



Vale of York
Clinical Commissioning Group



Weekly bulletin for care homes and care sector partners

Monday 15 April 2019



March Partners in Care

The confirmed minutes from the last meeting of Partners in Care is now attached, alongside the slides shown. If you have any feedback from the event or suggestions for topics and good news to discuss at the next meeting please get in touch.

The venue for the next meeting is now also confirmed. The next meeting **Thursday 23 May from 1:30-4:30** at the **Riccall Regen Centre, Landing Ln, Riccall, York YO19 6PW**. An invite has been sent to members of the group, please accept or contact sam.varo@nhs.net on 01904 551773 to confirm your attendance. Please forward the invite to any colleagues interested in attending, an agenda will be circulated closer to the date.

Dates for all our 2019 meetings are available through our [website](#).



Summary Care Records Update

The CCG have been actively working with GP practices and the Integrated Care Teams since June last year to increase the number of patients who have additional information in their Summary Care Record. Please find attached a brief Update/Workplan which summarises the work undertaken to date and what this means for healthcare professionals.

We ask that you:

- Cascade this update to your teams
- Share the positive work that has been undertaken by GP practices and the Integrated Care Teams over the past 10 months or so
- Note any actions attributed to you/your team

Please do not hesitate to contact [Sarah Kocinski](#) if you have any queries about this project.



Dementia Friends

Suzy Smith from the North Yorkshire County Council Quality Improvement Team delivered a Dementia Friends session to Partners in Care on Wednesday. Dementia Friends is a social action group organised by Alzheimer's Society to raise awareness, and to help those living with dementia.

For more information on how to become a Dementia Friend, please follow this [link](#). To view the Bookcase Analogy video shown at Partners in Care, please click the link below.



Alzheimer's Society - Bookcase Analogy



Changes to the patient pathway for urgent dental care services

As part of the Yorkshire and Humber integrated urgent care pathway, NHS England has developed a strategy for local urgent dental care (UDC) services that

will provide dedicated, responsive and reliable dental triage and booking patients into the most appropriate care.

There are three parts to the UDC patient pathway.

1. Patients should call 111- Patients >5 years with an urgent dental problem will be transferred to the dental Clinical Assessment and Booking Service (CABS); Non- dental problems and patients <5 years old will be assessed by the provider of NHS 111 for Yorkshire and Humber. Patients can also access <https://111.nhs.uk/>
2. Dental Clinical Assessment and Booking Service (CABS);
3. Urgent dental care provided by Urgent Dental Treatment services (UDTs), as well as UDC provided within existing general dental practice contracts.

Recent procurements have allowed for the introduction of new providers (with effect from 1 April 2019).

Service	Provider
NHS 111 and NHS 111 Online	Yorkshire Ambulance Service
Clinical Assessment and Booking Service	Local Care Direct (LCD)
Urgent Dental Treatment in Humber, Coast and Vale	Night Dental

Attached is an information sheet and flow diagram to illustrate the patient journey for people requiring urgent dental treatment.

The changes came into effect on 1 April 2019. NHS England is creating patient literature and posters and these are expected to be circulated soon.



Understanding Psychological Symptoms in Delirium and Dementia

The day provides an opportunity for people to come together across Yorkshire and Humber to improve understanding of the psychological symptoms of delirium and dementia, explore what we mean by behaviours that challenge and find out about tools and strategies that can help.

This event is aimed at staff who work with people affected by dementia within health, social care and voluntary sector services, staff who plan for and commission these

services and those affected by dementia, including unpaid carers.

Speakers will include:

- Professor Ian Andrew James, Honorary Professor University of Bradford, Trust Lead for Challenging Behaviour & Consultant Clinical Psychologist, Northumberland Tyne & Wear NHS FT and author of several landmark books in this area including Understanding Behaviour in Dementia that Challenges
- Professor Esme Moniz Cook, Professor of Psychology Ageing & Dementia Care Research, University of Hull
- Frances Duffy, Lead Consultant Clinical Psychologist, Psychology of Older People Service, Ballymena

The day will include a combination of plenary presentations, table discussions and workshop sessions.

The event will take place on **Thursday 6 June, 9-4.30pm at Malmaison Hotel, Leeds.**

To book your place, please follow this [link](#)



Health and Safety Executive Alert- Platform Lifts

An alert has been issued for vertical lifting platforms and lifts for people with impaired mobility, with regard to the risks posed by tampering or poor maintenance. More information on the alert can be found through this [link](#).



Reminder: NHS 111 Call Charges

A carer recently reported to the CCG that they had been told by a mobile phone outlet that calls to NHS 111 came with a charge. This is not the case, all calls to NHS 111 are **free of charge** as confirmed by Yorkshire Ambulance Service.

for homes who update the tracker.

However further work is still required, and all homes using are reminded to update their bed figures on the tracker at least weekly (even if that is just logging and pressing “save capacities” if figures have not changed).

Should discharge or brokerage teams contact your home when the tracker has been updated, please remind them to use it before calling.

Action

To register your home, or new users please go to

<https://carehomes.necsu.nhs.uk/> or contact sam.varo@nhs.net and sarah.fiori@nhs.net

support that care homes receive and the difference that this makes to care home residents in terms of reducing unnecessary hospital admissions and ensuring that residents are well cared for to the end of their lives. It is not about the nature or quality of care that care homes themselves provide, but rather about the NHS input they receive from GPs, district nurses, geriatricians, palliative care staff, specialist care home support teams etc.

As part of this research they have developed a questionnaire in collaboration with Healthwatch North Tyneside that seeks to identify which of a list of ten important characteristics of care home support services interested members of the public think are most important. They are hoping to engage at least 100 people in this element of the study, and it is vital that they represent the opinions of lay people with relevant knowledge to represent residents' and families' views

To take part in the study, please download the following attachments:

[Questionnaire](#)
[Information sheet](#)
[Privacy notice](#)

If you have any queries about the study or if you are interested in taking part then please contact Sue Tucker (one of the researchers) by emailing sue.tucker@manchester.ac.uk or by telephoning 0161 2755938.



T34 Syringe Driver Training

York Teaching Hospital NHS Foundation Trust are offering T34 syringe driver training designed for care home staff. The dates for the session are below, to book your place please find the booking form attached.

Date	Time	Venue
14-May-19	13:00 - 14:30	Health Education Room, Tang Hall Health Centre
12-Jun-19	13:00 - 14:30	St Helen's Rehabilitation Hospital,
17-Jul-19	13:00 - 14:30	St Leonards Hospice, St Leonards Hospice
19-Sep-19	13:00 - 14:30	Health Education Room, Tang Hall Health Centre
10-Oct-19	13:00 - 14:30	St Leonards Hospice, St Leonards Hospice
13-Nov-19	13:00 - 14:30	St Monica's Hospital, Long Street



Independent Care Group



City of York Council: Adults Services Training in April

City of York Council's Workforce Development Unit offer a large number of training sessions relevant to the adult social care. Please find the full list of

Conference and Exhibition 2019

The Independent Care Group will be holding a conference and exhibition at York Racecourse on Wednesday 20 November. Booking details will be available shortly.

training planned for the April to June period. Upcoming training includes an arthritis bitesize session, moving and positioning people refresher and half day session on emergency first aid.

To book on to these courses you will need to register for a MyLo account through this [link](#)

For any queries please contact: wdu@york.gov.uk

This bulletin is produced by NHS Vale of York Clinical Commissioning Group.

Do you have.....

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

If so please contact sarah.fiori@nhs.net or sam.varo@nhs.net