

## 4<sup>th</sup> October 2023

Outbreak Management

Personalised Care Institute Training

Recruitment Check and Home Office Update

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## Guidance and Information Update

The UK Health and Security and Agency [updated the guidance that sets out how to reduce the spread of COVID-19 in adult social care settings in England](#). The update reflects information about autumn booster vaccinations, hospital discharge and reporting positive test results for those eligible for treatments.

The guidance should be read with the [infection prevention and control \(IPC\) resource for adult social care](#), which should be used as a basis for any IPC response. The guidance also includes information on COVID-19 testing in adult social care and details the testing regimes for eligible staff and residents and where outbreaks are suspected.

Adult Social Care Workforce Wellbeing Survey - The survey seeks to understand more about your role in adult social care and how it relates to quality of life, wellbeing and other experiences of working in the sector. The findings will help the Department of Health and Social Care work more effectively with sector partners to improve workforce support. [The Survey](#)

The annual, UK-wide awareness week returns **13-19 November**. Run by established charity, the [Self Care Forum](#), the aim is to encourage self-care in the population, making it everyone's lifestyle choice to practice routines and behaviours that protect and promote their own health and wellbeing.

[Get ready for Self Care Week - Social care \(blog.gov.uk\)](#)

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# CQC Webinar: Introducing quality statements and evidence categories

**When: Thursday 12th October, 15:30 – 16:30**

CQC will be holding a free online webinar to help providers and professionals understand the quality statements and evidence categories, and how they fit in with their new approach to assessment.

The webinar will give you the information you need to understand the evidence CQC will use to assess each of the new quality statements. It will be a good opportunity for you to get the latest updates and ask questions. [Reserve your spot](#)

CQC will let you know when the new assessment framework will affect you. You can learn more about the new approach to assessment [here](#)

[CQC's strategy from 2021](#)

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# Winter planning Preventing and controlling outbreaks



Gillian Partridge  
Infection Prevention and Control Team Lead

# Stay well this winter



Winter conditions can be bad for our health especially for:

- People aged 65 or older, and people with long-term conditions, such as heart or kidney disease, COPD, bronchitis, emphysema or diabetes
- Being cold can raise the risk of increased blood pressure, heart attacks and strokes
- The cold and damp weather, ice, snow and high winds, can all aggravate any existing health problems and make us more vulnerable to respiratory winter illnesses

## Key messages

- Be prepared.
- Recognise outbreaks.
- Report outbreaks.
- Manage correctly



# Be prepared

- Ensure residents and staff are immunised against flu and COVID-19.
- Residents over 65 years are immunised against pneumococcal infection.
- Ensure residents are immunised against shingles.



# Vaccination Programmes - 2023

## COVID Autumn Booster Vaccine – 2023

### Who is Eligible?

- People at greatest risk of serious illness from COVID
- Care home residents
- Over 65's
- Frontline care workers

The programme began 11<sup>th</sup> of September 2023

Vaccines help to protect against severe illness, hospitalisations and deaths from Covid.

<https://healthmedia.blog.gov.uk/2023/08/08/covid-autumn-booster-vaccine-2023-everything-you-need-to-know/>

# The COVID Pandemic has prepared us!

Staff have better knowledge of Infection Prevention and Control:

- Correct use and disposal of PPE (donning/doffing)
- Hand hygiene
- Enhanced cleaning
- Adequate levels of cleaning materials in anticipation of increased cleaning
- Social distancing between residents



**However,**

**Are you still compliant?**

**Can you prove it?**

# Vaccination Programme - 2023

## Flu Vaccination: Who should have it and why (Winter 2023-2024)

- Flu is much worse than a cold, you may need to stay in bed for a few days. However, in the worst cases, flu can result in a stay in hospital or even death.
- Some people are more susceptible to the effects of flu making existing conditions worse or increasing the risk of developing more serious illnesses such as bronchitis and pneumonia.

### Eligible to:

- Over 65's
- Under 65's with certain medical conditions
- Pregnant women
- Children aged 2-3 and all children in primary school
- Everyone living in a residential or nursing home
- Anyone receiving carers allowance, or a main carer for an older or disabled person
- All those living with someone with lowered immunity
- All frontline health and social care workers

# Preparation is key

- Ensure that staff are aware of IPC policies and they are accessible [www.infectionpreventioncontrol.co.uk/care-homes/policies/](http://www.infectionpreventioncontrol.co.uk/care-homes/policies/).
- Ensure a good supply of PPE is available
- Ensure staff are trained in PPE, including donning and doffing procedures
- Good hand hygiene for staff and residents/service users
- Training audits
- Staff to be aware of how to recognise an outbreak of infection within their area
- Respiratory and cough etiquette:

# Display Posters to Encourage Respiratory and Cough Hygiene

## Posters

Free to download at

[www.infectionpreventioncontrol.co.uk](http://www.infectionpreventioncontrol.co.uk)

### Catch it, bin it, Kill it poster

[www.infectionpreventioncontrol.co.uk/resources/catch-it-bin-it-kill-it-poster/](http://www.infectionpreventioncontrol.co.uk/resources/catch-it-bin-it-kill-it-poster/)

### Respiratory and Cough hygiene poster

[www.infectionpreventioncontrol.co.uk/resources/respiratory-and-cough-hygiene-poster/](http://www.infectionpreventioncontrol.co.uk/resources/respiratory-and-cough-hygiene-poster/)

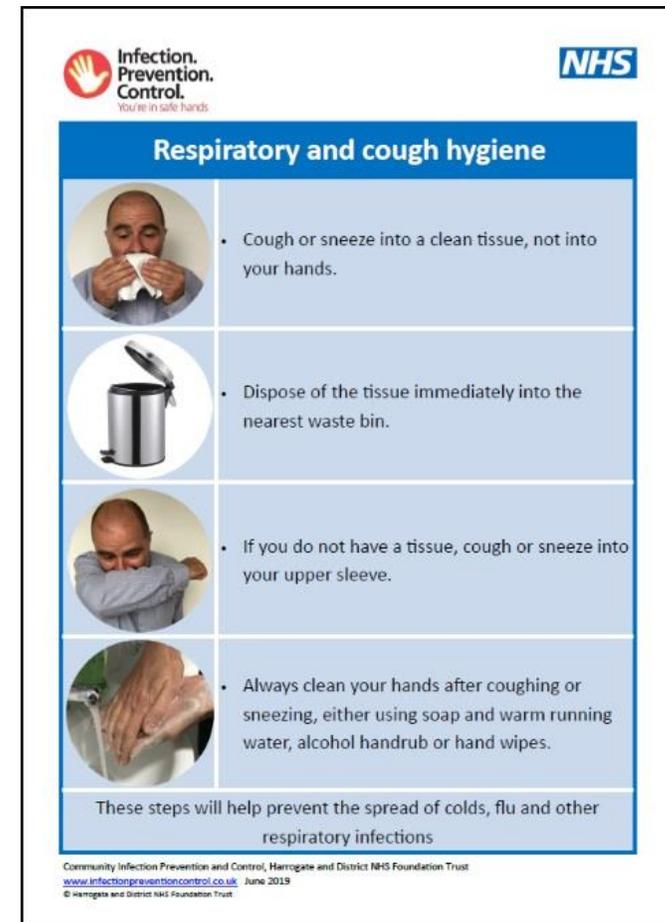


**CATCH IT**   
Germs spread easily. Always carry tissues and use them to catch your cough or sneeze.

**BIN IT**   
Germs can live for several hours on tissues. Dispose of your tissue as soon as possible.

**KILL IT**   
Hands can transfer germs to every surface you touch. Clean your hands as soon as you can.





 **Infection.  
Prevention.  
Control.**  
You're in safe hands



### Respiratory and cough hygiene

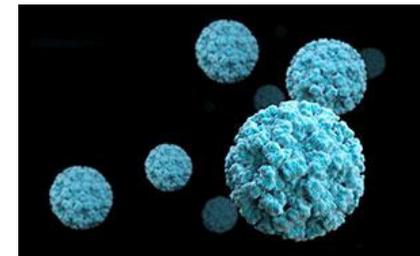
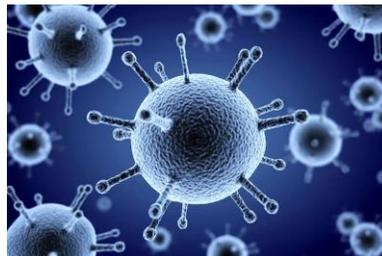
	<ul style="list-style-type: none"><li>• Cough or sneeze into a clean tissue, not into your hands.</li></ul>
	<ul style="list-style-type: none"><li>• Dispose of the tissue immediately into the nearest waste bin.</li></ul>
	<ul style="list-style-type: none"><li>• If you do not have a tissue, cough or sneeze into your upper sleeve.</li></ul>
	<ul style="list-style-type: none"><li>• Always clean your hands after coughing or sneezing, either using soap and warm running water, alcohol handrub or hand wipes.</li></ul>

These steps will help prevent the spread of colds, flu and other respiratory infections

Community Infection Prevention and Control, Harrogate and District NHS Foundation Trust  
[www.infectionpreventioncontrol.co.uk](http://www.infectionpreventioncontrol.co.uk) June 2015  
© Harrogate and District NHS Foundation Trust

**An outbreak is declared when two or more cases involving residents or service users and/or staff are linked in time and place.**

- **Coronavirus:** High temperature, new continuous cough, loss or change to sense of taste or smell, exhaustion, headache, body aches, sore throat, blocked runny nose, diarrhoea and sickness.
- **Flu:** Sudden high temperature, body aches, exhaustion, dry cough, sore throat, headaches, difficulty sleeping, loss of appetite, diarrhoea, stomach pains and sickness.
- **Norovirus:** Sudden onset of diarrhoea and or projectile vomiting and nausea, stomach cramps, low grade temperature and headaches.



# Norovirus

- The most common cause of diarrhoea and/or vomiting during the winter months.
- Norovirus can occur throughout the year but is most common from mid-October through to April.
- Symptoms: Diarrhoea, vomiting, nausea and stomach cramps.
- It is highly infectious.
- Transmitted from person-to-person via faecal oral route.
- Norovirus affects 3 million people a year.
- Norovirus can survive for days on surfaces in the environment.



# Norovirus

<i>THE BRISTOL STOOL FORM SCALE</i>		
<i>Type 1</i>		Separate hard lumps, like nuts (hard to pass)
<i>Type 2</i>		Sausage-shaped but lumpy
<i>Type 3</i>		Like a sausage but with cracks on its surface
<i>Type 4</i>		Like a sausage or snake, smooth and soft
<i>Type 5</i>		Soft blobs with clear-cut edges (passed easily)
<i>Type 6</i>		Fluffy pieces with ragged edges, a mushy stool
<i>Type 7</i>		Watery, no solid pieces ENTIRELY LIQUID

When reporting diarrhoea first check other factors:

- Overflow from constipation
- Side effect of new antibiotics
- Use of laxatives

Types 6-7 indicates diarrhoea.

# Norovirus Outbreaks – report them early

- Infection Prevention and Control Team.
- UK Health Security Agency (UKHSA).
- Stool samples are required to determine the cause of the outbreak. The Lab will not culture vomit.
- Testing for culture and virology is to be requested on the specimen request form along with the '**I log**' number. Your IPC Team can advise you of the number.



# Control Measures

- Isolation residents in own room with en-suite facilities or own commode until symptom free for 72hours.
- Standard Infection Control Precautions and Transmission Based Precautions should always be followed. **Alcohol handrub is not effective.**
- Encourage residents to perform Hand Hygiene
- Designated staff should be allocated to care for affected patients
- Cohort staff to affected or unaffected areas
- Staff with symptoms must stay off work for 48 hours
- All staff including agency and bank staff should be discouraged from working in other Health Care settings



# Control Measures

## Cleaning:

- General environment at least twice a day using Chlorine based disinfectant following manufacturer's instructions.
- Equipment used on a symptomatic patient must be cleaned and disinfected until they are 72 hours free.
- Always use colour coding for all cleaning materials.



# Control Measures

- Linen should be laundered in a red water-soluble bag.
- Workwear, ideally change at work, wash at highest temperature possible
- Remove consumables e.g., fruit, chocolates, biscuits from affected residents rooms and communal areas.
- Day care facilities cancelled until outbreak is over
- Visiting: Place a notice on the door informing of the outbreak and instructions to speak to the person in charge, provide instructions not to visit with symptoms of diarrhoea and vomiting. Encourage to wash hands with soap and water.
- Outbreak management pack available at:  
[www.infectionpreventioncontrol.co.uk/resources/viral-gastroenteritis-outbreak-management-pack/](http://www.infectionpreventioncontrol.co.uk/resources/viral-gastroenteritis-outbreak-management-pack/)

# COVID-19 outbreaks - report them early

- UK Health Security Agency (UKHSA)
- Infection Prevention and Control Team
- Follow outbreak testing guidance: <https://www.gov.uk/government/publications/infection-prevention-and-control-in-adult-social-care-covid-19-supplement/covid-19-supplement-to-the-infection-prevention-and-control-resource-for-adult-social-care>
- Isolate in own room with en-suite facilities. Provide commode if no toilet.
- Wash hands with soap and warm running water or alcohol handrub.
- PPE to be worn when in contact with residents/service users.



# Stop the spread

- All staff should follow correct PPE guidance, including completion of donning and doffing competencies. **PPE is only effective when combined with all Standard infection control precautions:** *Hand hygiene, Patient placement and assessment for infection risk, Respiratory and cough hygiene, Safe disposal of waste, Safe management of blood and body fluid spillages, Safe management of care equipment, Safe management of linen, Safe management of sharps, Safe management of the care environment*
- Frequent hand washing using liquid soap and warm running water or alcohol handrub if no diarrhoea and/or vomiting.
- Encourage residents/service users to wash their hands.
- Always thoroughly clean before you use a disinfectant to ensure the disinfectant works effectively.

# Documentation

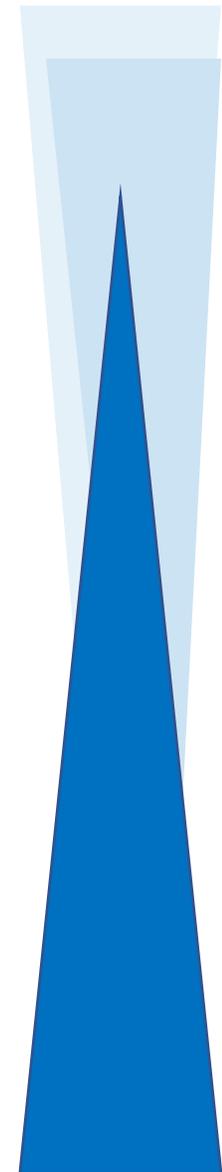
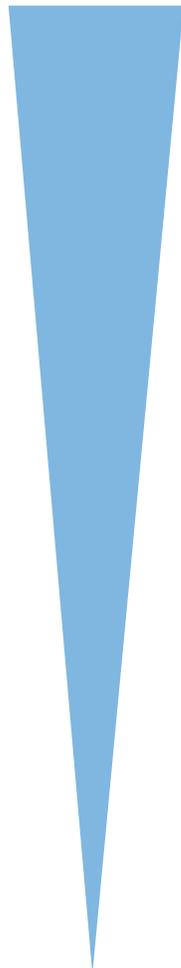
- Accurate documentation is essential to provide the information needed to investigate and manage an outbreak:
  - Names of residents affected
  - Dates symptoms commenced
  - Signs and symptoms
  - Any staff members affected
  - Obtain a list of any relatives, friends and visitors affected
- Information on the 'Viral gastroenteritis outbreak management Pack' is available at [www.infectionpreventioncontrol.co.uk/resources/viral-gastroenteritis-outbreak-management-pack/](http://www.infectionpreventioncontrol.co.uk/resources/viral-gastroenteritis-outbreak-management-pack/) .
- The decision to close a care establishment will be taken by the Community IPC or UKHSA PHE Team.



## Summary



- Being able to recognise the signs and symptoms will allow rapid implementation of infection control measures to prevent the virus from spreading.
- Have clear and accessible plans for outbreak situations.
- Carry out Standard infection control precautions (SICPs)
- If an outbreak is suspected, try to limit staff to certain areas to avoid cross-contamination



# References

- <https://www.infectionpreventioncontrol.co.uk/care-homes/policies/>
- <https://www.gov.uk/government/publications/infection-prevention-and-control-in-adult-social-care-covid-19-supplement/covid-19-supplement-to-the-infection-prevention-and-control-resource-for-adult-social-care>
- <https://www.gov.uk/government/publications/the-health-and-social-care-act-2008-code-of-practice-on-the-prevention-and-control-of-infections-and-related-guidance>
- <https://www.england.nhs.uk/wp-content/uploads/2021/04/B0271-national-standards-of-healthcare-cleanliness-2021.pdf>
- <https://healthmedia.blog.gov.uk/2023/08/08/covid-autumn-booster-vaccine-2023-everything-you-need-to-know/>
- <https://www.gov.uk/government/publications/flu-vaccination-who-should-have-it-this-winter-and-why/the-flu-vaccination-who-should-have-it-and-why-winter-2023-to-2024>

# IPC Training Event for Care Homes and Domiciliary Care

Monday 9<sup>th</sup> October 2023 08.45 – 16.00

Gibraltar House, Thurston Road,

Northallerton DL6 2NA

Full day £85

The day is aimed at IPC Champions, IPC Leads, Care Home and Domiciliary Care Manager

Call the office for further information on: 01423 557341

A booking form can be downloaded at:

<https://www.infectionpreventioncontrol.co.uk/events/infection-prevention-and-control-training-event-for-care-home-and-domiciliary-care-staff/>

# NHS Industrial Action

British Medical Association (BMA), Hospital Consultants and Specialists Association (HCSA), and British Dental Association (BDA) who have announced Consultants, Junior Doctors, and dental trainees will take further strike action this month. For the first time in NHS history, Junior doctors and Consultants are also taking industrial action on the same day (20 September), so it is vital that the public and care provider colleagues continue to use services wisely.

Junior Doctors

**2, 3 & 4 October 2023**

Hospital Consultants

**2, 3, 4 & 5 October 2023**

Care providers are advised to contact the Incident Command Centre in the event of a serious incident resulting in significant harm to residents or service users that relates to the industrial action so that intelligence can be gathered at ICB level. The number to call for Humber and North Yorkshire ICC is **0300 002 0007**

Regardless of any strike action taking place, it is really important that people who need urgent medical care continue to come forward as normal, especially in emergency and life-threatening cases – when someone is seriously ill or injured, or their life is at risk. People should only call 999 if it is a medical or mental health emergency when someone is seriously ill or injured and their life is at risk

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## Industrial Action – Message for Providers

ICBs are already working with Local Resilience Forums (LRFs) and Local Authority partners to ensure all care homes are aware of industrial action dates with mitigating action and contingency where required. To avoid unnecessary hospital admission, consideration should be given to alternative community service offers which may include; localised Urgent Community Response services, District Nursing, Virtual Wards, Falls pick up services where clinically indicated.

For providers that have the service in place, we are encouraging providers to please use the Immedicare Telemedicine service where appropriate for any non-urgent non-999 situations, to help support services in prioritising calls requiring an emergency response. You are likely to receive quicker access to clinical support over this period by using the Immedicare Service where you have it in place. A document is available giving examples of [when Immedicare can be used](#) versus calling 999 or your GP Practice.

It's important that staff are familiar with how to use the service when required and we would encourage homes to support new starters in accessing training. A 5 minute training video is available on the clinical laptop itself, or Immedicare are able to provide either face to face or virtual training as needed.

In a medical emergency call 999 and follow the instructions given by the ambulance service call handler. Please note you can also call Immedicare for additional support and advice ahead of the paramedics arriving. Under these circumstances as part of the Immedicare response they will also liaise with the attending crew and help with handover of clinical details and patient condition.



# Suicide Prevention in Care Homes Webinar

Providers are invited to join this webinar hosted OHID and the Northern England and Yorkshire and the Humber Clinical Networks, on **Tuesday 24th October, 13:00 - 14:00PM.**

Please find attached a flyer with more information, including a Microsoft Teams link to join the session – **no registration is required prior to the event.** The session will include presentations on managing suicide risk among the residents of older adult care homes and promote a new publication: *Promoting Emotional Health and Wellbeing and Preventing Suicide: A Resource for Care Home Settings.*

The sessions are intended to be informal and interactive so that staff across the North East and Yorkshire have the chance to share their experiences of supporting people using dementia and older people's mental health services. You're welcome to talk about challenges, share successes, or just come and listen and provide and receive some peer support.

[To join the webinar please follow this link](#)



**Humber and North Yorkshire**  
Health and Care Partnership

# Personalised Care Institute Training



**Personalised  
Care Institute**

Jill Turner – Project Lead [jill.turner6@nhs.net](mailto:jill.turner6@nhs.net)

Irma Rincon – Project Support Officer [irma.rincon@nhs.net](mailto:irma.rincon@nhs.net)

# Introducing the Personalised Care Institute

**The Personalised Care Institute (PCI) is the NHS-endorsed home of personalised care education.**

- It has a growing number of free eLearning modules, developed and peer-reviewed by national subject leaders and each one takes just 30-60 mins to complete
- It sets the standards for third-party courses with its robust quality-assured accreditation programme, signposting clinicians to the very highest quality training
- Its partners include NHS England and more than 40 royal colleges and professional health and care associations, and it provides a range of services including consultancy and research.



# What is the Personalised Care Institute?



Personalised care is a partnership approach that helps people make informed decisions and choices about their health and wellbeing, working alongside clinical information. A one-size-fits-all health and care system simply cannot meet the increasing complexity of people's needs and expectations, and personalised care gives people the same choice and control over their mental and physical health that they have come to expect in every other aspect of their life.



The idea of personalised care isn't new, and many healthcare professionals already put personalised care at the heart of their work. However, 40% of patients say they weren't as involved as they wanted to be in decisions about the management of their health care. The NHS Long Term Plan also confirmed that 2.5 million people will have access to personalised care by 2024 and the training of health and care staff is an important step to realising this.



Learners of all levels and in all health and care roles can access our flexible eLearning, which we will be adding to regularly. Learners can track their progress, test their learning and join group learning opportunities, as well as access resources and training from other high-quality providers.



Training providers are able to apply for programmes to become accredited by the Personalised Care Institute against the standards set in the personalised care curriculum. Commissioners of personalised care training in England will utilise our list of high quality providers with accredited programmes to deliver training to their healthcare teams.

# A prestigious Steering Group

General Medical Council



Academy of Medical Royal Colleges

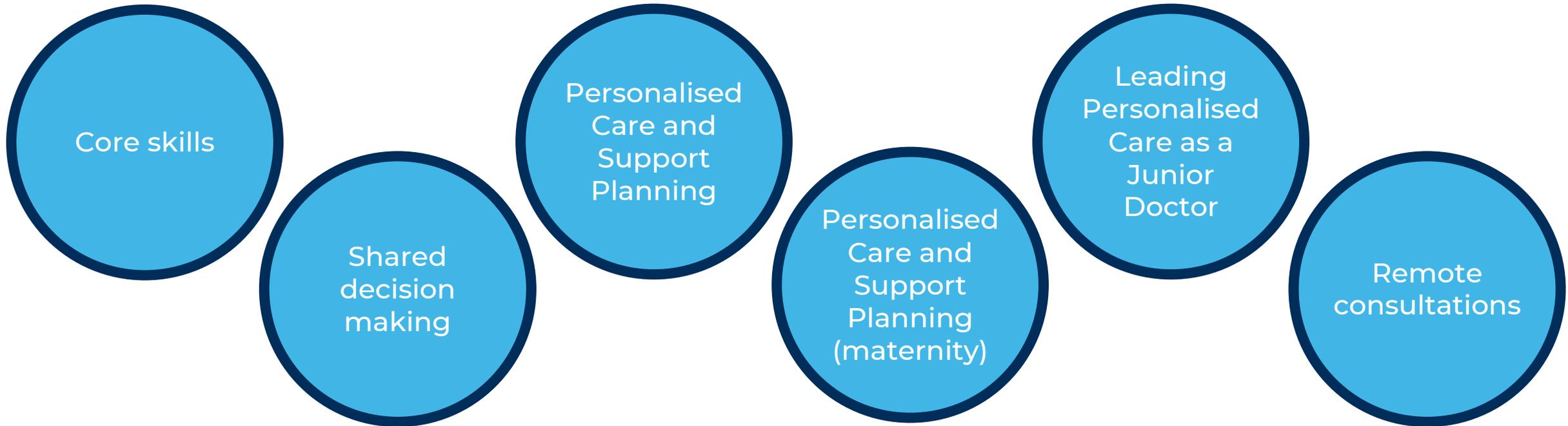


NHS England  
Health Education England



# A growing range of modules

The PCI has six modules:



## All modules:

- take just 30-60 mins and can be completed at the learner's own pace
- are created and peer-reviewed by national subject leaders
- are free to access
- include a Certificate of Learning for completers to claim CPD points
- are suitable for all levels of seniority

## PCI eLearning



### Core Skills

Improve your knowledge of personalised care Core Skills with this eLearning module – one of the key components of the PCI curriculum...

 1 hr  Level 1 & 2

[Click here](#)



### Shared Decision Making

Shared decision making (SDM) is a process by which people are supported to understand their options and are given the opportunity to consider relevant information that might influence their choice...

 30 min  Level 3

[Click here](#)



### Personalised Care and Support Planning (PCSP)

Good personalised care and support planning (PCSP) is about having a different kind of conversation about health and care, focusing on what matters to the person as well as their clinical and support needs...

 45 min  Level 3

[Click here](#)



### Leading Personalised Care as a Junior Doctor

This course aims to educate junior doctors about the principles of personalised care and its relevance to their practice and the wider healthcare landscape...

 30 min  Level 1 & 2

[Click here](#)



### Personalised Care and Support Planning (PCSP) – Maternity

This course will equip you with the knowledge, skills and confidence to have conversations that support women to make safe and informed decisions...

 30 min  Level 3

[Click here](#)



### Remote consultations eLearning

This module is for all health and social care practitioners working in settings that where conversations are held through telephone or video consultation (although various messaging, email and text services are included).

 30 min  Level 1 & 2

[Click here](#)

## PCI Endorsed eLearning



### Supporting Link Workers to Deliver Social Prescribing – the NHS and NHS Health Education England

This e-learning resource has been developed for social prescribing link workers and includes the core elements and skills required to do the job and deliver social prescribing as part of a PCN multi-disciplinary team...

🕒 5 hrs    📈 Level 3

[Click here](#)



### Healthy Weight Coach

The eLearning programme will help individuals to support people living with overweight or obesity to make positive changes to their health and weight-related behaviours...

🕒 4 hrs    📈 Level 1 & 2

[Click here](#)



### Person Centred Approaches

This eLearning supports the Person-Centred Approaches Framework, which was developed by Skills for Health, Skills for Care and NHS Health Education England...

🕒 5 hrs    📈 Level 1 & 2

[Click here](#)



### Physical Activity and Health Programme



### Make Every Contact Count

This elearning course is focussed on highlighting the impact of chronic loneliness as



### Tackling Loneliness and Social Isolation



### PRosPer – Foundation level – An introduction to personalised care, prehabilitation and rehabilitation

The PRosPer elearning programme aims to support allied health professionals and the wider healthcare workforce in developing their skills on providing personalised care via elearning and face to face sessions...

🕒 3 hrs    📈 Level 1 & 2

[Click here](#)



### Introduction to Co-production and Personalised Care

This course shows how working together or co-production helps enable, shape and design future care models. The course is relevant to clinical, medical and finance staff. It is also suitable for staff who are new to the NHS.

🕒 6 hr    📈 Level 3

[Click here](#)

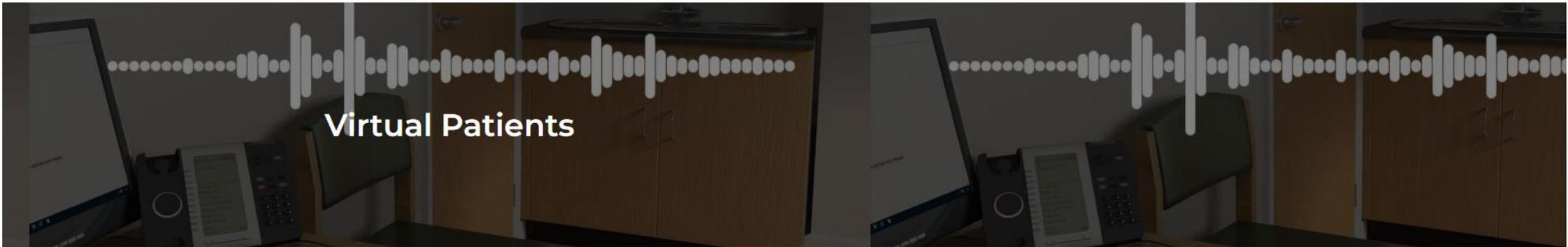


### Evaluating Personalised Care approaches

This course provides a practical view of evaluation for commissioners. The course is relevant to clinical, medical and finance staff. It is also suitable for staff who are new to the NHS.

🕒 6 hr    📈 Level 3

[Click here](#)



Developed in conjunction with the Keele University, the Personalised Care Institute has launched its first virtual non immersive reality training simulations to explore the key Shared Decision Making (SDM) microskills of agenda-setting, teach-back, exploring patient preferences around treatment options and reaching a shared decision.

These free, quality-assured Virtual Patient avatars will provide health and care professionals of all levels of seniority and experience with an opportunity test and develop their SDM skills through a series of life-like simulated patient consultations in a risk-free environment. Each Virtual Patient consultation can be completed in 10-15 minutes.

The first two scenarios to be launched are an in-person consultation based on an osteoarthritis discussion and a remote consultation by telephone with a father concerning his son's sore throat. Two further scenarios, a referral for suspected bowel cancer and a discussion around the ongoing use of antidepressants are due to be launched in the coming months.

SDM has been found to result in better patient outcomes, increased adherence to treatment, reduced repeat appointments and fewer regrets about decisions relating to their health and care.

**Put your personalised care skills to the test**

Through a series of free, simulated patient consultations

 Personalised Care Institute

## PCI Virtual Patient Scenarios



### Osteoarthritis Consultation

You recently met Celia in a consultation two weeks prior to today. In the previous consultation, you had a discussion with Celia to see how she was managing with her arthritis and she took a decision aid away with her to think about her options. This appointment today is to explore the options and discuss what Celia wants to do.

🕒 10 min    📌 Level 3

[Click here](#)



### Remote Consultation

You have not met or spoken to Stephen or Elijah before this consultation. Stephen phoned the surgery this morning to try and get an appointment for Elijah who is complaining of a sore throat. The receptionist informed Stephen that somebody from the surgery would give him a call back this morning.

🕒 10 min    📌 Level 3

[Click here](#)

Want to view all of our online digital resources? We have collated them into an extensive list.

Select the button below to visit our PCI Resources Menu.



# PCI Bulletin: Money Toolkit

- How can you help someone with money-related health issues?
- There's a lot of evidence that money and health are intertwined. When someone's struggling to keep up financially, the knock-on effects for their physical and mental health can be severe.
- For example, rising costs and other financial pressures can cause stress and anxiety, leave people struggling to pay for prescriptions or attend medical appointments, nudge people towards unhealthy diets and result in people living in damp or otherwise unsuitable conditions. Over time, these issues can trap people in a vicious cycle where money and health problems both continue to spiral.
- But knowing how to help can sometimes be a challenge. Our new research shows that while half of health and care professionals are seeing an increase in health problems caused by money worries, nine out of 10 don't feel equipped to discuss money matters with patients.
- The Money Talk Toolkit, developed with the Money and Pensions Service (MaPS), provides:
  - Free short courses and resources.
  - Guidance on how to begin money conversations.
  - Details on where to signpost patients for effective financial wellbeing support.

<https://www.personalisedcareinstitute.org.uk/money-talk/>



# PCI Bulletin: Money Toolkit



Our new research, published today, shows that 50% of health and care professionals believe that money problems have caused more health issues in the past six months - yet nine out of 10 don't feel equipped to have financial conversations.



In response, we've teamed up with The Money and Pensions Service to launch the Money Talk Toolkit - a collection of free guidance and training resources to equip health and care professionals to use personalised care approaches to identify, understand, support and refer the growing number of patients with money-related health issues.



Recognising that health needs can often arise from circumstances beyond the purely medical is a key principle of personalised care, and the Money Talk Toolkit is designed with this in mind.

<https://www.personalisedcareinstitute.org.uk/money-talk/>

## NHS Personalised Care bulletin

Personalised Care will benefit up to 2.5 million people by 2024, giving them the same choice and control over their mental and physical health that they have come to expect in every other aspect of their life. This bulletin includes information about new initiatives, guidance, events, training and support to help in its roll-out across England.

### Who is the bulletin for?

It is for everyone with an interest in embedding personalised care across the health and care system, and giving people the same choice and control over their mental and physical health.

### How often does it get sent?

The bulletin is sent to subscribers every six weeks.



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<https://www.england.nhs.uk/email-bulletins/personalised-care-bulletin/>

# PCI Ambassadors:

- We're delighted to celebrate the appointment of more than 100 health and care professionals to our ambassador programme – bringing the total membership to 134! <https://www.personalisedcareinstitute.org.uk/2023/02/26/say-hello-to-our-ambassadors/>
- The 100+ new ambassadors join our current network of highly qualified and skilled health and care professionals, all of whom share a passion for personalised care.
- Launched in 2021, our ambassador programme provides a platform for the Personalised Care Institute and health and care professionals to work together to demonstrate the value of personalised care; advocating for its adoption across health and social care in order to empower people to feel in control and confident about their health.
- Our ambassadors represent many professions and specialties working in primary, secondary and social care, academia and industry. They spread the word on personalised care by authoring articles in leading journals and publications, crafting blogs for prestigious health organisations and royal colleges, and speaking on podcasts and at professional conferences.
- Dr Emma Hyde, Clinical Director of the Personalised Care Institute, says:
- “It’s fantastic to see our ambassador programme going from strength to strength, with over 100 new health and care professionals joining our original cohort. Our ambassadors do a brilliant job spreading the word on how personalised care improves health outcomes and leads to better experiences for patients and health and care professionals. I am looking forward to working with them on our shared mission of putting personalised care at the heart of health and care practice.

<https://www.personalisedcareinstitute.org.uk/contact-us/>



Thank you

## Recruitment checks/Pre-employment Screening – verification tips

- Have a policy – CQC Regulation 19 compliance – fit and proper persons employed. Apply it consistently to each candidate helps ensure limited potential for discrimination. Toolkits and guidance available online – ACAS, Skills for Care, CIPD or give me a call 01748 901021 or email at [joanne.holland@northyorks.gov.uk](mailto:joanne.holland@northyorks.gov.uk). Happy to help.
- Practical supporting tips:
- Employment and background verification. Review application form and CV. Query gaps. Be clear on your application form and recruitment advert and throughout your recruitment policy and process who you require references from. It is generally recommended that one be from the current or most recent employer to obtain an up to date picture on your candidates work performance.
- Always seek candidate consent to obtain references and make clear that you are requesting them as part of your recruitment process and for what period of employment history you will be requesting them. If gaps, consider going back and asking for consent to obtain more.

## Recruitment checks/Pre-employment Screening – verification tips

- Also make clear at what stage that the current employer is contacted and allow them to opt out of contacting their most recent employer until they are happy for you to do so. Make sure that any job offer is conditional on satisfactory references and other pre-employment checks.
- Use a template! References are required to contain factual information only. If you are requesting sickness records and related information, the referee must have explicit, signed consent from the applicant to release this information to you. It may be worthwhile for you to obtain a signed declaration authorising the release of this information at the application stage to prevent any delays. Consider proper use and consideration of this data as it is sensitive under GDPR

## Recruitment checks/Pre-employment Screening – verification tips

- When requesting a reference from an employer, consider providing identifying information such as date of birth and or national insurance number (ensure you have consent to do this and seek signed verification that they consent on the application form) so that your applicant can easily be found. This is especially useful when seeking references from HR departments or larger organisations to enable them to be found easily on the system.
- Your candidate may supply referee contact details on an application form and by CV – look at the address provided, it is recommended that references are sent to and obtained from company email addresses. You can check online to see if the format of the address is correct or ring a switchboard number to confirm.



## Recruitment checks/Pre-employment Screening – verification tips

- Ask the referee to state their name, job title and capacity in which they know the referee. This can be verified by calling a main company telephone number and asking to speak to the referee.
- It is recommended that references are obtained from current employees of the organisation. Rather than previous line managers that have left the organisation.
- When a reference is returned, check the email address it is received from actually corresponds to the company email address format.
- Companies can also verify that the reference is valid by contacting the referee to confirm (try not to use a mobile number supplied unless you can verify it as the correct contact).

## Recruitment checks/Pre-employment Screening – verification tips

- If sending or receiving by post, ask for the returned reference to be on company letterhead or validated with company stamp or with a signed and verified compliment slip.
- Consider what to accept when no recent employment – past employment, character references (no family or friends!), time spent volunteering, self employment (check for proper conduct in business and refs from clients) and periods of study – look to verify. Make objective decision to appoint based on all best efforts.
- Any discrepancies – seek to clarify sensitively.
- Accept only original qualification certificates rather than scanned versions or photocopies. If you are unsure, consider contacting the issuing body to check for validity. The same process can be followed for professional registrations – a phone call is recommended to verify that membership is held in that name and registration number for additional security.



## Recruitment checks/Pre-employment Screening – verification tips

- Other checks usually gathered as part of DBS such as proof of address, driving licence checks – online share codes and updates.
- Audit trails. Keep documentation securely and in line with recommended information governance policies. If using external organisations – still your overall responsibility to check.
- Home office guidance on right to work checks.

# Legacy Mentor Opportunity for Registered Managers

Legacy mentors are experienced individuals who provide coaching, mentoring and pastoral support to defined groups of individuals. They provide essential professional advice, education and guidance and pass on a 'legacy' to the next generation. They play a crucial role in supporting staff health and wellbeing and career progression. You will have recently seen information about the exciting new Legacy Nursing Mentoring Programme that we have launched in North Yorkshire and York.

In addition to this, we are now also delighted to share with you that we have been able to secure one year's funding to develop a pilot mentoring programme support to Registered Managers working within nursing home settings; again, the very first legacy pilot for Registered Managers working in nursing home settings in the UK. Jayne Richardson has been appointed as the Registered Manager Legacy Mentor (North Yorkshire and York) and will be keen to get started when she commences in post in October 2023.

We are now inviting Registered Managers from nursing homes across North Yorkshire and York to submit expressions of interest to join the Legacy Mentoring programme. An expression of interest form is available through this [link](#), completed forms should be return to [Nichola.Greenwood1@nhs.net](mailto:Nichola.Greenwood1@nhs.net) by no later than **31<sup>st</sup> October 2023**.

If you have any questions please do not hesitate to get in touch. A set of frequently asked questions can be found through this [link](#).



# North Yorkshire Care Connect

October 2023



# Right to Work Checks

- You should conduct a right to work check before you employ a person to ensure they are legally allowed to do the work in question for you.
- If an individual's right to work is time-limited, you should conduct a follow-up check shortly before it is due to come to an end.

# How to complete right to work checks

- A manual right to work check (all)
- A right to work check using Digital Identity Document Validation Technology (IDVT) via the services of an IDSP (British and Irish citizens only)
- A Home Office online right to work check (non-British and non-Irish citizens)

# Immigration Routes

- International Students - limited hours can be worked in term time; unlimited in the holidays\*
- Tier 2 Skilled Workers
- Holders of Application Registration cards – Shortage Occupation List (SOL)
- Individuals with no restrictions on their employment

# Guidance

- [Visas and immigration - GOV.UK \(www.gov.uk\)](http://www.gov.uk)
- [Check a job applicant's right to work: use their share code - GOV.UK \(www.gov.uk\)](http://www.gov.uk)
- [Report an immigration or border crime - GOV.UK \(www.gov.uk\)](http://www.gov.uk)
- [GLAA](http://www.glaa.org.uk)
- [Care Quality Commission \(cqc.org.uk\)](http://www.cqc.org.uk)

# DBS CQC Adult Social Care Webinar- 26 October 11:00

The DBS have been working with the Department of Health and Social Care (DHSC) to raise awareness of the process of DBS checks within the Adult Care sector. As part of this work they are excited to invite you to this Adult Social Care Provider webinar.

This DBS webinar will cover:

- An update on the COVID Fast and Free Service
- The DBS Update Service
- The Enhanced DBS check process
- The Police check Stage (4) of the DBS Enhanced check process
- Adult First checks - when they can be applied for and how

To book your place please click the below link. Please note separate events are scheduled via Eventbrite If you are interested in eligibility for DBS checks, or when a legal duty to refer to DBS exists and won't be covered in this session.

[DBS CQC Adult Social Care Webinar Tickets, Thu 26 Oct 2023 at 11:00 | Eventbrite](#)

CARE   
CONNECTED

Do you have any recently qualified or return to practice nurses who could benefit from mentoring?

We are now seeking expressions of interest from nurses who would like to participate in the Legacy Mentoring programme.



**Humber and North Yorkshire**  
Health and Care Partnership



Deadline for expressions of interest: **31<sup>st</sup> October 2023**

For further information please contact  
[Nichola.Greenwood1@nhs.net](mailto:Nichola.Greenwood1@nhs.net)



## Dates for Your Diary

- [Skills for Care/DHSC International Recruitment Webinar- 10 October 10.00-11.00](#)
- [DBS CQC Adult Social Care Webinar - 26 October 11:00](#)
- [CQC Webinar: Introducing quality statements and evidence categories - 12 October 15:30 - 16:30](#)
- [Bowel and Bladder Training for Care Staff \(Vale of York Providers Only\)- 09 November 2.00-4.00](#)
- [BD Syringe Driver Training \(Vale of York Providers Only\) 13 November 9.30-12.30](#)

# Open Floor

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



**let's talk**

CARE   
**CONNECTED**

# Key Contacts – North Yorkshire Council

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 – City of York Council

City York Council website - <https://www.york.gov.uk/AdultSocialCare>

## Dedicated email address for care providers:

**Commissioning and Contracts:** [AllAgeCommissioning@york.gov.uk](mailto:AllAgeCommissioning@york.gov.uk) - If you require further assistance, please contact All Age Commissioning on Tel: 01904 55 4661

**Transformation and Service Improvement:** [asctransformationteam@york.gov.uk](mailto:asctransformationteam@york.gov.uk)

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

*City of York Council Individual Provider Bulletin* is circulated regularly to providers and as/when there is important information to share.

# Key Contacts – Health and 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](#)

