 48 hours	41	14.6 days	1 - 31 days	13.5 days	6-30 days

Key Points

- Influenza is a serious illness, especially in the elderly in care homes
- It is important to identify care home influenza early and notify the UKHSA Health Protection Team within **48 hours**
- In 2022/23, most care home influenza outbreaks (approx. 80%) were notified after 48 hours
- Outbreaks notified after 48 hours lasted almost twice as long as those notified within 48 hours
- Infection control advice and prescription of antivirals are most effective if implemented within **48 hours** of the start of an outbreak

Link to this presentation by Dr Nicholas Aigbogun

[Preparing for the Influenza season - Information session for Care Homes and local IPC](#)



Care Connected

enquiries@yorkbereavementalliance.org



Bereavement Alliance objectives

- Provide an accessible, comprehensive, dynamic, and coordinated response to people seeking bereavement support in the City of York and surrounding area (York Place).
- Engage with our population to meet need and gaps in provision, which can be addressed through an Alliance wide approach.
- Through research, data, mutual support, and shared learning to deliver best practice outcomes for people.
- To seek sustainable, long term funding solutions to establish the York Bereavement Alliance as a permanent offer.



statistics

Data extract from SystmOne: 31/05/2024

Data range: 31/05/2019-31/05/2024

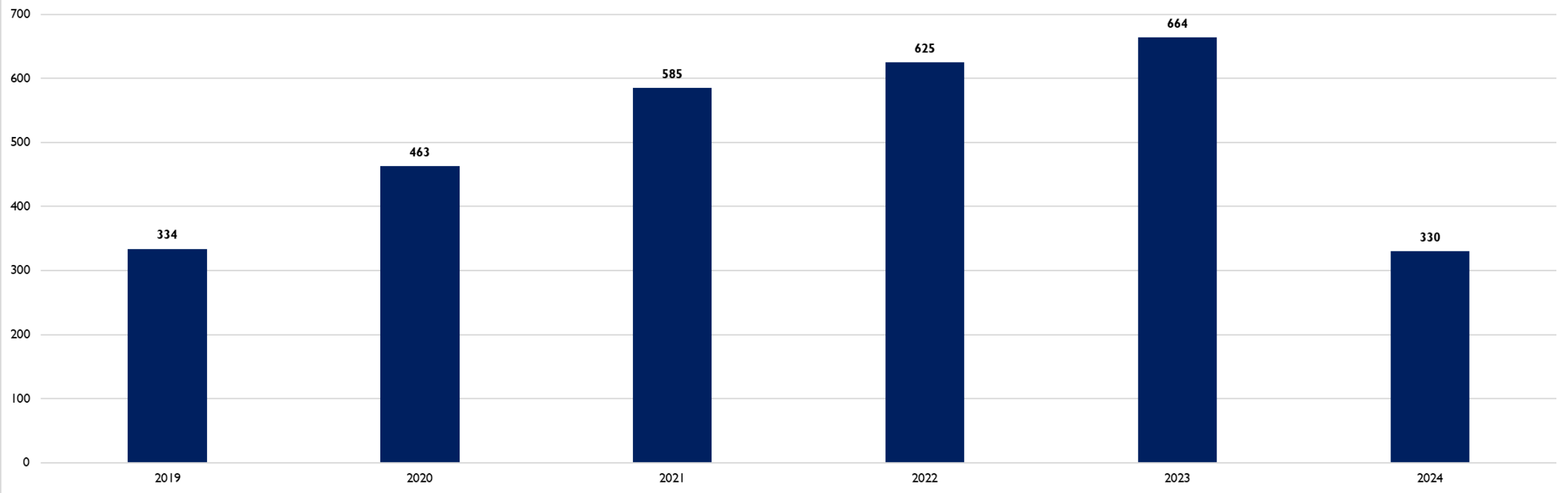
GP Practices: Priory Medical Group, York Medical Group, Haxby Group, MyHealth, Jorvik Gillygate, Unity Health, Front Street, Old School.

Codes identified resulting in >=1 patient:

Read code
(XaIpF) Bereavement support
(6751.) Bereavement counselling
(Ua1q5) Bereavement
(XE1Yo) Grief reaction
(13M..) Family bereavement
(Ua1q1) Unexpected bereavement
(XagRU) Signposting to bereavement support service
(XE0pk) Family bereavement NOS
(Ua1q4) Sudden bereavement
(Ua18l) Adapting to loss following bereavement
(XaA2C) Guided mourning
(Ua1NY) Bereavement support visit
(Ua15r) Feeling grief
(XafMP) Signposting to Cruse Bereavement Care
(XaAS1) Seen by bereavement counsellor
(Ua18k) Abnormal grief reaction
(ZV628) [V]Uncomplicated bereavement
(Xa19c) Normal grief reaction
(XaAfG) Referral to bereavement counsellor
(Ua1Za) Mourning
(XaAOe) Under care of bereavement counsellor
(Ua1q2) Expected bereavement
(Ua18j) Anticipatory grief



Number of Patients coded with Bereavement by year 2019-2024





10 year age bands of Patients coded with Bereavement 2019-2024

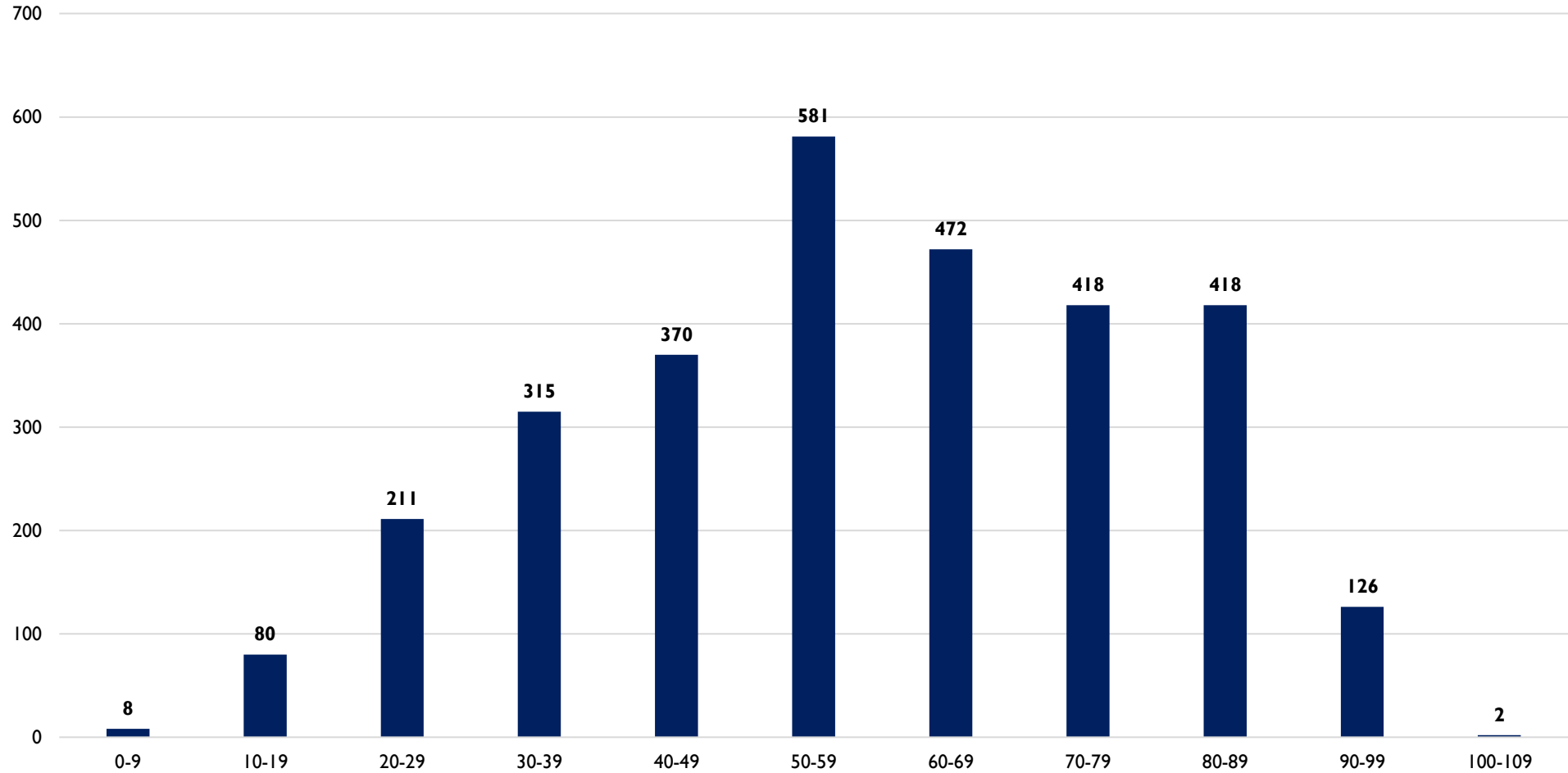




Figure 1 The Bereavement Pyramid based on the one developed by the Irish Hospice Foundation [4]

Specialist Counselling services

Mental health services

1:1 support

Generic Counselling services

Support groups

helplines

Social groups

Online support

Listening services

Drop in sessions

signposting

family

friends

websites

signposting

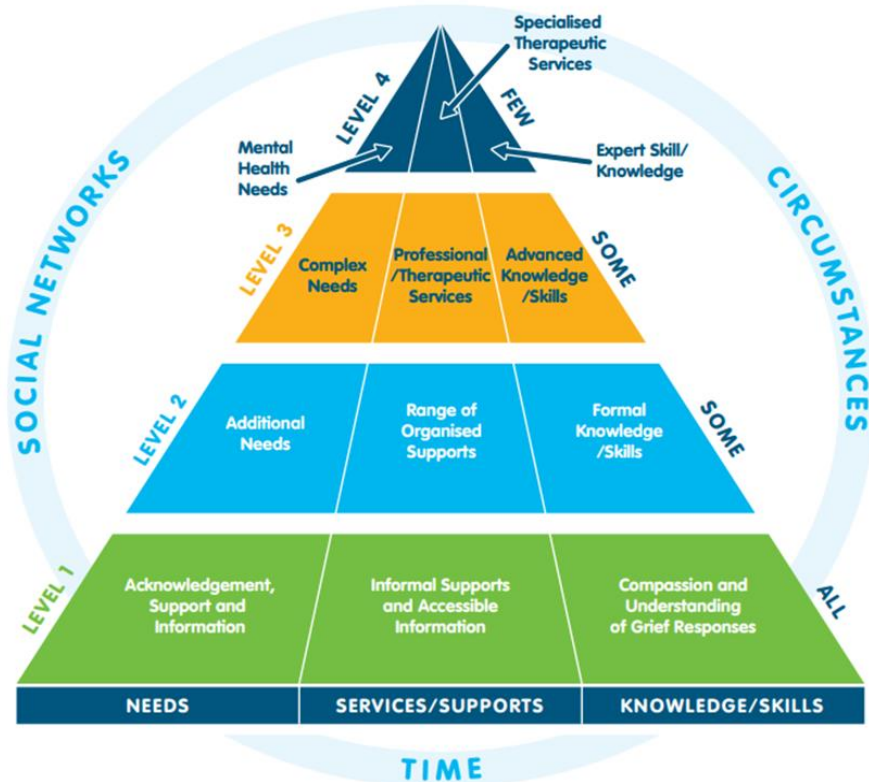


Figure 1 The Bereavement Pyramid based on the one developed by the Irish Hospice Foundation [4]

family

website

Social groups

friends

signposting

TEWV mental health

Talking Therapies

St Leonards Hospice Groups

Cruse

York St John 1:1

The Belfry counselling team

St Leonards Hospice 1:1

The Retreat

1:2:1 counselling

York St John Groups

York Carers centre*

M.I.R.T* Major Incident Response Team

Helplines

The Yorkshire Barn

Halves

Online support groups

Talking about loss

Funeral Directors

Hospital Bereavement Team

The Belfry Pastoral team

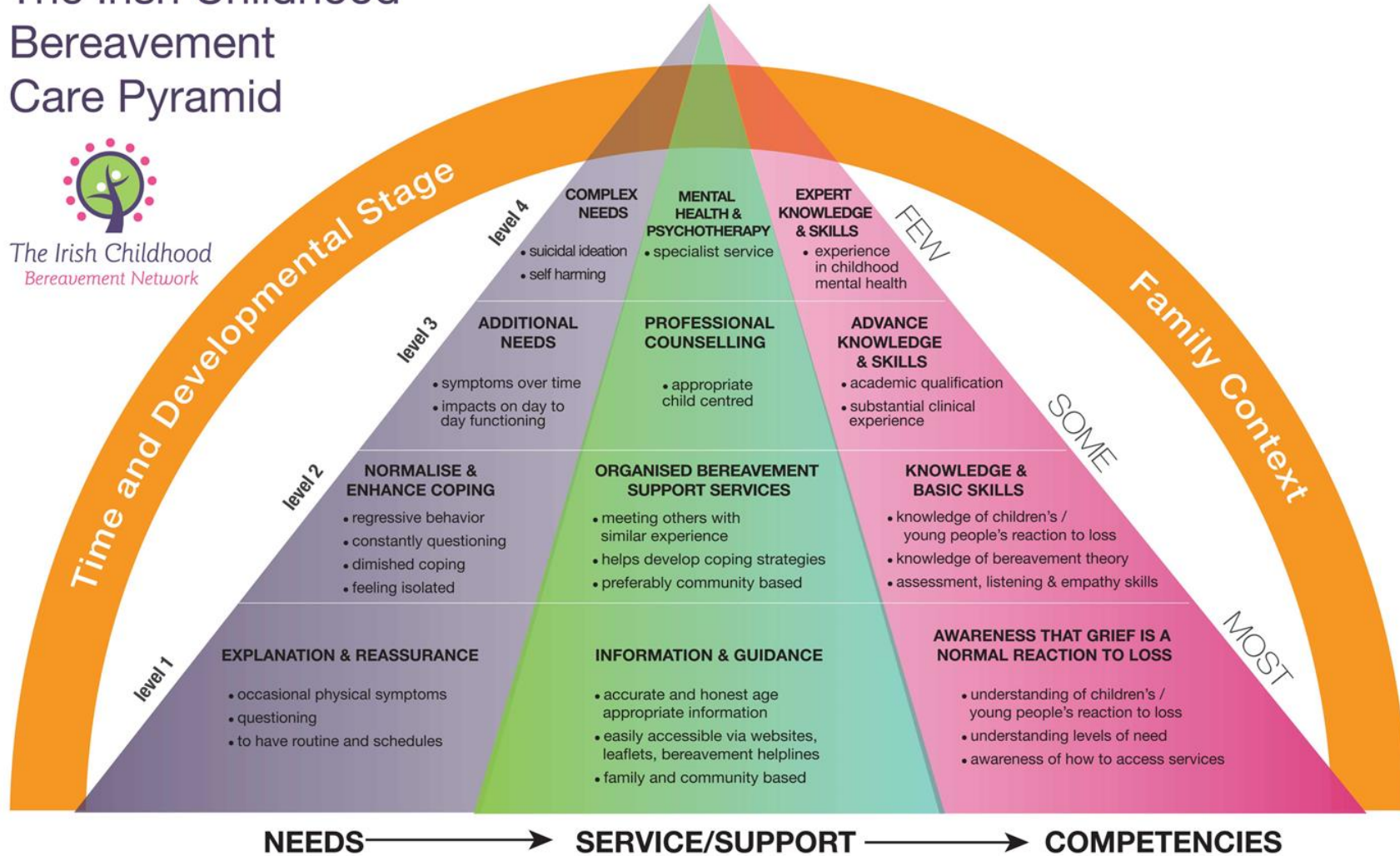
Peer support



The Irish Childhood Bereavement Care Pyramid

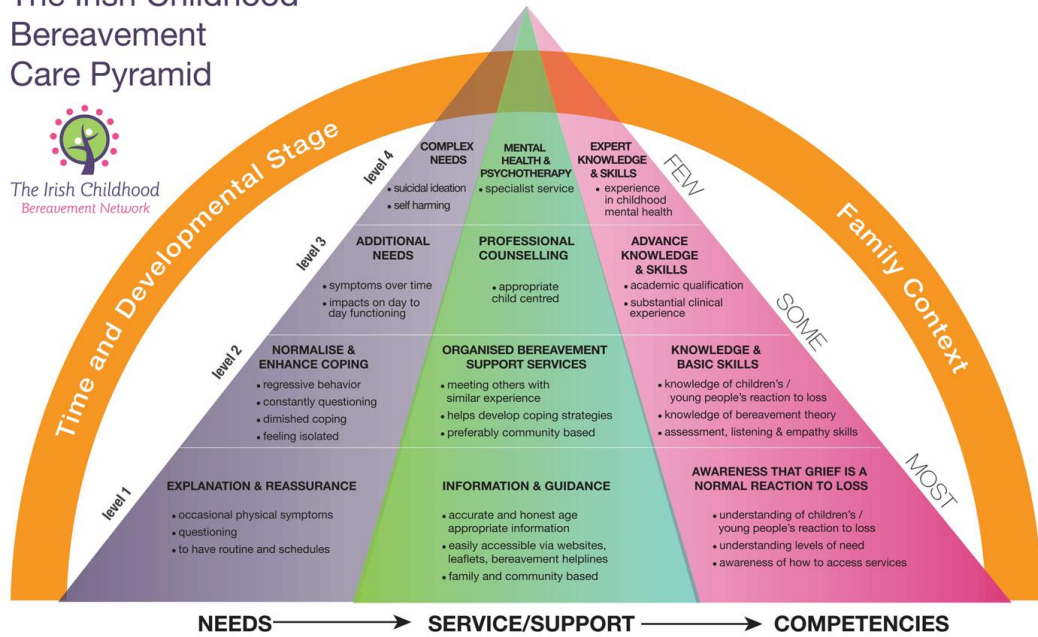


The Irish Childhood Bereavement Network





The Irish Childhood Bereavement Care Pyramid



www.childhoodbereavement.ie/pyramid

Review Date/ October 2015

CAMHs

The Retreat *

BCSY Bereaved Children Support York

York St John Groups

Helplines

York SANDS

BCSY Bereaved Children Support York

Online support groups

Talking about loss

Funeral Directors

Hospital Bereavement Team

M.I.R.T* Major Incident Response Team

Reflect York

schools

family

website

Social groups

friends

signposting



Delivery

- Online directory, hopefully our own website in 2025
- Telephone advice and signposting (2 hours per day)
- enquiries@yorkbereavementalliance.org
- Communities of practice:
 1. Provider peer support group
 2. Education support
- Information and advice (Information stands)
- Peer support (Bereavement Helpers)
- Legacy



The York Bereavement Alliance provides advice, information and support for people in the York area to find the right help.

For help search 'bereavement' under the services and products directory on **Live Well York**

Email: enquiries@yorkbereavementalliance.org



We are here to help

Call or text for advice and information.

07741 734659 (Mon to Thurs 12pm to 2pm)

Health and Social Care: Achieving Excellence Together Conference 2024

BOOKING NOW OPEN!

This exciting day will share with you the latest innovative work happening in the care sector across York and North Yorkshire. We want your contribution, expertise and suggestions for continuing to work together as Health and Social Care colleagues.

To book your place and join us in person please click this link [Achieving Excellence Together in Health and Social Care Conference 2024 Tickets, Fri 6 Dec 2024 at 08:30 | Eventbrite](#)

Or if you wish to join virtually via Microsoft Teams, please use this link [Microsoft Virtual Events Powered by Teams](#)

Date – Friday 6th December 2024

Time – 9:00am – 16:30pm

Venue – The Milner Hotel (formerly The Principal Hotel) Station Road, York YO24 1AA

 CARE
CONNECTED

CQC Supporting people to live healthier lives - Practical ways to empower people and your teams

Thursday 12th December | 10:00 – 11:00 | Online

Featuring examples from this year's Single Assessment Framework reports, this webinar will hear from Outstanding rated homecare providers and residential homes on how they are excelling in promoting healthier lives, and the evidence needed to demonstrate good and best practice. Discover practical ways to involve your staff team and partners to help people live healthier lives. Presented in partnership with The Outstanding Society.

[RM webinar: CQC Supporting people to live healthier lives](#)

CARE 
CONNECTED

Improving the quality of care for people with dementia



WEBINAR

Online information and discussion session
relevant to Operational Managers and staff

“Understanding Dementia Distress”

presented by Fiona Andrews, Dementia Forward 

Wednesday 4th December 2024
2.00pm – 4.00pm

BOOK NOW!

To book your place, email:
memberservices@independentcaregroup.co.uk



Managed on behalf of North Yorkshire Council by The Independent Care Group

NHS
Tees, Esk and Wear Valleys
NHS Foundation Trust

**Dementia
Forward**
Care and Support for Life

 **NORTH
YORKSHIRE
COUNCIL**

iCG
INDEPENDENT CARE GROUP
THE VOICE OF CARE



In December, iCG's popular 'Tuesday at Ten' online drop-in chats are cranking it up a bit. The half hour industry-focussed presentations and Q&A's - a unique opportunity to discuss hot topics, raise questions and hear from some key industry speaker - will now be twice the length (going up to Eleven!) and will feature two guest speakers per session.

We are also opening up these hour-long sessions to non-iCG members for the first time, to give a wider audience a chance to get a flavour of what we do.

And there's chocolate...



Each week one 'Tuesday at Ten attendee is chosen, at random by our guest speaker, to receive a chocolate bar of their choice!

TUESDAY AT TEN DECEMBER SPECIALS

We have a great line up of guest speakers who the hour-long 'Tuesday at Ten December Specials'.

Here are the dates and topics we're covering...

TUESDAY 3 DECEMBER

10.00am: Neil Greer from **Trevor Isles**, the North's leading independent cleaning and hygiene supply house, on getting the best discounts on janitorial supplies.

10.30am: David Woodward from **Focus Energy** helps you understanding the energy supply world and get the best deals. (Ask for a free audit and check you're getting the lowest rates).

TUESDAY 10 DECEMBER

10.00am: iCG's Marketing Exec **Brian Johnson** will be talking about refreshing your approach to marketing your brand. (Ask about a free marketing audit)

10.30am: Steve Gibson from **Greetwell Purchasing Solutions**. Buying food at the best prices. (Ask for a free audit and find out if you are paying too much)

TUESDAY 17 DECEMBER

10.00am: Sam Johnson from **Vertex** will talk about using drone technology as part of your preventative maintenance and how you can avoid big repair costs and disruption.

10.30am: Lucy Marriott from **Care Check**. Securing DBS Checks and other staff checks at the best prices. (Ask Lucy about the full range of services and discounts available)

To book your place, drop us an email to: memberservices@independentcaregroup.co.uk marking it 'Tuesday at Ten December Specials' and we'll send you the Teams link.



These sessions are being opened up to the market whether members or not.

The ICG are hoping that these sessions will help providers check they are getting best value for money out of their supply chain as well as perhaps making some suggestions for saving some peripheral costs.

How to access funding to support staff training

Thursday 28th November | 11:30 – 12:30 | Online

Hosted by Skills for Care, this webinar will guide adult social care employers on accessing funding through the Adult Social Care Learning and Development Support Scheme (LDSS). Learn practical steps to claim funding for training, enhancing both staff development and organisational goals. Gareth Young, Deputy Director for Adult Social Care Workforce Reform at DHSC, will discuss the scheme's significance and its role in DHSC's broader workforce development priorities.

[Book your place](#)



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



York Disability Week 2024

Promoting an equal, inclusive and accessible York

30 November – 7 December

This week-long programme of activities celebrates the United Nations International Day of Persons with Disabilities here in York.

The brochure, which includes events for disabled and non-disabled people, can be found here: [programme link](#). This includes some pre-programme events, starting from 21 November.

There are 40 events this year, including talks, workshops, music, exhibitions, advice sessions, and much more.

Email disability@yorkhumanrights.org to join the mailing list, join the planning/organising group for next year, or to get printed programmes, posters and flyers.

CARE 
CONNECTED



iCG
INDEPENDENT CARE GROUP
THE VOICE OF CARE

BLACK FRIDAY MEMBERSHIP SALE!

6 MONTH TRIAL MEMBERSHIP £129

- Includes all the benefits of iCG membership
 - Weekly bulletins
 - Join 'Tuesday at 10' online discussions
 - Quarterly magazine
- ...all at less than half a years' subscription!

12 MONTH NEW MEMBER SUBSCRIPTION £299

- Save almost £100 on regular membership fees
- Includes all the benefits of iCG membership
- Weekly bulletins
- Join 'Tuesday at 10' online sessions
- Receive our quarterly magazine ...and much more.

12 MONTH NEW MEMBER PLATINUM PACKAGE £799

- All of the above, plus
- access to library of policies
 - over the phone support guidance and advice
 - assistance to resolve issues with CQC or similar
 - Back up from experienced care senior leaders
 - Free annual

JOIN NOW!

Interested in becoming part of something bigger and getting your voice heard? Email us now for more information at: memberservices@independentcaregroup.co.uk marking your email 'TRIAL', '12 MONTH' or 'PLATINUM' depending on which package you choose.

www.independentcaregroup.co.uk

Dates for your Diary

- **York Disability Week** – Pre-programme events start from 21st November. Programme events 30th November to 7th December.
- **North Yorkshire Council Fee Negotiation Meetings** – 28th November – 5th December 2024
- **Skills for Care, How to access funding to support staff training Webinar** – Thursday 28th November 11:30am – 12:30am
- **Skills for Care Personalised Workforce Training and Development Workshops** - Monday 2nd December, 14:00pm - 16:00pm and Tuesday 10th December, 10:00am - 12:00pm
- **ICG Tuesdays at 10** – 3rd, 10th and 17th December 2024, 10:00am – 11:00am
- **Dementia Network Webinar “Understanding Dementia Distress** – Monday 4th December, 14:00pm - 16:00pm
- **Health and Social Care: Achieving Excellence Together Conference 2024** - Friday 6th December, 9am – 16:30pm, The Milner Hotel (formerly The Principal Hotel) Station Road, York YO24 1AA
- **CQC Supporting people to live healthier lives - Practical ways to empower people and your teams** - Thursday 12th December 2024, 10am – 11am

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 \(nypartnerships.org.uk\)](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 (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](#)

