

Wednesday 5th March 2025

1. Preparing for CQC inspection – NYC Adult Social Care

Abigail Barron, NYC Assistant Director, Prevention and Service Development

***Plus update from City of York Council**

2. Council Care & Support Hub Proposals

Hannah Brown, NYC Provider Development Manager

3. Skills For Care Update

Nichola Greenwood and Bethany Simmonds, Locality Managers

4. Dates for Diary



Preparing for CQC inspection

NYC Adult Social Care

Care Connected

5th March 2025

What is CQC assurance?

Under the Health and Care Act 2022, CQC has a new responsibility to assess how local authorities meet their duties under Part 1 of the Care Act 2014. The CQC has developed a new 'Single Assessment Framework', which ASC Departments will be assessed against.

How CQC will assess local authorities:

4 Domains

9 Quality Statements

Domain 1

Working with People

HASLT domain lead: Karen Gullon

- Assessing needs
- Supporting people to live healthier lives
- Equity in experience and outcomes

Domain 2

Providing Support

HASLT domain lead: Abi Barron

- Care provision, integration and continuity
- Partnerships and communities

Domain 3

Ensuring Safety

HASLT domain lead: Rachel Bowes

- Safe systems, pathways and transitions
- Safeguarding

Domain 4

Leadership

HASLT domain leads: Anton Hodge & Hannah Morley

- Governance, management and sustainability
- Learning, improvement and innovation

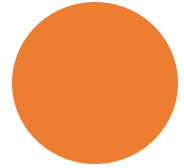
How CQC will assess local authorities

The 5 evidence categories are:

- **People's experience**
- **Feedback from staff and leaders**
- **Feedback from partners**
- **Processes**
- **Outcomes (we will not use this category in the initial formal assessments)**

For each local authority, CQC will gather evidence in this order:

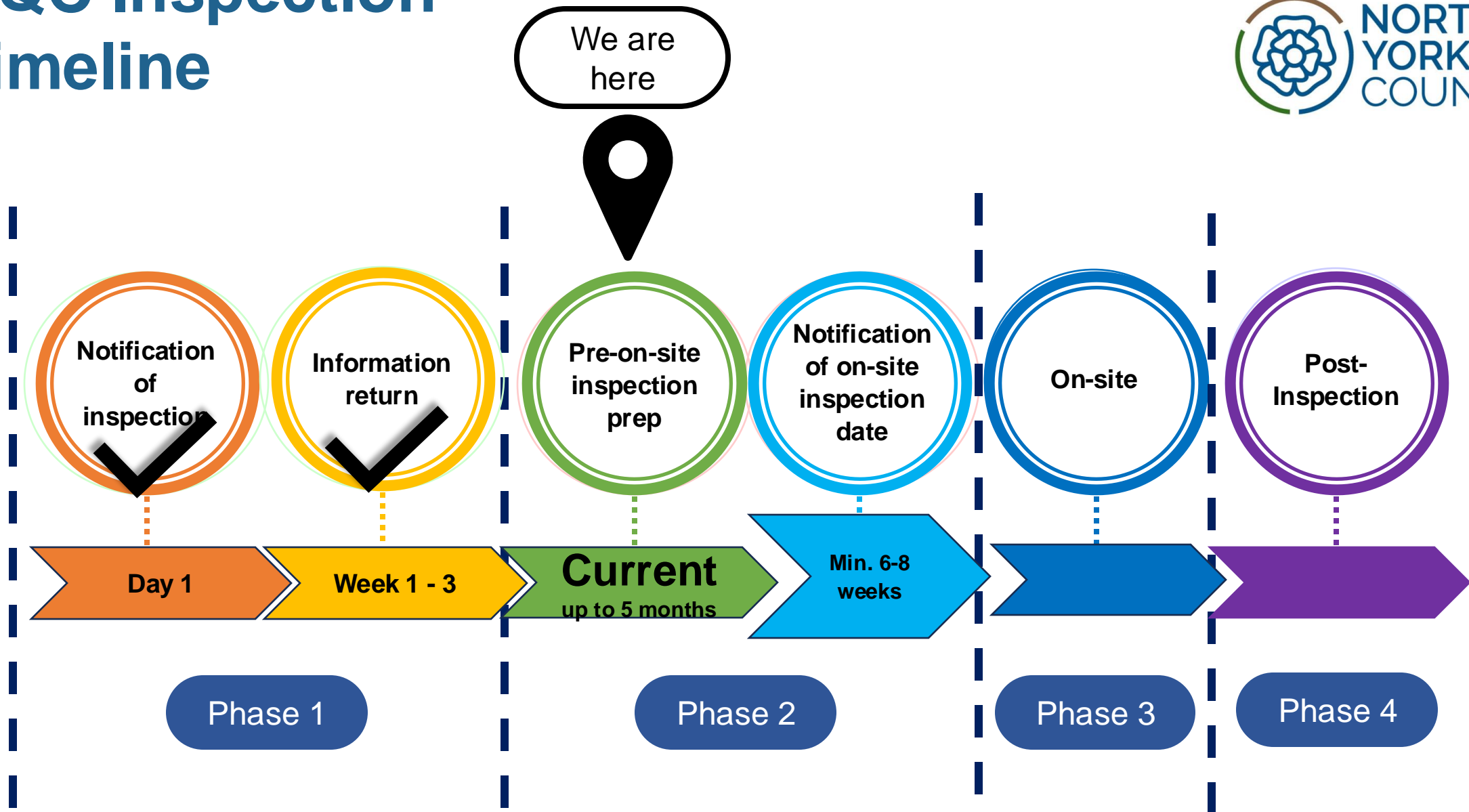
- **what CQC have**, for example evidence from national data collections, **insight from their regulation of providers**
- **what CQC need to request**, for example specific policies and strategies, **internal and external survey results**, feedback from staff, self-assessment of performance
- **what CQC need to actively collect**, for example from case tracking, **focus groups**, conversations with staff and leaders; they will only actively collect information that we can't get through other means.



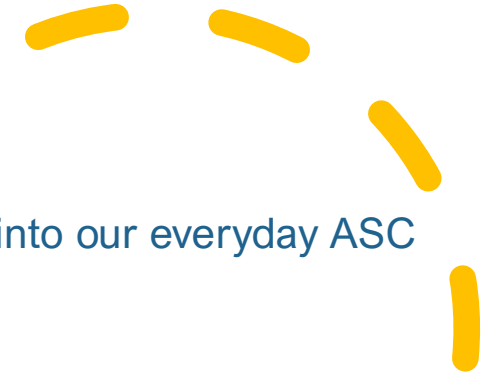
In North Yorkshire

- We've always said that our approach to CQC Assurance for social care was about our improvement journey first and, alongside that, preparing for inspection.
- Our main priority remains improving services and outcomes – inspection is how we evidence what we are doing: the good stuff and the challenges (and what we are doing about them).
- This has now moved up a gear, as in December 2024 **we received notification from CQC that our Assurance Assessment will take place within 6 months of notification.**
- The following slides set out key activity we have undertaken, key messages and narrative underpinning our work as well as next steps

CQC Inspection Timeline



What we've done so far



- 3 stage peer review led by Dr Carol Tozer
- Recommendations from peer review assigned actions and built into our everyday ASC service plans, BAU and work with partners
- Identified 7 ASC improvement priorities
- Regular data and performance reporting
- Review of all policies and procedures within the HAS Directorate
- Engagement sessions with colleagues to identify our areas of strength and priorities for improvement (linked to recommendations, data analysis, and feedback from PWLE)
- Submitted our LA information return – a list of documents requested by CQC
- Developed our ASC self-assessment which forms our narrative
- Started briefings, engagement sessions with colleagues, Members and partners
- Regular updates and feedback from regional and national peers through networks
- Weekly engine room group – tactical group working on actions / performance, preparation for inspection and communications
- Monthly Improvement and Inspection Leadership Board – chaired by Richard Webb (DASS and SRO) – Board of internal colleagues and senior partners from NY & WY ICB, ICG, Healthwatch, Carers Resource, Dementia Forward, Advocacy



Self-assessment – telling our story

- In preparation for our CQC inspection and as part of our adult social care journey, we have prepared a self-assessment which sets out, amongst other things, our key strengths and areas for improvement.
- We have listed our **strengths** and **areas for improvement** under each of the 9 quality statements within the 4 domain areas and the full details of these can be found in both our Executive Summary of the self-assessment and the full document here: [CQC self assessment | North Yorkshire Partnerships](#)

Strengths include:

- Continuous learning
- Focus on prevention and early intervention
- Structured approach to understanding the needs of local populations
- Integrated quality team
- Making Safeguarding Personal
- Experienced Council & Directorate Member & Officer leadership
- Extensive workforce development / training offer
- Emerging approach to research
- Strong Practice Framework

Priorities for improvement:

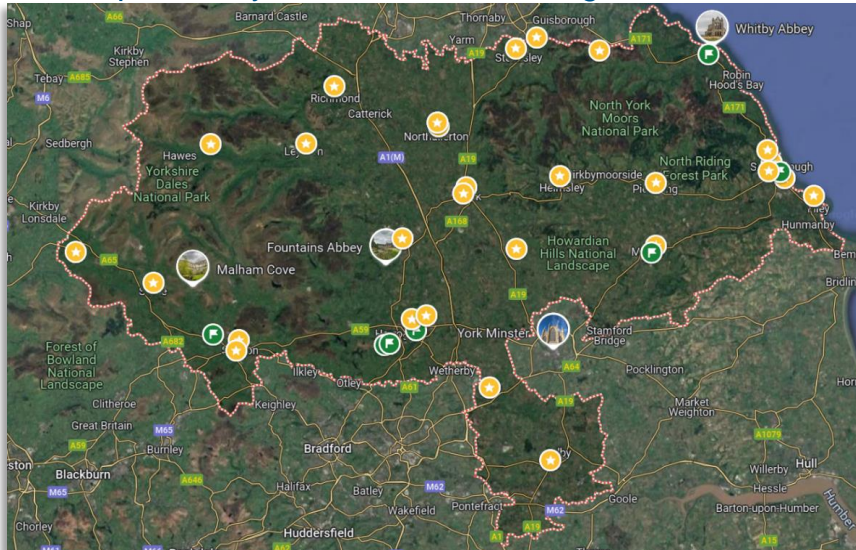
- Carer wellbeing and support
- Reduce assessment timescales as part of improving waiting experiences (*Waiting Well*)
- Advocacy support
- Improving access and developing more appropriate provision for under-served communities
- Ensuring the way we shape our future services includes the voice of under-served groups
- Embedding Preparing for Adulthood
- Developing a trauma informed approach
- A consistent pathway for CHC and s117 funding
- Embedding a coordinated approach to organisational safeguarding

Domain 2: Providing Support

Care provision, integration and continuity

Strengths

- **Comprehensive approach to care provision**
Strong strategic oversight of the care market with evidence of tangible delivery and a clear direction of travel for the future.
- **Operational and financial support to the care market**
Practical support and tools to enhance the sustainability of the care market
- **The Extra Care housing programme**
1,500 apartments and bungalows across 28 schemes with design features and support services to enable older and disabled people to continue to live independently as their needs change.



Priorities for Improvement

- **Further market development around specialist care**
Improve the availability of supported accommodation and care and support for people with complex and specialist needs, including dementia, this includes the development of a £60m investment case to replace the current council-run care homes.
- **Developing and maintaining an understanding of emerging/changing needs for working age adults**
Developing a broad range of options to ensure people have the right care, support and accommodation to be able to live independently.
- **Creating innovative services to increase Home First opportunities**
Increase the number of people supported to remain living at home for as long as possible through increased provision in Live-in care.
- **An integrated intermediate care and reablement model**
Work with NHS partners and VCSE care providers to co-design a model, focussing on efficient discharge processes and re-abling intermediate care, alongside the council's reablement service.

Domain 2: Providing Support

Partnerships and communities

Strengths

- **Team North Yorkshire: partnership working and delivery**

Close working with ICB and VCSE partners, and realising the benefits of becoming a Unitary Authority, to agree priorities, strategies and integrated approaches to transform the way care and support is planned, commissioned and delivered to meet growing demand and increasing complexity.

- **A good, shared understanding of local needs**

Informing market shaping activity and enabling a partnership response to ensure the market has sufficient capacity to meet demand.

- **Developing a distinctive local government response to mental health and people with complex circumstances, as part of the wider system**

Working with system colleagues to systematically support people with complex life circumstances including mental health, substance use and housing issue.



Priorities for Improvement

- **Improving market capacity**

With a focus on developing provider capacity to deliver care and support for people with complex and specialist needs.

- **Increased engagement with Care Providers and people with lived experience in developing the care market.**


Building on successes with involvement in co-design work to further develop co-production, with a particular emphasis on better engagement with unpaid carers and people who fund their own care.



Survey, briefing sessions & support for providers

- Providers will be asked by CQC to complete a survey before they arrive on site. *Following feedback from other authorities, the survey is currently being revised to enhance the providers voice as part of the process.*
- Briefing sessions and CQC spotlight sessions with providers – ensuring you understand your role in the inspection and are given the support you need
- Guidance, tools and resources to help providers prepare
- Regular updates and communications through process and preparation

Your feedback

- What would be helpful for you and your organisation, teams etc. to prepare?
 - Anything you think we need to know / be aware of in our preparation?
- 

For more information & useful links

- **Internal NYC colleagues:** [CQC Assurance](#)
- **External colleagues:** [CQC Assurance | North Yorkshire Partnerships](#)
- **CQC website:** <https://www.cqc.org.uk/guidance-regulation/local-authorities/>

Get in touch

If you have any questions, queries or comments, please do get in touch with us at:
CQCAssurance@northyorks.gov.uk

City of York Council CQC Assessment Update

See slides 3&4 for information about how CQC assess local authorities

Where are we in the process?

- We received notification of our CQC assessment at the start of January.
- We have submitted our **information return**. This included evidence of policies, processes, strategies and other documentation to support our assessment.
- We have also submitted a **self-assessment** that describes our strengths and areas for improvement.
- We are awaiting notification of our onsite inspection which could be anytime up to the end of July.
- CQC have contacted some of our providers for feedback already and may still contact others.
- We have an **improvement plan** that sits as part of our **service plan**. This is overseen by an **Assurance and Ambition Board**, which is chaired by the Chief Executive quarterly and the departmental management team bi-monthly. Each improvement area is overseen by Heads of Service or above.



Current areas of focus

- Exploring integrated commissioning with health (we have a joint Assistant Director)
- Formalising and streamlining our annual Fee Uplift Process
- The development of the Approved Provider list, which is underway
- Changing our Quality Assurance Framework for contract monitoring
- Mental Health housing support (high level of need) - exploring commissioning options
- Older People's pathway and provision to be reviewed (work is likely to start later this year)
- Improving our approach to contract management in response to new procurement legislation
- We have already recommissioned Reablement and Rapid Response to improve our Discharge to Assess position (discharge from hospital)

Get in touch with any questions or for more information: asctransformationteam@york.gov.uk





Development of NYC Care & Support Hubs

Care Connected

March 2025

North Yorkshire Council – Care & Support Hubs

What are the proposals?

- To develop **up to five** new Council-run Care & Support Hubs to **replace our existing seven Elderly Person's Homes**
- **250 beds delivering specialist residential dementia care & bed-based intermediate care**

Why?

- Current **gaps in the care market** and **unsustainable exceptionally high costs** in the market for specialist OP residential care
- **Growing demand** for dementia service and intermediate care provision
- Need for market intervention; to **use limited budget more effectively**
- Council's long-standing commitment to be a **direct care provider**
- Current **EPHs require modernisation**; new build determined most effective, value for money option

When will they be delivered?

- **Phased approach**; 5 – 10 year delivery programme
- **Ongoing monitoring of capacity and value for money in the market**
- **Individual locality business cases** to be brought forward for each site to demonstrate need and value for money
- Phase one will focus on **Harrogate and Scarborough**; areas of the county with the greatest demand & highest costs

What does this mean for independent sector providers?

- **Over 90% of resi / nursing care will still be commissioned in independent sector**
- Remain committed to **quality, competition, sustainability and value for money** within the care sector
- Continued work to **upskill and develop capacity in the care market** around specialist dementia care

What does this mean for people in North Yorkshire?

- Improved services, choice and value for money
- No imminent changes to provision for people receiving support from the Council's EPHs.



Skills for Care Update w/c 3 March 2025

Nichola Greenwood & Bethany Simmonds
Locality Managers

Adult Social Care Workforce Data Set (ASC-WDS)

ASC-WDS is a free online service which helps you to manage your team and provides crucial information to decision makers

Benefits to your business

- Become eligible to claim funding for your staff
- Safe and free storage of staff records
- Manage training records
- Benchmark your workplace
- Access the ASC-WDS Benefits Bundle
- Make your voice heard!

Find out more: www.skillsforcare.org.uk/ascwds

Adult Social Care Learning and Development Support Scheme (LDSS)

Learning and development improves retention and quality of care

Eligible organisations can claim funding for training courses and qualifications that have been paid for and started between 1 April 2024 and 31 March 2025. This includes eLearning modules, short courses and longer qualifications on a range of topics.

End of claims window is approaching



- To submit claims, you must have an account on the [online claims service](#) – employers should sign up as soon as possible, even if you are not ready to claim straight away.
- Claims must be submitted by 21 March 2025
- Claim 60% of the course cost once your staff start a qualification and the remaining 40% once they finish.
- LDSS will now accept applications for courses and qualifications that are delivered internally.

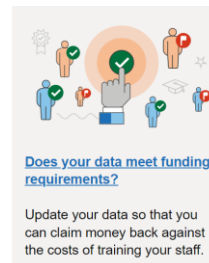
[Find out more](#)

Are you eligible to claim from the Learning and Development Support (LDSS) Fund ?

Did you know that 43% of providers in the North Yorkshire and York area who are signed up to the ASC-WDS are not eligible to claim LDSS. Are you one of them? Don't miss out on your eligibility to claim!

Check your ASC-WDS account to see whether there is any missing information. You can see this from your ASC-WDS home screen

Workplace	 You've not added any vacancy and turnover data
Staff records	Remember to check and update this data often
Training and qualifications	 Manage your staff training and qualifications



For any further help, please contact your locality managers:

- Nichola Greenwood: t_Nichola.greenwood@skillsforcare.org.uk
- Bethany Simmonds: Bethany.Simmonds@skillsforcare.org.uk

The Workforce Development Fund 2024-25



The Workforce Development Fund (WDF) is open to organisations that provide an adult social care service and directly employ care staff within England.

The fund is being scaled down in 2024-25 and it will only be possible to claim WDF for qualifications and apprenticeships which started on or before 31 March 2024 and which will complete by 31 March 2025.

To benefit from the 2024-25 WDF you must:

- complete/submit a declaration form (Deadline of 28 February 2025 has now passed)
- **ensure your ASC-WDS account meets WDF requirements by 31 March 2025**
- **claims must be submitted to Skills for Care by 31 March 2025.**

[Find out more](#)

Registered manager / Deputy manager network survey 2024/25

We are inviting managers who have attended a network to take part in a short survey to help us understand more about the benefits of networks.

We want to understand and gain feedback on many things including:

- why managers attend the networks
- what benefits managers gain from attending
- what improvements they have made to their service as a result of attending the network.

The survey will only take 10 minutes to complete - [Access the survey](#)



New medicines management resources



Take a look at our resources and support for adult social care providers with medicines management

The resources have been developed for people who are responsible for purchasing and/or checking the quality of external or in-house medicines management training for care workers and managers.

You'll find new medicines management guidance and checklists, developed to support care providers to assess their medicines management education and training to ensure that it is safe and effective.

The page also includes signposting and advice for meeting CQC expectations in this area.

[Visit the webpage](#)

Skills for Care medicines management resources for adult social care settings



Checklist for medicines management training
For checking that the content and quality of your medicines management training is at the recommended standard



Medicines competency assessment guide and record
A guide on how to assess competency alongside a record to document assessments (electronic/paper)



Quality assurance checklists for medicines training processes
For auditing whether your medicines management training and competency assessment processes are at the recommended standard



Join us in #CelebratingSocialCare



This April, Skills for Care is once again #CelebratingSocialCare, focusing on the amazing people who work in care, and we'd love you to join the celebrations.

Since 2022, we've dedicated the month of April to #CelebratingSocialCare. Although we celebrate social care year-round, we use this month to celebrate a little bit louder and encourage everyone to join in.

We're looking for good news stories to feature on our website throughout April including:

- staff members/teams who've gone above and beyond in their roles and the difference it has made
- the positive impact colleagues have had on the lives of people they support
- awards your colleagues, the people you support, or your organisation have won
- personal achievements of care workers, such as training completions or career advancements.

Complete the [template](#) and email it to marketing@skillsforcare.org.uk with any photos by 21 March 2025.

Workforce Strategy for Adult Social Care

What are providers already doing?

- **Strategy champions** – seeking organisations or individuals to become champions – register your interest [here](#)
- **Familiarise yourself with the streamlined guide** – [statutory and mandatory training](#).
- **Look at the simple and free actions that other providers are taking** – there are lots of simple actions which providers can take to support the recommendations. For example:
 - LDC Care Ltd – Tackling retention challenges [blog](#)
 - Practical steps providers can take – Mark Topps [blog](#)
- **Complete the Adult Social Care Workforce Data Set** – this data is key to making the case for change and making changes based on evidence.

COVID-19 Day of Reflection



Sunday 9th March 2025

- Explore the [Day of Reflection interactive map](#) to see what is happening in your local area.
- [Watch the livestream](#) of the NHS Charities Together COVID-19 commemoration ceremony, taking place at the National Memorial Arboretum on Sunday 9, March @ 12pm.
- [Watch testimonial videos](#) on DCMS channels from families impacted by COVID-19 about what the Day of Reflection means to them.
- Show support for the Day of Reflection on your [social channels](#).
- Donate to a charity. To find charities in England and Wales, check the [charity register](#).
- Reflect, remember and commemorate in whatever way is most appropriate for you.

There are [educational](#) and [bereavement](#) resources on the Skills for Care website too. It's not too late to [add events or spaces for reflection](#) to our online interactive events map.

Networks

For registered managers and frontline managers



Registered Manager Networks in your area



They offer the opportunity to share best practice in a safe space and discuss experiences, challenges and solutions around personal support you may need, support around quality, leadership and learning and development

- Dales, covering Hambleton & Richmondshire area
- Harrogate, covering Harrogate, Knaresborough & Ripon
- Bradford, covering Bradford and Craven area
- **NEW** Scarborough & District, covering Scarborough, Whitby, Ryedale and Filey
- **NEW** York and Selby

If you are interested in joining any of these networks, please contact:

T-Nichola.Greenwood@skillsforcare.org.uk or Bethany.Simmonds@skillsforcare.org.uk

Registered manager membership

Skills for Care is the membership organisation for registered managers.

Through membership, we support managers to develop best practice and knowledge, keep up-to-date with sector developments and share ideas with like-minded peers.

Membership benefits include:

- printed copy of our 'Social care manager's handbook'
- monthly newsletter including practical information and guidance
- access to Good and Outstanding care guide: Single Assessment Framework version and 34 Quality Statement recommendation checklists
- an exclusive annual resource when you renew your membership
- the chance to train to become a mentor or receive mentoring.

[Become a member for £35 a year](#)

Social care managers Facebook group

Staying connected with each other and sharing advice, experiences and guidance is vital.

Our Facebook group is open to all registered managers and front-line managers in similar roles.

Join this growing group of managers who are using it every day to:

- network with peers and connect one another's services
- discuss issues affecting them and their service, and share advice and experience with other managers
- provide support and ideas to like-minded colleagues across England.

[Find out more and join the group](#)



Deputy manager networks

These networks are specifically for deputy managers, team leaders and assistant managers

- Virtual meetings facilitated by a Skills for Care Locality Manager.
- Great opportunity for deputies to meet the challenges they face in their day-to-day work.
- Opportunity to build connections and a peer supportive network.
- Facilitate the sharing of best practice and learning.

Find your local deputy manager network:

www.skillsforcare.org.uk/deputymanagers

Nominated individuals / CEO networks



Nominated individuals, CEOs and other senior leaders play a critical role in the provision of high-quality, person-centred care.

NI / CEO networks

Our networks provide a space for meaningful strategic collaboration with other leaders, managers and stakeholders to discuss the implications of national, regional and local strategies and opportunities for providers and their workforce.

www.skillsforcare.org.uk/NI-CEOnetworks

Nominated individuals' handbook – a practical guide

This updated resource is for all nominated individuals and looks at key aspects of your role and shares top tips so you can continue to provide high-quality, person-centred care to the people you support.

[Download your free copy](#)

Further support and resources

For registered managers and frontline managers



Webinars to support your service



Our registered manager webinars cover a wide range of topics to support you and your service.

They are delivered to a live audience and recorded for further viewing. The [webinars](#) are between 30-60 minutes long and are supported with resources and additional information.

Upcoming webinars

- **Embedding equality, diversity and inclusion in your organisation – practical ways to drive change** | Thursday 13 March | 10:00 – 11:00 | [Register now](#)
- **Celebrating independence, choice, and innovation – practical ways to meet and exceed CQC expectations** | Thursday 20 March | 10:00 – 11:00 | [Register now](#)
- **Digital skills, learning and self assessments for adult social care** | Tuesday 25 March | 11:00 – 12:00 | [Register now](#)

Creating a positive workplace culture seminar


Join our transformative seminar and learn how to create a workplace culture built on inclusivity, compassion, and collaboration.

This interactive session will give you the tools and confidence to foster a positive work environment.

Highlights include hands-on exercises with the Culture Iceberg model and positive culture toolkit, strategies to challenge and change workplace norms, and practical steps for enhancing team wellbeing and performance.

 Date: Thursday 27 March

 Time: 10:00–15:30

 Cost: £250 +VAT per person

Register today www.skillsforcare.org.uk/CultureSeminar

The care exchange



The podcast series which celebrates managers in social care

Listen to real conversations with social care managers from across the sector and get practical advice to help in your day-to-day activities.

Our podcasts are hosted by locality managers Pia Rathje-Burton and Wendy Adams. Hear real-life insights into being a manager in social care including best practices, experiences and top tips which will inspire your own approach to being a registered manager.

New episode: We want colleagues to take ownership of their careers

Nicola Airey, Head of Talent Development at the National Care Group and Justine Jones, Registered Manager at Oak House talk to us about how useful they have found utilising the care workforce pathways within their organisation.



www.skillsforcare.org.uk/careexchange

Support available for the CQC Single Assessment Framework

Recommendations, practical examples, advice and resources to support your CQC assessments

Ensure your service is prepared by exploring recommendations, practical examples and resources covering the 34 new Quality Statements in our [inspection toolkit](#).



Guide to improvement

Skills for Care and The Outstanding Society have co-developed a new edition of our Guide to improvement

Shaped around the CQC Single Assessment Framework, the guide looks at what has caused adult social care services to be rated Requires improvement or Inadequate since 2023.

The guide is designed to help frontline managers and others at the service to embed sustainable solutions informed by services who have recovered their rating.

Discover how to engage your teams and identify practical solutions that will work for your service and understand the building blocks to improvement.

[The guide is free and can be downloaded now](#)



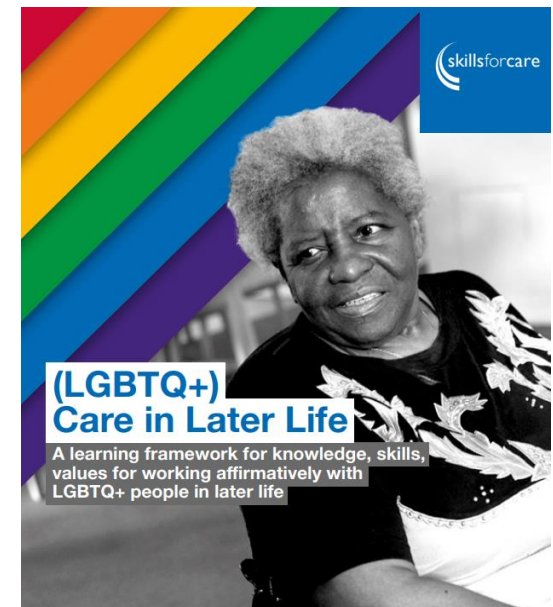
LGBTQ+ learning framework

This learning framework for working with LGBTQ+ people in later life aims to provide a base for identifying the insights, knowledge, understanding and skills that the social care workforce need to help them work effectively with individuals from gender and sexually diverse communities.

The framework is intended to be used by social care employers, employees, training providers, regulators, commissioners, policy makers and others to build their own knowledge and support colleagues' understanding of how to better support LGBTQ+ people in later life.

Updated to include an additional topic which covers 'LGBTQ+ religion and spirituality in later life'.

www.skillsforcare.org.uk/LGBTQFramework



Resources to support culturally appropriate care

These resources have been produced to help you have a clearer understanding of culturally appropriate care and what that may mean to individuals you support.

- The 'Culturally appropriate care guide' covers a broad range of topics that will help you to learn about and be sensitive to people's cultural identity or heritage.
- Use the supporting training resources to implement the learning from the guide at your service.

www.skillsforcare.org.uk/CulturallyAppropriateCare



Training resources to help support personal relationships

We have launched a new package of training materials to help develop the skills and knowledge needed to support people who draw on services with personal relationships.

The trainer materials include PowerPoint slides, which are supported by a training facilitator guide, lesson plan and learner handouts and worksheets.

They complement our 'Supporting personal relationships guide' and are focused on enabling social care providers to offer support in a way that respects peoples' choices and values whilst keeping them safe.

[Find out more](#)



Supporting people who need care and support to have meaningful and safe relationships



Induction toolkit

Skills for Care has developed a toolkit to help managers plan and deliver a high-quality induction that fully supports new starters to quickly settle into their roles.

Induction is a vital time in settling in new recruits and ensuring that they feel welcomed, well-equipped and understand what is expected of them.

Our induction toolkit brings together checklists with resources and guidance for each stage of the process - from pre-arrival through to the sixth month of employment.

The toolkit also includes guidance on inclusion, diversity, cultural awareness and inducting disabled workers and agency staff.

[Access the toolkit](#)



E-Learning Resources

To support you in your role and to support your services



CQC seminars and eLearning



Learn how to meet or exceed CQC expectations or recover from falling below CQC standards with our seminars and eLearning modules.

Whether you are preparing for your first assessment, striving to deliver outstanding care or needing to improve, we can help with our full-day [interactive seminars](#) which cost £120 + VAT:

- **Improving your CQC rating**
- **Being prepared for CQC assessment**
- **Delivering outstanding care**

You can also look at our range of [eLearning modules](#) to help you understand what is expected of your service and how you can best evidence these expectations. Each module costs £40 (which can be claimed back through LDSS).

Free-to-access, bitesize digital eLearning modules

Designed to support people working in adult social care to gain knowledge and understanding on how digital, data and technology is used in the sector.

The titles and themes of the seven modules are:

- using technology to support person-centred care
- technical skills in using technology
- communicating through technology
- using and managing data
- being safe and secure online
- ethical use of technology
- digital learning, development and wellbeing.

[Learn more about the eLearning modules](#)

New eLearning module: Ten public health tips for social care workers

A new, free learning module tailored specifically for people who work in adult social care.

It offers practical guidance on how your practice relates to public health approaches and how to further integrate these approaches into your day-to-day work, building on the knowledge you already have.

Key topics include preventing illness, promoting wellbeing and mental health, and supporting healthy aging. Completing the module will enhance the quality of care for those you support and deepen your understanding of public health.

SCAN ME



We are looking for feedback from people who have used this resource

- - If you are willing to us about this please contact [Emily](#) on email to arrange a chat

IPC training event for Care Homes and Domiciliary Care

17th March 2025

This training event which is held in Northallerton is ideal for Infection Prevention Leads, Managers, Head Housekeepers and other Team members. Suitable for individual or group attendance.

Further details available at:

[Infection Prevention and Control Training Event for Care Home and Domiciliary Care staff March 2025 - Infection Prevention Control](#)

CARE 
CONNECTED

York Unpaid Carers Survey

City of York Council is working with carers and partners on a new Carers Strategy. This is a plan for how we improve support for unpaid carers in York.

Tell us what you or the carers you know need, so we focus on what matters most.

visit www.york.gov.uk/CarerSurvey

email carersurvey@york.gov.uk

call 01904 551550 or scan this QR code:



This survey closes on 16 March 2025

Contact us if you need the survey in a different language or an alternative format, such as Braille or large print, or for paper copies.

Please help us by sharing this survey!

CARE 
CONNECTED

What should adult social care look like in York?

Your voice matters in refining and shaping a strategy that will guide the way in which Adult Social Care delivers its duties and ambitions in York.

We need your input to ensure that it is meaningful and effective.

Visit: www.york.gov.uk/AdultSocialCareStrategyConsultation or scan this QR code:



This survey closes on 9 March 2025

Contact us if you need the survey in a different format, such as Braille or large print or if you want to give feedback in a different way.

Email: ASCtransformationteam@york.gov.uk

Call: 01904 551550

Easy Read versions are available to download through the above link.

Please share this survey with your teams and the people you support.



Dates for your Diary

- **What should adult social care look like in York?** – Survey Closes 19th March 2025
- **York Unpaid Carers Survey** – Closes 16th March 2025
- **IPC training event for Care Homes and Domiciliary Care** - 17th March 2025

Upcoming Skills For Care Webinars

- **Embedding equality, diversity and inclusion in your organisation – practical ways to drive change** | Thursday 13 March | 10:00 – 11:00 | [Register now](#)
- **Celebrating independence, choice, and innovation – practical ways to meet and exceed CQC expectations** | Thursday 20 March | 10:00 – 11:00 | [Register now](#)
- **Digital skills, learning and self-assessments for adult social care** | Tuesday 25 March | 11:00 – 12:00 | [Register now](#)



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](#)

