

## 28<sup>th</sup> June 2023

- Approved Provider List Update – NYC
- Continence Team Update – VOY Providers
- Skills for Care Update

## Public Health

### Get Protected: Deadline for COVID-19 Spring Booster Vaccination Approaching

A reminder that anybody who is 75 or above, or those with a weakened immune system, can get their spring COVID-19 vaccine until **Friday 30 June**. You can book [online](#), through the NHS App, or by calling 119.

NHS 75



If you haven't had your first or second dose of the COVID-19 vaccine, book yours **before 30 June**

The graphic features a blue background with white and yellow text. On the right, a hand in a yellow sleeve holds a smartphone displaying the NHS app interface for booking a COVID-19 vaccine. The text on the phone screen reads: 'Book or manage your coronavirus (COVID-19) vaccination'.

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# Alcohol Awareness Week

Alcohol Awareness week 3-9<sup>th</sup> July 2023

Please see this [link](#) for free Alcohol training every week day of alcohol awareness week. Sessions are really informative and only last one hour. The training is for anyone interested in learning more (public and professional) about alcohol and its effects.



**Digital switchover toolkit** The Local Government Association (LGA) has recently launched [a toolkit for partners to use to raise awareness of the digital switchover for their residents and communities](#). The telecommunications industry is replacing all old copper telephone lines in the UK, and they hope to upgrade to a fully digital internet-based service by 2025. here is the link for advice for residents [Digital switchover external resources | Local Government Association](#)

## Free prescription age frozen at 60

The Department of Health and Social Care (DHSC) announced that [everyone aged 60 and over will continue to receive free prescriptions](#). This is in response to a consultation launched by the DHSC in 2021. Prescription charge exemptions will also remain in place for those aged under 16 or aged 17 and 18 but in full time education, while those in receipt of certain benefits can also receive free prescriptions. People on a low income who do not qualify for an automatic exemption can also seek help under the NHS Low Income Scheme.



# Risk Notification Return Reminder

Providers carrying out a Regulated Service/Activity or Non-Regulated Activity are required to notify the Quality and Service Continuity Team by completing a [Risk Notification Return](#). Areas covered by the Risk Notification Return Guidance Tool include the following:

falls	incidents between adults at risk
nutrition and hydration	pressure area care
medication errors	missed home care visit
moving and handling	poor discharge / transfer of care
financial concerns	environmental
CQC notifications	non-regulated notifications
accidents, incidents and serious incidents	

You can find guidance [here](#)

# Guidance and Information Update

## What does good workforce wellbeing look like

[Workforce wellbeing and enablement](#) is one of the quality statements, in our new single assessment framework, sitting under our caring key question.

We want to hear the perspective of providers and professionals working in health and social care, the organisations that represent them; and wider stakeholders on workforce wellbeing.

We want to explore 'what good workforce wellbeing looks like' and hear their experiences of successes and challenges related to looking after their workforce.

Share your views in the short survey below: [Add new idea | Workforce wellbeing survey \(citizenlab.co\)](#)

**NOTE: We haven't yet published full provider guidance that describes our new regulatory approach. This will be published in advance of us implementing these changes and shared with all providers.**



## Visiting in Care Homes, Hospitals and Hospices: Call for Evidence

- On 21 June, the government launched a [consultation on visiting in health and care settings, including care homes, acute and mental health hospitals and hospices.](#)
- The Department of Health and Social Care (DHSC) is seeking views to inform its decisions around making visiting rules mandatory. DHSC wants to ensure that visiting (including accompanying people to hospital appointments) is protected and that it remains a priority for health and care providers so that patients and residents can receive visitors whenever it is reasonable and safe.
- DHSC welcomes responses from anyone involved in the health or care sector, whether providing care, receiving care, or as a friend or family member of someone who receives care.
- The consultation closes on 16 August.

# Guidance and Information Update

[New regulations](#) will give the Care Quality Commission (CQC) additional powers to allow families to visit loved ones receiving care in residential and other settings.

The Government acknowledges the positive effect visiting has on the emotional wellbeing of all involved. To this end, it has launched a public consultation on how visiting can be mandated effectively and safely within health and care settings, including care homes.

Responses are encouraged from anyone involved in the health or care sector, whether through providing care, drawing on care, or as a friend or family member of someone who receives care. **The consultation runs until 16 August 2023** you can complete the consultation [here](#)

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# Guidance and Information Update

[Free personal protective equipment \(PPE\) scheme](#) Updated 19<sup>th</sup> June please ensure you check the list regularly for example the below are all out of stock

Gloves, nitrile, extra small (XS), 240mm	Out of stock
Gloves, nitrile, large (L), 240mm	Out of stock
Gloves, nitrile, large (L), 300mm	Out of stock
Gloves, nitrile, medium (M), 240mm	Out of stock
Gloves, nitrile, medium (M), 300mm	Out of stock
Gloves, nitrile, small (S), 240mm	Out of stock
Gloves, nitrile, small (S), 300mm	Out of stock
Gloves, vinyl	Out of stock

# Capacity Tracker Notice

Thank you to all providers who are continuing to regularly update Capacity Tracker and completed during the May submission window. A fantastic 97% of both North Yorkshire and City of York care homes updated during the window.



Capacity Tracker  
*Insight for Care*

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## Capacity Tracker – Contract Tab

Capacity Tracker has recently reviewed the Contract Management functionality in the system and undertaken some improvements to enable a refreshed roll out.

North Yorkshire Council are piloting this and would ask all providers who are on North Yorkshire Councils New Approved Provider List (APL) complete the contracts tab in Capacity Tracker.

When a Provider declares they have a contract with **North Yorkshire Council**, an automated email is triggered to the council and we will review the declaration.



## **Share Your Views- Trusted Assessor Form Engagement Event**

**When:** Thursday 13 July 2.00-4.00 at Malton Rugby Club

York and Scarborough Teaching Hospitals NHS Foundation Trust are currently piloting a new Trusted Assessor Form (TAF) which has been developed with the aim of ensuring providers have the information they need to support safe and efficient discharge. The Trust are keen to continue to receive feedback from providers on the new form to ensure it is shaped around the needs of the sector. They will be holding a follow up provider engagement event on which is open to all providers and a great opportunity to share your thoughts and experiences of using the form. If you would like to attend please contact: [sam.varo@nhs.net](mailto:sam.varo@nhs.net)



## **ICB Tablet Scheme for Care Providers- Returning of Inactive Devices**

At the start of the pandemic, the former NHS Vale of York CCG and NHS North Yorkshire CCG provided the majority of care homes with Samsung TAB A Tablet devices allow residents to communicate with families, to facilitate access to virtual consultations/MDT's with clinical teams and to support staff in accessing training among other purposes. We know from data and a recent survey that a large number of devices remain regularly used and provide an invaluable support to providers. The scheme and devices remain funded until April 2024.

However, there are also a large number of devices that are no longer active for a range of factors. We are also reaching out individually to providers who have inactive devices, but if you aware that your service has a device from the scheme which is no longer required please contact [sam.varo@nhs.net](mailto:sam.varo@nhs.net) and we will be happy to collect it from you. This relates only devices provided by the former CCG's (which have a blue F4IT screen as the background) and not any other scheme.

# Approved Provider List Review

**Steven Crutchley**

**Strategic Service Development Manager**

## Current Position

- Commenced on 1<sup>st</sup> November 2022
- Interim Period ceased on 31<sup>st</sup> January 2023
- Full Agreement came into force on 1<sup>st</sup> February 2023
- Over 340 Providers approved onto the APL
- Over 100 Providers “in progress” some of these applications have not progressed due to the Provider not engaging with the process

## Review

Plan on issuing an on-line survey to obtain the views from Providers on the Application process:

- What worked, and why
- What didn't work, and why
- Areas of confusion when applying
- Areas of support, Go 4 Growth, was this beneficial, did you use this support
- Length of time to be approved, too long, no opinion
- Ease of submission and documentation



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## Review

What will the Council be doing?

- Obtaining the views of other Teams involved in the process within the Council.
- Identifying blockages in the approval process, e.g. too many hand-offs?
- Does the process support the principles of the Accessible Information Standard?

## Current Queries

- Inflationary uplift – has it been applied correctly?
- Hospitalisation & Absence Clauses – which clauses apply?
- List remains open for urgent applications, re-opens every 3 months. Specific Communication will be released regarding this
- General queries should be received by the procurement team
- [Procurement@northyorks.gov.uk](mailto:Procurement@northyorks.gov.uk)
- [HASservicedevelopment@northyorks.gov.uk](mailto:HASservicedevelopment@northyorks.gov.uk)
- [Socialservices.Contractingunit@northyorks.gov.uk](mailto:Socialservices.Contractingunit@northyorks.gov.uk)



# Bladder & Bowel Community Team update

Gerry Rook, Project Support

Stefanie Barnish, Specialist B&B Nurse

June 2023

## QNI Project to support Care Homes with continence issues to reduce product use where possible and improve quality of life

- Introduction of screening tool
- Education Residents – lifestyle, physiology,
- Education and training for carers on catheter management,
- statlock application, fluid intake, medication reviews
- Review of products and management plans for each patient
- Improve quality of life
- Continence champions



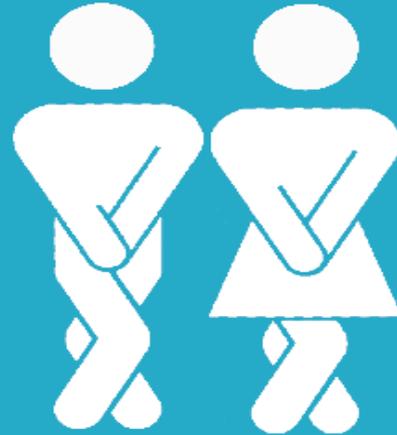
Please consider:

Does the Resident need continence products?

- Patient examples/Benefits



# FEDOP with your Bladder and Bowel?



Incontinence is not a normal part of ageing - prevention is always better than cure.

**DO  
NOT BE  
EMBARRASSED!**



**F**luids - drink at least 6 - 8 mugs daily. Avoid caffeine, fizzy drinks, fresh fruit juice and alcohol.



**E**xercise - daily walks or attend exercise classes. It is never too late to start your pelvic floor exercises!



**D**iet - include 5 portions of fruit/veg every day and a high fibre cereal such as Weetabix or Bran flakes



**O**pportunity - to avoid constipation try to sit on the toilet 30-60 minutes after every meal.



**P**osition - when opening your bowels, sit on the toilet with your knees higher than your hips.

**CONTACT YOUR LOCAL HEALTHCARE  
PROFESSIONAL FOR HELP OR ADVICE.**

## Next Steps:

### How can we deliver training to the Care Homes?

- Training and education programme bespoke for Residential Homes ?  
twice a year in Selby & York
- Train the trainer model
- Identify Continence Champions in each Care Home
- NHS Supplies
- Lifestyle leaflet

2023 NORTH YORKSHIRE AND YORK  
CARE PROVIDER OLYMPICS  
01 June- 14 July 2023



The Challenge- Host Your Own Olympic Style Event, and Get Those in Your Care Active and Moving. Compete Against Fellow Providers to Be Our 2023 Olympic Champions!

## Our Olympic Competition is Heating Up- Don't Miss Your Chance to Challenge for the Trophy

We're now midway through our Olympic Challenge where providers from across North Yorkshire and York are taking the opportunity to get up and moving, showcasing the amazing creativity of our care and activity teams, sharing ideas and best practice and competing for our 2023 Olympic trophies! A fantastic 35 providers from across the area are joining in the fun this summer.

Will you add your provider to the list? To get registered all you need to do is complete and return our [registration form](#) and email to [sam.varo@nhs.net](mailto:sam.varo@nhs.net)

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# Our Olympic Challengers in Action!



**Rawcliffe Manor- York**

**Silver Birches- Filey**



**Gladstone  
House and  
Marina Lodge-  
Scarborough**

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## **Continence Assessment and Product Ordering Training for Harrogate Nursing Homes**

When: Wednesday 12th July from 11.00-11.30

At Care Connected in July we will be hosting a training/takeover session for Harrogate and Rural area nursing home colleagues, covering the process for continence product ordering and assessment process. The session will include an update on:

- An overview of the assessment process and pathway for ordering continence products
- Reassessments and access to HDS online
- Choosing the right products from the nursing assessment- supported by Essity colleagues
- Overview of relevant documents and supporting resources.

It would be really helpful to have at least one representative from each nursing home at the session. To book your place on the session please contact [sam.varo@nhs.net](mailto:sam.varo@nhs.net) and we will send you a calendar invite and joining details.



## DREaMS Team- Digital Enablement Support Now Available to Domiciliary Providers

The DREaMS (Digital Records Enabling and Management Support) Team has been put together by your HNY ICS to act as a single point of contact to support or signpost you to the most appropriate resources to help you make best use of technology. They have been working with care homes across the area to date, however are now also here to support domiciliary providers. They are now proactively contacting providers to identify your digital needs and how they may support you. This includes completion of a survey to understand your organisations current digital maturity. The team are able to assist with any digital query, no matter how big or small. This could include: registering for and using NHS Mail, Data Security and Protection Toolkit accreditation, digital social care record usage, or issues with Wi-Fi/digital connectivity.

The team can also support providers with access to national pots of funding to support improving digital connectivity and implementation of digital social care records. To make contact with the team please see contact details below. The team continue to work with and support care homes in addition, and would encourage those who have not yet been in touch to do so and see how they may be able to assist.





## Tissue Viability Skills Workshop Training (Scarborough, Ryedale and Whitby Area Registered Nurses)

**When:** Wednesday 12 July 09.30-16.30 in Scarborough

Following a series of successful study days in 2022, Humber Teaching NHS Foundation Trust will be holding these sessions again in 2023 which are open to any registered nurses working within Scarborough, Ryedale and Whitby Area providers. These are repeats of last years events, with additional sessions around foot health and soft cast application.

For further information please follow this [link](#)



## Data Security and Protection Toolkit (DSPT)- Don't Forget to Resubmit

For those care providers yet to complete the DSPT for 2022/23- the deadline to do so is **30 June 2023**. The DSPT is a self-completion assessment for providers showing what the requirements to demonstrate you are keeping people's information safe, and to protect your business from the risk of a data breach or a cyber-attack. It demonstrates compliance with GDPR/Data Protection Act/CQC KLOE's and is a requirement for all providers holding an NHS Standard contract, as well certain local authority contracts.

If you have previously completed you will need to review and resubmit. There is local support available including training workshops guiding you through completing, and 1:1 support to providers in the North East and Yorkshire through an NHS England Team who can be contacted by emailing: [england.dsptney@nhs.net](mailto:england.dsptney@nhs.net). There is also national support available through Digital Social Care which can be accessed through this [link](#).





## Digital Social Care Updates

To sign up receive the regular newsletter from Digital Social Care, which includes resources, guidance and details of free training please [click here](#)

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**It's almost time to get your groove on and warm up those vocal chords**



**COME DANCING WITH  
NORTH YORKSHIRE COUNCIL  
10TH - 16TH JULY 2023**

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Hold your own event, party/ lip syncing/ dancing/ festival/ BBQ the opportunities are endless. Take pictures or short videos and send into us at [socialservices.contractingunit@northyorks.gov.uk](mailto:socialservices.contractingunit@northyorks.gov.uk)

Deadline for pictures and videos is Friday 21st July 2023. We will show the best ones in care connected on 9<sup>th</sup> August 2023 and your service could be a 'Come dance with NYC' winner.

Please ensure you gain consent from a staff member before filming and you review your publicity consent forms for the individuals who use your services in regards to filming. Keep any videos to a 10-15 second length so they can be sent via e-mail.

Most importantly, Have Fun!



**COME DANCING WITH  
NORTH YORKSHIRE COUNCIL  
10TH - 16TH JULY 2023**

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# Care Connected

28 June 2023





## Coronavirus life assurance scheme - extended

**The scheme provides financial support to families and dependents of eligible health and social care staff who sadly died from COVID-19 contracted while delivering frontline care during the pandemic.**

The scheme pays a tax-free lump sum of £60,000 to the deceased's appropriate person.

The scheme is open until 30 September 2023, in respect of deaths which occurred on or before 31 March 2022.

Employers have an important role in submitting and supporting claims and are urged to do so for the benefit of families of their late colleagues.

**[Full details of the scheme and the claim form are available now](#)**



# New LGBTQ+ learning framework



## **New learning framework for knowledge, skills and values for working affirmatively with LGBTQ+ people in later life.**

This learning framework aims to provide a base for identifying the insights, knowledge, understanding and skills that the social care workforce need to help them work affirmatively, inclusively and effectively with individuals from gender and sexually diverse communities.

The framework is intended to be used by social care employers, employees, training providers, regulator, commissioners, policy makers and others to build their own knowledge of LGBTQ+ issues, to support colleagues' understanding, and to create learning programmes which will allow teams to better support LGBTQ+ people in later life.

[www.skillsforcare.org.uk/LGBTQFramework](http://www.skillsforcare.org.uk/LGBTQFramework)



# Updated Good and Outstanding toolkit

**Later in 2023, the Care Quality Commission (CQC) will be updating their inspection process to utilise the ‘single assessment framework’.**

**We’ve created an updated version of our inspection toolkit to support you in understanding these changes and preparing for your next inspection.**

The toolkit based around the current framework will continue to be available alongside this until the changes are brought in by the CQC.

Understanding what Good and Outstanding care looks like can help you achieve success in your inspections and ensure you are continuously providing high quality care.

**[www.skillsforcare.org.uk/Support-for-leaders-and-managers/Good-and-outstanding-care/Inspection-toolkit.aspx](http://www.skillsforcare.org.uk/Support-for-leaders-and-managers/Good-and-outstanding-care/Inspection-toolkit.aspx)**



# Webinars to support your service

Our series of webinars cover a wide range of topics – they are delivered to a live audience and recorded for further viewing.

- Care topics
- Digital, data and technology
- Recruitment and retention
- Managing a service
- Managing people
- HR
- Wellbeing



[www.skillsforcare.org.uk/RMwebinars](http://www.skillsforcare.org.uk/RMwebinars)

## New recorded webinars

- Safer employment – Effective references
- Providing evidence to the CQC and New CQC inspection
- Maximise retention and Maximise recruitment



## Upcoming webinar...



**A caring culture | Thursday 6 July | 10:00 – 11:00**

**Practical ways to set and promote a positive workplace culture**

Fostering positive cultures is critical to the performance, wellbeing, inclusivity and quality of your teams.

This webinar will share valuable insight into supporting explicit and implied cultures, it will explore how we can design and build positive cultures through strategic approaches, and it will highlight best practice and provide practical ideas for you to consider in your own organisations.

We will share the latest thinking about how you can make a difference and discuss how to effectively demonstrate evidence to the CQC.

**[Register for the webinar now](#)**



# NEW: Recorded webinars

## Providing evidence to the CQC

This webinar provides insight into how other adult social services gather and share evidence with the CQC including how to manage and maintain robust evidence and who to involve in the process.



## New CQC inspection

During this webinar, you'll gain insight into the new CQC Single Assessment Framework, and you'll hear from managers and directors of other services on the CQC changes and what they are doing to be ready for the new inspection focus



# 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](http://www.skillsforcare.org.uk/deputymanagers)**



# Nominated individuals' handbook – a practical guide



**Skills for Care has developed a new comprehensive guide aimed at nominated individuals, which provides practical advice and signposts to other resources and support available to help you in your role**

Whether you are new-to-post or an experienced nominated individual, or whether you hold a dual role as registered manager as well, this new resource considers key aspects of your role and shares top tips, so you continue to provide high-quality, person-centred care to the people you support.

[Download the free resource now](#)



# Save-the-date...Nominated individual national event

**Wednesday 29 November 2023 | 10:30 – 12:30**

**The third nominated individual event will be taking place later this year in November...booking details coming soon.**

In the meantime you can view the previous event where the CQC provided an update on its new single assessment framework and its new role and powers to assess local authorities and Integrated Care Systems (ICSs).

**[Take a look at the recording of the event](#)**





## York and North Yorkshire Nurse Leadership Programme

Five interactive workshops covering a range of leadership concepts and theories. These will enable participants to develop the required knowledge and skills to enhance their leadership practice when working across complex and often challenging systems.

We're offering 20 funded places to organisations based in York and North Yorkshire as well as a backfill payment of £1000 per participant to employers for those who complete the:

- Nurse Leadership Programme
- Additional NMC approved Practice Education and Assessor E-Learning Programme (8 hours of self directed study)

Park Inn by Raddison York, North St, York YO1 6JF

Day 1 13 September 2023 9:00 - 16:30

Day 2 11 October 2023

Day 3 14 November 2023

Day 4 13 December 2023

Day 5 31 January 2024



## York and North Yorkshire Nurse Leadership Programme

### **National and local context**

- Define and understand your role as a nurse leader in the context of current policy and legislative frameworks

### **Application of leadership models/theory**

- Understand and apply systems leadership to influence excellence in nursing practice within the care sector
- Explore and apply a range of professional leadership approaches to promote and foster excellent nursing practice in the care sector
- Influence change and secure impact and improvement in practice within and beyond the boundaries of your organisation

### **Professional development within the nurse leader role**

- Enhance your skills of critical reflection and questioning insight supported by action learning
- Identify and address your strengths and areas for development in relation to embedding and sustaining nurse leadership practice.

# Strength-based Approaches Webinars: Humber and North Yorkshire

This is an opportunity for Adult Social Care staff across Humber and North Yorkshire to attend a webinar training session exploring the principles and practical applications of strength-based approaches.

There are two different sessions aimed at different groups of staff:

## **Strength-based Approaches: General Awareness for Frontline Staff**

This introductory session will explore what a strength-based approach is and how staff can apply this person-centred way of working to ensure better lives for individuals they support.

Find out more and book a place [here](#).

## **Strength-based Approaches: Planning, Reporting and Recording Outcomes for Social Workers**

This training is specifically targeted at Social Work colleagues and will explore how to plan, implement and record practical, strength-based solutions with an individual.

Find out more and book a place [here](#).

If you have any questions, please contact [AHOWDTrainingCalendar@leeds.gov.uk](mailto:AHOWDTrainingCalendar@leeds.gov.uk).

# New 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 compliment 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](#)



# New 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](http://www.skillsforcare.org.uk/CulturallyAppropriateCare)



## Curious about care

**Values-based recruitment is essential to ensuring you employ a compassionate, person-centred workforce that is committed to providing quality care**

It can be tricky to know how to assess a candidate's values and whether they align with those of your organisation.

Skills for Care has worked with social care experts at University of York to create 'Curious about Care', a free evidence-based tool that can be used as part of your recruitment process. It allows you to explore different scenarios with a candidate to better understand their values, helping you assess if they are a good fit for your organisation.

**[Access Curious about care](#)**



# Better hiring toolkit

**In partnership with a range of sector experts, we've created the 'Better hiring toolkit' to provide simple guidance to support you to obtain and provide effective references and conduct information.**

Social care staff and volunteers provide support for some of the most vulnerable people in society and it's vital that referencing procedures are effective and robust to make sure that you're recruiting safely and fairly.

Take a look at our website which contains lots of useful information and resources to support you in the application and selection process.

**[Find out more](#)**





## **Launching The Janet Station- Keeping Hydrated at Sowerby House!**

The team at Sowerby House in Thirsk proudly unveiled their fantastic new hydration station last week, which is jam packed full of creative ways to support residents achieve a healthy nutritional intake including a wide variety of fruit, canned and dispensable drinks. The station was named in memory of resident Janet, who's feedback about the availability of drinks helped inspire and shape the team to create the new station. Staff have worked hard alongside nurse Charlotte Collister from our Quality Assurance and Improvement Team to really embed knowledge and culture to support hydration for all within the home- well done team!

For more information on our Improving Hydration in Care Homes Project and how you can get involved please follow this [link](#).



## Chief Nurse for Adult Social Care Awards- Time to Get Nominating

The Chief Nurse Awards are an opportunity to recognise the outstanding contribution made by social care staff, and celebrate those who go above and beyond in their work, provide outstanding care, commitment and inspiration to colleagues. Providers are able to nominate both individual staff members and teams for the gold and silver awards.

We're delighted to share a photo of Sarah Fiori our Head of Quality Improvement and Principal Nurse with North Yorkshire Council receiving the gold award last week. Sarah was nominated for her work in leading the prevention agenda through a series of quality improvement and training packages available to care providers, and in developing the joint Quality Assurance and Improvement Team to provide integrated support to our care sector.

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!

# Open Floor

- Updates
- Good news stories
- Questions
- Suggestion for Care Connected T/O



**let's talk**

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## Dates for Your Diary

- **01 June- 14 July North Yorkshire and York Care Provider Olympics**
- **DBS Webinar series [DBS Adult Social Care Provider Webinars | Eventbrite](#)**
- **10 July- 16 July Come Dance with Care Provider Services (North Yorkshire Council)**
- **12 July- Care Connected: Contenance Breakout Session for Harrogate Nursing Homes**
- **12 July- Tissue Viability Study Day (Scarborough Ryedale and Whitby Nurses)**
- **13 July- Trusted Assessor Form Provider Engagement Event, Malton**

# Key Contacts

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

**Dedicated email address for care providers:** [SocialServices.Contractingunit@northyorks.gov.uk](mailto:SocialServices.Contractingunit@northyorks.gov.uk)

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

North Yorkshire Partnership website: [Care Connected | North Yorkshire Partnerships \(nypartnerships.org.uk\)](http://CareConnected|NorthYorkshirePartnerships(nypartnerships.org.uk))

NYC Approved Provider Lists for Adult Social Care – FAQs, Webinars can be found [here](#)

Public Health [dph@northyorks.gov.uk](mailto:dph@northyorks.gov.uk)

Service Development: [HASservicedevelopment@northyorks.gov.uk](mailto:HASservicedevelopment@northyorks.gov.uk)

Jo Holland - [joanne.holland@northyorks.gov.uk](mailto:joanne.holland@northyorks.gov.uk)

**Training available** NYC, PHE & NYSAB:

<https://safeguardingadults.co.uk/> & <https://www.nypartnerships.org.uk/phtraining>

## Workforce

Make Care Matter [www.makecarematter.co.uk](http://www.makecarematter.co.uk)



## Key Contacts and Information

CYC website - <https://www.york.gov.uk/AdultSocialCare> – main York Council website

<https://www.york.gov.uk/ShapingCare> - NEW! Market Position Statement for all providers to view

*York Provider Bulletin* is circulated to providers on a regular basis and when there is important information to share

Please direct all written communication to our shared mailbox: [AllAgeCommissioning@york.gov.uk](mailto:AllAgeCommissioning@york.gov.uk)  
. If you require further assistance please contact All Age Commissioning on Tel: 01904 55 4661

# Key Contacts Adult Social Care

NHS Humber and North Yorkshire ICB: [sam.varo@nhs.net](mailto:sam.varo@nhs.net)

iCG: John Pattinson [johnpattinson@independentcaregroup.co.uk](mailto:johnpattinson@independentcaregroup.co.uk) To join the iCG [click here](#)

Heather Bygrave- Relationship Team Manager Immedicare [hbygrave@immedicare.co.uk](mailto:hbygrave@immedicare.co.uk)

Dreams Team - [dreamsteam@eastriding.gov.uk](mailto:dreamsteam@eastriding.gov.uk)

Skills for Care: [Angela.Thompson@skillsforcare.org](mailto:Angela.Thompson@skillsforcare.org) website: [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](#)

