

## Partners in Care Meeting

Thursday 22 November 2018  
 Riverside Room, Riccall Regen Centre  
 Minutes

### Present

**Sarah Fiori** (Senior Quality Lead for Care Homes, NHS Vale of York CCG. Chair)  
**Helen Degnan** (React to Red Project Nurse, NHS Vale of York CCG)  
**Sam Varo** (Quality and Engagement Administrator, NHS Vale of York CCG)  
**Philippa Press** (Public Health Specialist Practitioner Advanced, City of York Council)  
**Charlotte Oliver** (Macmillan Advance Care Planning Co-ordinator, York Teaching Hospital NHS Foundation Trust)  
**Kath Sartain** (Lead Nurse for End of Life Care, York Teaching Hospitals NHS Foundation Trust)  
**Jude Seagrave** (Community Macmillan Palliative Care Clinical Nurse Specialist, York Teaching Hospitals NHS Foundation Trust)  
**Caroline Gent** (Community Infection, Prevention and Control Nurse. Harrogate and District NHS Foundation Trust)  
 Sophie Lancaster (Volunteer Coordinator, Humber, Coast Vale Cancer Alliance)  
**Karen Harrison** (Continuing Healthcare Nurse Assessor, NHS Vale of York CCG)  
**Louise White** (Continuing Healthcare Nurse Assessor, NHS Vale of York CCG)  
**Sandra Fell** (Shared Ownership Programme Officer, City of York Council)  
**Leanne Kovrlija** (Gatekeeper and Discharge Liaison, Tees, Esk and Wear Valleys NHS Foundation Trust)  
**Claire MacDiarmid** (Clinical Lead, Tees, Esk and Wear Valleys NHS Foundation Trust)  
**Karen Melody** (Occupational Therapist, Tees, Esk and Wear Valleys NHS Foundation Trust)  
**Margaret Wilson** (Project Manager, Humber, Coast and Vale Excellence Centre)  
**Suzanne Smith** (Quality Improvement Team, North Yorkshire County Council)  
**Yvonne Mather** (Quality Assurance and Contracting Officer, North Yorkshire County Council)  
**Lynda Ruddock** (Clinical Nurse Educator, St Leonards Hospice)  
**Alison Redhead** (Registered Manager, Minster Grange Care Home)  
**Diane Moughan** (Registered Manager, Riccall House Care Home)  
**Luke Norbury** (Director, Home Instead Senior Care)  
**Sarah Jackson** (Registered Manager, Alne Hall Care Home)  
**Victoria Edwards** (Registered Manager, Stamford Bridge Beaumont Care Home)  
**Steve Edgar** (Registered Manager, Mulberry Court Care Home)  
**Yvonne Clark** (Registered Manager, Westwood Care Home)  
**Beverley Emmett** (Registered Manager, Abbey Lea Care Home)  
**Lee Stephenson** (Deputy Manager, Birchlands Care Home)  
**Jackie Leckenby** (Birchlands Care Home)

1	Welcome and Apologies  SF welcomed everybody for the meeting, and thanked for	SFiori
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	taking the time to attend.	
2.	<p>Flu Update</p> <p>Philippa updated that all CYC contracted care providers have been sent a letter advising that £20,000 of money has been made available by NHS England for vaccinations of care staff. This can either be claimed through filling in a reimbursement form to recover any costs for staff who have already been vaccinated, or through claiming vouchers for staff who have not yet been vaccinated. The letter and reimbursement form will be circulated in the PiC Bulletin.</p> <p>The group were advised that it couldn't be guaranteed that all funding requested would be able to be provided, as the money is finite. However this will depend on how many requests for funding are received, the deadline for these to be submitted to Philippa is 31 January 2019.</p> <p>The vouchers available are accepted by the majority of high street pharmacists (a list is available in the letter), but not at Boots pharmacies.</p> <p>This funding covers care staff and volunteers, informal carers should be eligible through their GP.</p> <p>For any queries on the process or to make a request, please contact: <a href="mailto:philippa.press@york.gov.uk">philippa.press@york.gov.uk</a></p> <p>Queries were raised on the process of claiming any funding for NYCC providers. This will be investigated by Sarah/Suzanne Smith and feedback to the group.</p>	P Press
3.	<p>Advanced Care Planning</p> <p>Charlotte introduced the group to Advanced Care Planning (ACP); this has been developed due to a mismatch between people's preferred place of death and actual place of death.</p> <p>ACP is a process for helping a patient consider the type of care they wish to receive should they lose capacity, and can include where they wish to be cared for, who is involved in their decision making and any treatments they might wish to avoid.</p> <p>Ideally this is something everybody should have, rather than waiting till time of crisis to put one in place. However a 5</p>	C Oliver

	<p>minute training plan (circulated in PiC Bulletin) is available, including information on when the conversation for developing an ACP can occur and how to start it. For those interested, further and more comprehensive e-learning is also available.</p> <p>Information booklets for both outpatients and inpatients/care homes can be re-ordered through the YTHFT website at this <a href="#">link</a>.</p> <p>For more information please contact: <a href="mailto:Charlotte.Oliver@YORK.NHS.UK">Charlotte.Oliver@YORK.NHS.UK</a></p>	
4.	<p>End of Life Care Training</p> <p>YTHFT are offering further sessions of the End of Life Care Training which were hosted at Mulberry Court and St Catherine's in 2017, however they will require venues and ideas for agenda items from homes.</p> <p>To offer an venue or requested a topic for the agenda, please contact <a href="mailto:judith.seagrave@nhs.net">judith.seagrave@nhs.net</a> by Friday 14<sup>th</sup> December</p>	K Sartain
5	<p>Urinary Tract Infection Guidance</p> <p>Caroline attended to introduce a suite of information tailored to care homes and domiciliary providers on the prevention of UTI's; this can be accessed through the PIC Slides. This includes information on symptoms, prevention advice and a urine colour guide.</p>	C Gent
6	<p>Humber, Coast and Vale Cancer Champions Programme</p> <p>Sophie is a volunteer for the cancer champions programme, which is designed to raise awareness of early symptoms of cancer and to advocate screening.</p> <p>The group heard that there was an 82% survival rate for cancers identified at stage 1 and 2, but this drops to just 26% for stages 3 and 4.</p> <p>The role of a cancer champion is to provide opportunistic support and healthy living advice (4/10 cancers could be prevented with a healthier lifestyle). All those who attend the cancer champion sessions are giving comprehensive resource packs. While public sessions are regularly taking place, Sophie is happy to organise sessions bespoke to an</p>	S Lancaster

	<p>organisation if required. Bespoke sessions have already been hosted by the CCG and York Hospital Trust. These are all free of charge to arrange and attend.</p> <p>For more interest please contact: <a href="mailto:sophie.lancaster1@nhs.net">sophie.lancaster1@nhs.net</a></p>	
7	<p>CHC Team Update</p> <p>The group were updated that the discharge to assess form is in the process of being redesigned. This will be circulated once ready.</p> <p>A reminder was given that incorrectly completed consent forms are being returned, and if homes have any queries regarding the forms to contact the team on 0300 303 8294.</p>	K Harrison/ L White
8	<p>Discharge Team Update</p> <p>Gillian Younger sent apologies to the meeting, no update was received.</p>	G Younger
9	<p>Care Home Capacity Tracker Update</p> <p>83% of Vale of York Residential and Nursing Homes are now registered and using the tracker.</p> <p>North Yorkshire County Council's brokerage team are well engaged with the tracker and have now ended ring round calls for all homes in their area that have updated in the last 7 days.</p> <p>Homes are asked to update the tracker as soon as a bed becomes available, so the figures showing are accurate. The minimum should be to update once a week, even if bed numbers available have not changed.</p> <p>If homes are contacted by discharge or brokerage colleagues who have not checked the tracker before calling, homes are asked to encourage them to check first.</p> <p>For any queries or to register any new users, please contact <a href="mailto:sam.varo@nhs.net">sam.varo@nhs.net</a></p>	SFiori

10	Interval and Refreshments Break	S Fiori
11	<p>City of York Council Shared Home Ownership Programme</p> <p>The shared home ownership scheme was established by CYC 3 months ago, with the aim of combatting the difficulty faced by York residents of all ages in getting onto the housing ladder.</p> <p>Sandra informed the group that this scheme allows residents to choose a home from the open market, and CYC will buy it should a set of criteria be met. The scheme can be accessed through the national Help to Buy Agency, who will forward local cases across to Sandra. Interested individuals must have a household income of under £80,000 and can't be able to afford a house on the open market. Priority is given to military or ex-military applicants.</p> <p>While existing council tenants can apply, the scheme wouldn't allow them to buy their council house.</p> <p>Individuals can increase the share of the property they own over time, 2.7% interest is paid on the share owned by the council.</p> <p>For more information please contact: <a href="mailto:Sandra.Fell@york.gov.uk">Sandra.Fell@york.gov.uk</a></p>	S Fell
12	<p>React to Red Progress</p> <p>33 Vale of York homes have now completed the React to Red programme, and a total of 64 homes are engaged in with React to Red.</p> <p>To celebrate Stop the Pressure day on Thursday 15 November, Helen, Sam and Chris had a stall at Tesco Askham Bar where they spoke to over 200 individuals about pressure ulcer prevention.</p> <p>Birchlands had a week of events including an education day for staff and residents, leg massages to improve circulation and buns for buns day.</p> <p>Fulford Nursing Home created a display to mark the occasion, and also baked to special stop the pressure buns.</p>	H Degnan

	To register for the programme please contact: <a href="mailto:h.degnan1@nhs.net">h.degnan1@nhs.net</a>	
13	<p>Identification of Deteriorating Residents and Safety Huddles</p> <p>Riccall House Care Home are continuing their pilot of the Stop and Watch and SBAR tools for identifying deteriorating residents. Amarna House, Westwood and Hilltop Manor will also begin piloting the tools.</p> <p>A bid for funding to roll out to domiciliary providers has been successful, and the CCG will be working with Riccall Carers as an initial pilot.</p> <p>There has been feedback received that the tool helps staff feel more empowered, and have conversations with clinicians on an equal level. It has also been remarked that as the tools become embedded it isn't necessary to fill in the form, and the telephone prompt.</p> <p>The group heard that work is underway to try and combine identification of deteriorating residents with safety huddles, as well as a strand of work on falls prevention.</p> <p>For more information please contact: <a href="mailto:Sarah.fiori@nhs.net">Sarah.fiori@nhs.net</a></p>	SFiori
14	<p>TEWV Update</p> <p>Leanne and Claire informed the group of the need to reduce the amount of dementia admissions, as the focus will be on community based care with the bed base at the new hospital (due to open in 2020) being lower than at present.</p> <p>There are plans for the two adult dementia sites at Acomb Garth and Meadowfields to merge at the Meadowfields site in July 2019.</p> <p>The team are hosting a workshop on 10 December for care homes to discuss their experiences and challenges of working with mental health patients in a care setting, and discuss further development opportunities. Venue's for this meeting are being sought.</p> <p>To attend the session or suggest a venue, please contact <a href="mailto:sam.varo@nhs.net">sam.varo@nhs.net</a></p>	L Kovrlija/ C MacDiarmid

15	<p>Positive Approaches to Care Training</p> <p>Karen introduced Positive Approaches to Care Training, which last 2 hours and teach practical skills for carers looking after dementia patients; including changes that can be made to further support them.</p> <p>These are held at interested homes, for 4-12 members of staff at a time. There is the option for homes to link in and hold joint training if that would be convenient.</p> <p>For more information please contact: <a href="mailto:k.melody@nhs.net">k.melody@nhs.net</a></p>	K Melody
16	<p>Humber, Coast and Vale Excellence Centre</p> <p>The Excellence Centre was launched in April, and is designed to focus on the improvement of recruitment and retention of health and social care staff.</p> <p>A locality group has been set up, with representatives including those from the CCG, hospital trust, local authorities, SkillsforCare and other education providers. This is designed to facilitate collaborative working, rather each tackling issues in isolation.</p> <p>Initiatives currently being developed by the centre include the health and social care rotational apprenticeship, where apprentices spend time in both environments.</p> <p>A large amount of further information can be found on the centre's information hub website.</p>	M Wilson
17	<p>Skills for Care Update</p> <p>Angela sent her apologies to the meeting. Information on the latest courses, events and information from SkillsforCare are in the PiC slides.</p>	A Thompson
18	<p>Partners in Care Lessons Learned</p> <p>The group were given the latest edition of the bulletin and asked to share with colleagues to help spread good practice.</p> <p>Homes that had sent contributions to this edition were thanked, and all homes were asked to register to receive CAS alerts (examples of which around syringe drivers are included in the bulletin).</p>	SFiori

19	<p>Opportunity for discussion, issues to be raised, good practice and learning to share</p> <p>Sarah updated that work is still on-going around an admission/discharge checklist, which will be circulated to the group shortly.</p> <p>If any homes are discharges late at night/early in the morning. Please let Sarah know if this happens at your home, so action can be taken.</p> <p>Sarah and Alison Redhead are attending an event around perceptions of care staff, and will feed back to the group on this.</p> <p>Suzy Smith from NYCC introduced herself and her work in the quality monitoring and assurance team. They are organising meetings on alternate months to PIC for all homes with a contract with NYCC. A Questionnaire regarding what agenda items would be useful and potential venues has been circulated by Suzy, and in the PiC Bulletin. Please return these to Suzy if possible by 30 November.</p> <p>Jackie Calpin from Birchlands will circulate information in the next PiCLL regarding lessons learned from their recent fire.</p>	Group
20	<p>Thank you and close.</p> <p><b>Next meeting: Wednesday 23 January 2019 (Venue to be confirmed, North Locality)</b></p>	