



Monday 27 February 2023

What's In Your Partners in Care Bulletin?

This weekly bulletin provides details of training, guidance, access to past editions and lots more. There's also helpful information on the web pages dedicated to our Independent Care Provider colleagues.

[Please click here to bookmark these pages](#)



Right Care, Right Person- Updated Briefing

In close collaboration with health and social care partners across North Yorkshire and the City of York, North Yorkshire Police have introduced a significant 'Right Care, Right Person' model designed to ensure that when there are concerns for a

person's welfare linked to mental health, medical or social care issues, the right person with the right skills, training and experience will respond.

In recent years, police officers have often been required to offer support to those who really require specialist medical or psychological care. Under 'Right Care, Right Person', our officers will no longer be taking on this responsibility when it is not appropriate to do so. Indeed, police intervention can have a detrimental effect on vulnerable patients who feel they are being criminalised because of their health or social care issues.

The care will now be provided by the agency that can best meet the individual's needs. Similar schemes have already been successfully adopted by forces in Humberside, Lincolnshire, Hampshire and The Metropolitan Police.

A [presentation](#) was given at last weeks Care Connected which gives more context to the changes and how these might apply in practice.

To view the full briefing- please follow this [link](#).



Quality Assurance and Improvement Team: Your Feedback Please!

We are evaluating the pilot between the NYCC Quality and Service Continuity Team and York Place Quality Nursing Team, who since April 2022 have been working as an integrated service led by Principal Nurse/ Head of Quality Improvement. The Quality Assurance and Improvement Team comprises Quality Assurance Managers, Quality Nurses, Quality Improvement Officers and Quality Assurance and Contracting Officers working together, with a risk-based approach, to provide support and advice to providers across York & North Yorkshire. We welcome your feedback in relation to whether the integrated structure established by this pilot enables NYCC and the HNYHCP to deliver a more effective and efficient quality assurance and improvement programme for contracted out care services to the benefit of the local users.

To access the survey please follow this [link](#). Alternatively you can have a confidential discussion with Ellie Whittaker, Public Health Officer via Eleanor.Whittaker@northyorks.gov.uk. The closing date for the survey is **Wednesday 01 March**.



Immedicare Training- March 2023

All care homes who have the Immedicare service in place are able to access a range of virtual training sessions. This month training available includes the below. For more information and to book- please follow this [link](#). A reminder this training is not available to homes who don't have the service.

- Verification of Expected Death
- React to Red
- UTI's
- Catheter Care
- Nutrition and Dehydration
- Diabetes
- End of Life Care
- Behavioural and Psychological Symptoms of Dementia
- Leg and Foot Ulcers

Security in the Workforce- Cooking Oil Theft

We have been alerted to another incident of potential cooking oil theft. Please ensure you report your concerns to the police via **101**

Security in the workplace is **everyone's responsibility** and helps to keep yourself, your colleagues and those you support safe. Here are ways you can reduce risk at your service.

- Checking the **official ID** of visitors
- Visitors must sign a **Visitors Book**
- Visitors must have a **confirmed appointment** prior to arriving
- Reviewing your **Confidentiality Policy** to ensure it is current and up to date
- **Checking with your Manager** when an unexpected visitor arrives

- Challenging any **unknown visitors/persons** who arrive to your premises, checking who they are, who they are visiting and the reason for their visit
- Checking the **Visitors ID Badge against their photograph** and the name they provide you, If necessary contact their employer to check their identity is correct

If you are unsure about a visitor, you should politely deny them access until you are able to confirm their identity and business. In some cases where a visitor refuses to leave or may become aggressive, you may need to request assistance from the police.

Need to know



F.A.S.T- Face, Arms, Speech, Time

NHS England's Act FAST stroke campaign launched earlier this month. The campaign raises awareness of the Act F.A.S.T. (Face, Arms, Speech, Time) acronym which provides a memorable way of identifying the most common signs of a stroke and emphasises the importance of acting quickly by calling 999. The campaign has a wide range of [resources](#) available which can be used in your care settings in supporting your staff.



Could you Be a Future Coach/Mentor?- Free places available on ILM 5 Coaching and Mentoring Programme

Humber and North Yorkshire Health and Care Partnership is currently seeking applications from colleagues who are interested in attaining an ILM Level 5 qualification in coaching and mentoring and becoming an active member of the Humber and North Yorkshire Coaching Network. There will be two cohorts (beginning in March and May) and both will run virtually, are free to access and will result in a formal qualification.

The partnership is particularly keen to receive applications from colleagues working in health and care outside the NHS (social care, local authorities, voluntary, community and social enterprise sectors). You can [find out more by booking your place on a free information webinar](#) taking place on:

- Monday 27 March 2023, 12.30-1.30pm
- Tuesday 28 March 2023, 12.30-1.30pm

Further information is available through this [link](#) and the closing date for applications is **12noon on Friday 17 March 2023**.



Be a Video Case Study Star to Promote Careers in HNY

We are looking for volunteers who are willing to feature in video case studies – can you help? To enhance our new [Humber and North Yorkshire Careers hub website](#) and to inspire the next generation of health and care workers we are looking to produce a series of video case studies to cover a range of job roles across health and care with organisations across Humber and North Yorkshire (HNY).

As we know, there are ongoing challenges with recruitment to both the health and care sector; we currently have a very competitive labour market and those who are unemployed and looking to enter work are often furthest away from the

labour market and need additional support. Schools and colleges are also reporting a lack of careers engagement due to the pandemic meaning that we have more young people leaving school / college / university without the required employability skills.

To address these issues and support people searching, applying and interviewing for jobs in the sector we looking to produce a minimum of:

- Five local employability videos

These videos will support people with how to search for jobs in the sector, how to write a curriculum vitae (CV) and covering letter, how to complete an application form, interview techniques and interview etiquette.

- 10 employee video case study videos

We hope these videos will inspire the next generation of our health and social care workforce. We will target those job roles across our partnership that are difficult to recruit to and where we have identified skill shortages.

- 10 apprentice case study videos

These videos will promote apprenticeships as a pathway into a career in health and care and inspire the next generation of health and care apprentices. The videos would be featured on the new [Humber and North Yorkshire Careers Hub website](#) and will be used as part of our 'job of the month' campaigns as well as in wider recruitment campaigns.

The roles we're hoping to cover as video case studies

We are looking for volunteers to cover a broad range of roles across health and social care, from registered managers and activity coordinators, to personal assistants, to care workers. We'd like to represent colleagues from all backgrounds to showcase our diverse workforce.

If you or someone you know would be interested in taking part, please email Tina Jenkinson at tina.jenkinson@nhs.net.



Department
of Health &
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National PPE Portal- Check Your Supplies

The Government recently announced the decision to extend the central, free provision of personal protective equipment (PPE) to the health and care sector for protection against COVID-19, by up to one year, to March 2024 or until stocks

run out. This means the scheme will continue to provide protection for frontline staff, as part of the Government's Living with COVID-19 strategy. There's also a list of dates showing when supplies of individual PPE items are likely to end- [Click here review the dates.](#)

Please check the list as some may run out prior to March 2024 and you will need to purchase your own.

Learning and Development Opportunities

Continence Training Opportunities (Vale of York Providers)

York and Scarborough Teaching Hospitals NHS Foundation Trust have arranged a number of bowel simulation and catheterisation simulation trainings during 2023 which are open to care home nurses from within the Vale of York area. Further information on these can be found through this [link](#).

Places are limited so anybody interested is encouraged to contact clare.markwell@york.nhs.uk to book your place.

Skills for Care Local Briefings-CQC and Quality Improvement

When: Wednesday 22 March 2023, 13:30 - 15:00

This webinar will consider the future changes in CQC inspection and what it might mean for your service.

Provide a chance to examine what the CQC strategy tells us about their priorities for the next 5 years, and to be aware of Skills for Care resources including action plans, checklists and the inspection toolkit that might help you prepare for CQC or other quality inspections.

For more information and to book, please follow this [link](#)

Further Information

Contacts for Incident Reporting- Updated Process

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

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



Department
of Health &
Social Care

Get Nominating- Chief Nurse for Adult Social Care Awards

Last year, Deborah Sturdy (Chief Nurse for Adult Social Care England, Department for Health and Social Care) launched an awards programme which are an opportunity to recognise the outstanding contribution made by social care staff. The awards are designed to celebrate those who go above and beyond in their work, provide outstanding care, commitment and inspiration to colleagues.

Further information on the award including the nomination criteria can be found through this [link](#). We would encourage providers to have a think about staff meet these criteria and deserve recognition. We're happy to support with any nominations, and if you submit an application please copy us in so we can also celebrate the outstanding work undertaken everyday by care staff in our area.

This bulletin is produced by York Health and Care Partnership

Do you have.....

- **thoughts or comments to share?**
- **news that you would like to feature in the bulletin?**
- **items to be discussed at the next Partners in Care Meeting?**

If so please contact sam.varo@nhs.net