



Care Homes and
Domiciliary Care



Vale of York
Clinical Commissioning Group

Partners in Care

Wednesday 18th September 2019

13.30-16.30

YHA, Water End, York





Agenda



**Care Homes and
Domiciliary Care**

1.	Introductions	S Fiori
2.	Continence Team Update (20)	A Potter
3.	Trusted Transfer Pathway and Discharge Team Update (15)	S Fiori/G Younger
4.	Flu (10)	P Hudson
5.	CHC Contracts and Team Update (10)	A Griffiths
6.	React to Falls Prevention Update (10)	H Degnan
7.	<i>Interval and Refreshments Break (10)</i>	Group
8.	Medication Update (10)	K Lepper
9.	Data Security Protection Toolkit Update (40)	P Adeyemo
10.	Delirium and CHAD Team Update (20)	L Kovrlija
11.	Skills for Care and Registered Managers Network Update (10)	A Thompson/A Redhead
12.	Research Update: MODS Study (5)	A Henry
13.	Opportunity for discussion; issues to be raised, Good practice/ learning to share. (10)	Group
14.	Thank you and close. Next Meeting: Wednesday 27 November 13:30-16:30-Riverside Room, Riccal Regen Centre. YO19 6PW	



Vale of York
Clinical Commissioning Group

Continence Team

Ann Potter

Trusted Transfer Pathway Standards



Aims and intended benefits:

- Essential health and care information regarding residents to be accessible in a standardised format
- Improved communication and relationships between Hospital & Care Homes
- Smoother admission and discharge processes
- Improved ability to provide person-centred care during hospital admission

An evaluation report outlined the benefits of the Hospital Transfer Pathway:
length of hospital stay decreased by 4.4 days (NH) & 4.1 days (RH)

The HTP can help reduce long and short stays in hospital and has benefits in lowering the risk of harm to patients from deconditioning associated with hospital stays

(Sutton CCG Vanguard)

Main concerns for Care Homes



- No copy of discharge letter
- Missing documents
- Missing medications
- Late transfers
- Pressure area concerns on transfer
- Infection status
- No equipment

What have we done?

- Valuable feedback from care homes via email & Care Home Forums
- Learning shared from Hambleton & Richmondshire roll out of Red Bags (in partnership with NYCC Quality Improvement Team)
- Joint working between VOY CCG & SRCCG
- Meetings held with YTHFT for feedback on Passport and minimum discharge standards
- Communications Team support to cascade awareness



What is the timeline?

- Discharge Checklist – conversations continuing in relation to Discharge Standards with Acute Trust colleagues
- Evaluation- care homes to feedback on what works well and what challenges they encounter

<i>Plan for roll-out</i>	<i>Timescales</i>
<i>Trusted Transfer of Care Document shared with care homes</i>	<i>12/7/19</i>
<i>Copy of Trusted Transfer of Care Document and Hospital brief and MOU shared with YTHFT</i>	<i>12/7/19</i>
<i>Care homes to start to complete Trusted Transfer of Care document for all residents so ready should resident need to be assessed/admitted in to hospital</i>	<i>9/8/19</i>
<i>Red Bags to be distributed to Scarborough, Ryedale and Whitby care homes</i>	<i>31/7/19</i>
<i>Vale of York, Scarborough, Ryedale and Whitby patients to transfer in to hospital with Trusted Transfer of Care Document (in Red Bag for Scarborough, Ryedale and Whitby patients) when assessment in ED and/or admission is necessary</i>	<i>From 12/8/19</i>

What does it look like?

Trusted Transfer Document

This is my Trusted Transfer of Care Document

My name is: [Click here to enter text.](#)

If I have to go to hospital this document needs to go with me, it gives the hospital staff important information about me, when I am well.

If my care provider calls to discuss my care the following password will confirm their identity: [Click here to enter text.](#)

The Situation, Background, Assessment & Response (SBAR) tool explains the reason why I have been transferred to hospital.



Attached to my Document are:

Original - Do Not Attempt CPR ☐

Advanced Care Plan [Yes/No/N/A](#)

Date last seen by a Health Professional: [Click here to enter a date.](#)

Copy of Consent form ☐ Advanced Decision to refuse treatment (ADRT) [Yes/No/N/A](#)

Body Map ☐ Lasting Power of Attorney (LPA) Included [Yes/No/N/A](#)

Copy of current MAR Chart ☐ Deprivation of Liberty Safeguard (DoLS) in place [Yes/No/N/A](#)

Copy of Inter Health and Social Infection Control Transfer Form ☐

This document belongs to me and should follow me throughout my hospital stay.

Please return it with attached documents when I am discharged.

Clinical staff should refer to this document for important information about me.



Trusted Transfer

(to include Red Bag for Scarborough,
Ryedale and Whitby patients)

What it means for you: HOSPITAL STAFF

On arrival

- Review the information in the Trusted Transfer of Care Document
- Care Homes are being encouraged to send original documentation where relevant and all should be returned on discharge (in Red Bag where applicable)

During the stay

- Trusted Transfer of Care Document and Red Bag (if applicable) stays with the patient's notes
- Contact the care home within 48 hours of admission to start discharge planning communications

On Discharge

- Ensure Transfer of Care Document variance sheet is updated and if Red Bag in use ensure contents are complete
- Include **discharge letter, ORIGINAL DNA CPR and all medication**
- Include any further documentation that may be of relevance i.e. advice sheets, follow up appointments

- **The Trusted Transfer Document/Red Bag must stay with the patient at all times from when they leave the care home until they return**
- **Patient documentation must be kept securely at all times**

Procedure for Residents from Care Homes attending Hospital with a Trusted Transfer Document

Operational Procedure for York Teaching NHS Hospitals Foundation Trust (YTHFT) Staff (York and Scarborough Hospital site)

NOTE: The Trusted Transfer Document will be transported in a Red Bag for Scarborough, Ryedale and Whitby patient.

Front of House Areas: Emergency Department/Outpatients

- **The Trusted Transfer Document/ Red Bag for SRCCG should be kept with the patient at all times and follow the patient through their hospital stay.**
- Relevant information for professionals will be located at the front section of the Trusted Transfer Document. This section will include DNAR where relevant, reason for referral and information about the individuals baseline if the patient does not require admission. The Trusted Transfer Document and accompanying documents must return with the patient to the care home (in the Red Bag for Scarborough, Ryedale and Whitby patients)).

All Wards

- When the patient arrives on the ward staff should refer to the information in the Trusted Transfer Document which will enable accurate information to be included in clinical assessments
- All staff should have access to the Trusted Transfer Document and accompanying information.
- The Trusted Transfer Document should be kept with the patient's notes to enable easy access to background and baseline information to support their decision making for care and treatment.
- Following Senior Medical review if the patient does not require admission to a base ward and is able to return home, the variance sheet should be completed to document any changes. If a DNACPR has been completed during the admission the original Form should accompany the Trusted Transfer Document and accompanying documentation (and placed in the Red Bag for Scarborough, Ryedale and Whitby patients).
- **The complete Trusted Transfer documentation should accompany the patient on transfer and be returned home with the patient**



Trusted Transfer **(to include Red Bag for Scarborough,** **Ryedale and Whitby patients)**

What it means for you: CARE HOME STAFF

On transfer to another care setting

- Review the information in the Trusted Transfer of Care Document
- Please send original documentation where relevant, all documents should be returned on discharge (in Red Bag where applicable)

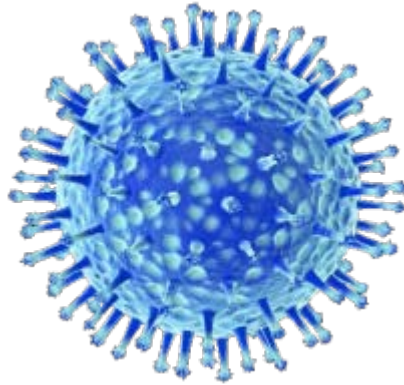
During admission

- Trusted Transfer of Care Document and Red Bag (if applicable) stays with the patient's notes
- Care homes should be contacted within 48 hours of admission to start discharge planning communications

On discharge to care home

- Discharging staff to ensure Transfer of Care Document variance sheet is updated and if Red Bag in use ensure contents are complete
- Discharge letter, ORIGINAL DNA CPR and all medication should be returned to care home
- Further documentation that may be of relevance i.e. advice sheets, follow up appointments should be included

- The Trusted Transfer Document/Red Bag must stay with the resident at all times from when they leave the care home until they return
- Patient documentation must be kept securely at all times



Flu Update

Peter Hudson and Phillippa Press



Vale of York
Clinical Commissioning Group



Public Health
England

Flu vaccination- 2019

City of York – Partners in Care September 2019



Public Health
England

Time to get your annual flu jab

Help protect yourself,
your family and the
people you support.

Get your free flu jab



Pritpal Kainth, Social Worker

Why is flu vaccination important?

- 52 Outbreaks in Yorkshire and Humber in 2018/19
- Approximately 75% of out breaks occur in care homes
- ‘Perfect storm’ of risk factors
 - Residents or service users are at greater risk due to age or long term conditions
 - Living in close quarters for long periods
 - Staff and visitors potentially importing pathogens from the community

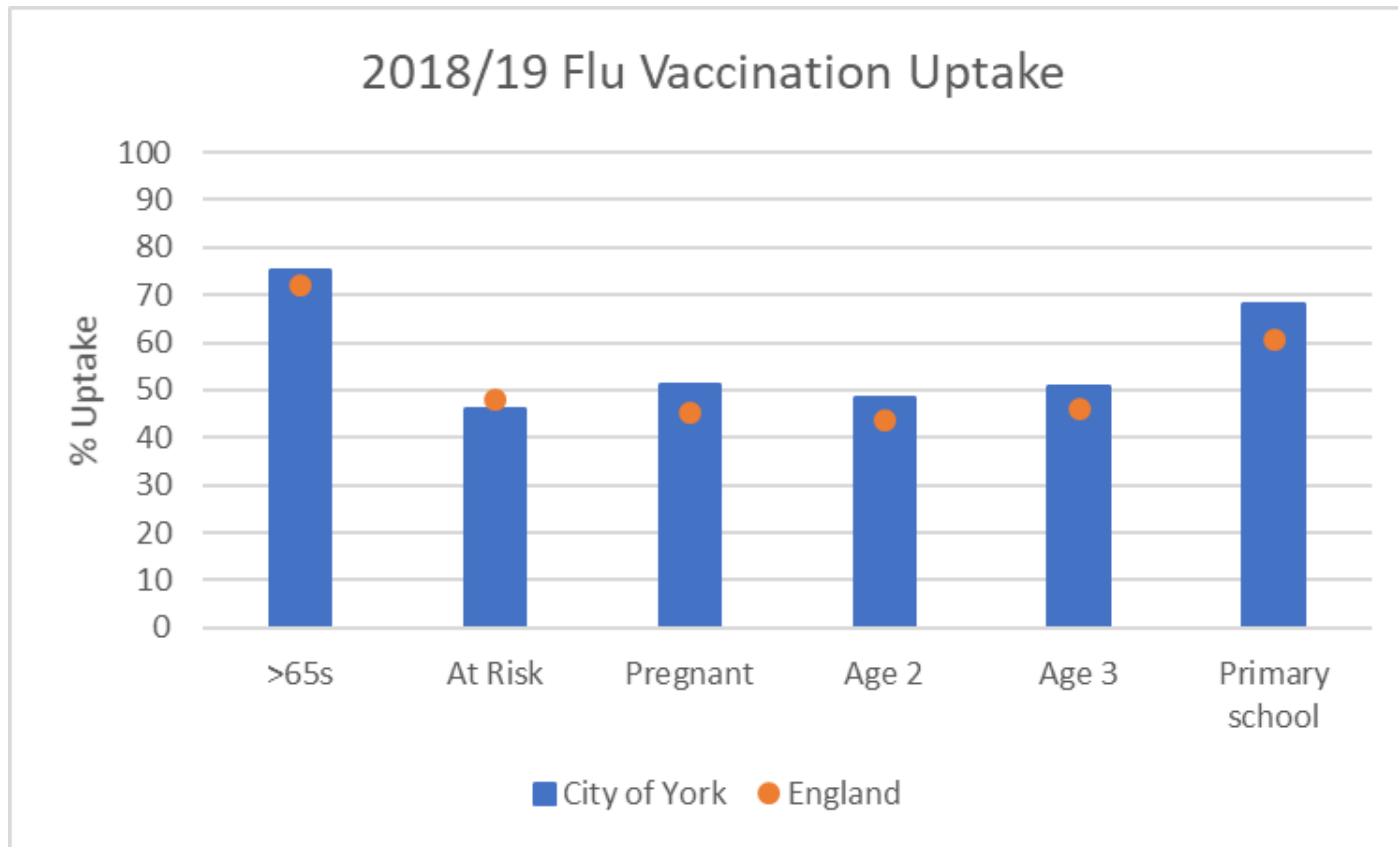
Who can have the NHS vaccination?

- General population:
 - People over the age of 65
 - People 'at-risk' due to a long term condition (from 6 months old)
 - People in long term care
 - Pregnant women
 - Children aged 2 and 3 (and 4)
 - All primary school children
 - Carers
 - Close contacts of immunocompromised people
- Staff:
 - Frontline NHS/health staff
 - Health and social care workers
 - -Employees of care homes and domiciliary care companies
 - -Employees of voluntary managed hospices
 - Other local and occupational schemes

How do they get the flu vaccine?

- Residents/ Service Users:
 - GP – Staff may do home visits or arrange for DNs to visit
 - In a Community Pharmacy
 - A Community Pharmacy may arrange to visit a home if asked
 - Occasionally whilst in hospital
- Staff
 - Staff's own GP practice
 - A Community Pharmacy
 - An arrangement between the company and a pharmacy or occupational health service

Do people have it?



<https://www.gov.uk/government/collections/vaccine-uptake#seasonal-flu-vaccine-uptake:-figures>

What can you do?



- **Appoint a 'flu vaccine champion'** in your care home.
- **Compiling a list of residents who have consented/Declined to having the flu vaccine** this season.
- **Keep this list up-to-date** by recording those **who have received the flu vaccination** and follow up those still outstanding or who have Declined including new residents as they arrive over the course of the season
- **Where a resident is unable to self-consent**, please discuss the flu vaccine offer with their relatives and refer to local safeguarding and/or consent policies.
- **Look out for your PHE & LA Flu Information Pack arriving in the post.** Use resources such as the PHE flu leaflets to encourage both residents and staff to have the flu vaccine.

Contacts

- Public Health Screening and Immunisation Team
 - North Yorkshire and Humber Area:
England.nyahsit@nhs.net
- Public Health England Health Protection Team
 - 0113 3860 300

Influenza

Managers top tips and Staff newsletter

Philippa Press
Public Health Specialist
City of York Council.
Partners in Care Forum – 18 September 2019.

Managers top tips.

- Key information to help you manage Influenza in your care home.
- Lots of reliable information on the internet – especially www.NHS.UK
- <https://www.gov.uk/government/publications/flu-poster-for-visitors-to-hospitals-and-care-homes>
- www.infectionpreventioncontrol.co.uk/health-and-social-care
- A checklist
- List of those who have had the vaccination or not.

Checklist

Actions:	Achieved	Signature
Appoint a 'flu vaccine champion'		
Compile a list of residents to record consent/decline for vaccine		
Plan and arrangements in place for HSCW to receive flu vaccination		
Contact residents GPs to confirm who will vaccinate & when		
Check the list of residents is current and up to date with flu vaccine status		
Check the list of HSCW current and up to date with flu vaccine status		
HSCWs have read the Infection Control Manual and are alerted to identifying flu symptoms and who to report them to - to reduce the risk of an outbreak occurring.		



Public Health
England

NHS

DEAR VISITORS

Please do not visit
the care home
if you have
symptoms of flu
or feel unwell

Some of our residents
could become seriously
ill if they catch flu.

Help protect your relative
or friend by getting your
free flu vaccine if you
are eligible.

Ask at your GP surgery
or local pharmacy.



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Flu  mmunisation

Helping to protect everyone at every age

Chocolates? Magazines? Grapes?



Whatever you bring into a care home, make sure it's not the flu.

Flu is very contagious and can have serious consequences for people who are already poorly; if you have symptoms, please do not visit a care home or other healthcare facilities

You can reduce your risk of catching the flu or spreading it to others by having the flu jab and adopting good hygiene; wash your hands regularly with soap and water, regularly clean surfaces like door handles and telephones and use tissues to cover your mouth when you cough or sneeze

If you have symptoms, there's usually no need to see a doctor. The best remedy is to rest at home, keep warm and drink plenty of water. You can take paracetamol or ibuprofen to lower a temperature and relieve aches and pains



<https://www.infectionpreventioncontrol.co.uk/resources/preventing-infection-workbook-guidance-for-care-homes>

Contact details

- Phone: 01423 557340
- Email: ipccommunity@hdfn.nhs.uk
- Website: <https://www.hdfn.nhs.uk>
- Address:

Community Infection Prevention and Control,

Harrogate and District NHS Foundation Trust,

Gibraltar House,

Thurston Road,

Northallerton,

North Yorkshire,

DL6 2NA



Preventing Infection Workbook: Guidance for Care Homes 10th Edition

Objective: This Workbook has been produced specially for Care Homes to help with CQC requirements and achieve compliance with the Health and Social Care Act 2008: Code of Practice on the prevention and control of infections and related guidance.

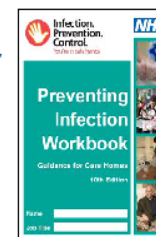
Overview: This innovative 76 page Workbook is A5 size, aimed at all staff working in care home settings. It is designed for all levels of staff and each member of staff should receive their own copy to be worked through it at their own pace. Use of the Workbook is seen as best practice by local CQC Inspectors.

Provides:

- Latest national guidance
- Evidence-based information
- Includes the 7 Standard precautions, and topics such as Environmental cleanliness, Specimen collection, Preventing a UTI, Urinary catheter care, Viral gastroenteritis/Norovirus, *Clostridium difficile*, MRSA and MRGNB
- Each topic includes a 'test your knowledge' set of questions
- When 100% competency has been achieved, managers sign the 'Certificate of Completion' at the end of the Workbook, providing evidence for CQC compliance
- The Workbook is kept by the member of staff as part of their portfolio of evidence of learning and can be used as a reference guide for day-to-day working

Feedback from staff includes

- ❑ "Easy to use, produced by an experienced NHS IPC team"
- ❑ "So much cheaper than face-to-face training"
- ❑ "A really high quality product"
- ❑ "It's so up to date, all the latest national guidance is included"
- ❑ "The 'Certificate of Completion' is a great idea"
- ❑ "Provided us with the evidence we needed for CQC compliance"



The Workbook is a brilliant resource. Completion of the Workbook would be an ideal way for Care Home owners to demonstrate staff training to the CQC.

Elaine Biscoe, National Nursing Advisor, Care Quality Commission – Head Office, London

There are now over 90,000 Workbooks from our range that are being used by staff working in health and social care settings, including County Councils across the country such as North Yorkshire, York, Cumbria, Devon, Doncaster and Kirklees.

Community Infection Prevention and Control, Harrogate and District NHS Foundation Trust,
Gibraltar House, Thurston Road, Northallerton. DL6 2NA
Tel: 01423 557340 | Email: ipccommunity@hdfn.nhs.uk
www.infectionpreventioncontrol.co.uk

Staff flu newsletter

- Myth busting, information and encouragement to get vaccinated.
- Please encourage them to read it!
- Important:
 - Free flu jabs are available to staff who work in health and social care including care homes (Domiciliary, Nursing, Residential etc.)
 - You need to have the free flu vaccination every year
 - The flu vaccine can't give you flu
 - Flu cannot be treated with antibiotics
 - Vitamin C can't prevent flu
 - Flu is much worse than a cold.

Discharge Hub Update



Vale of York
Clinical Commissioning Group

CHC Contracts & Team Update



React to Falls Prevention

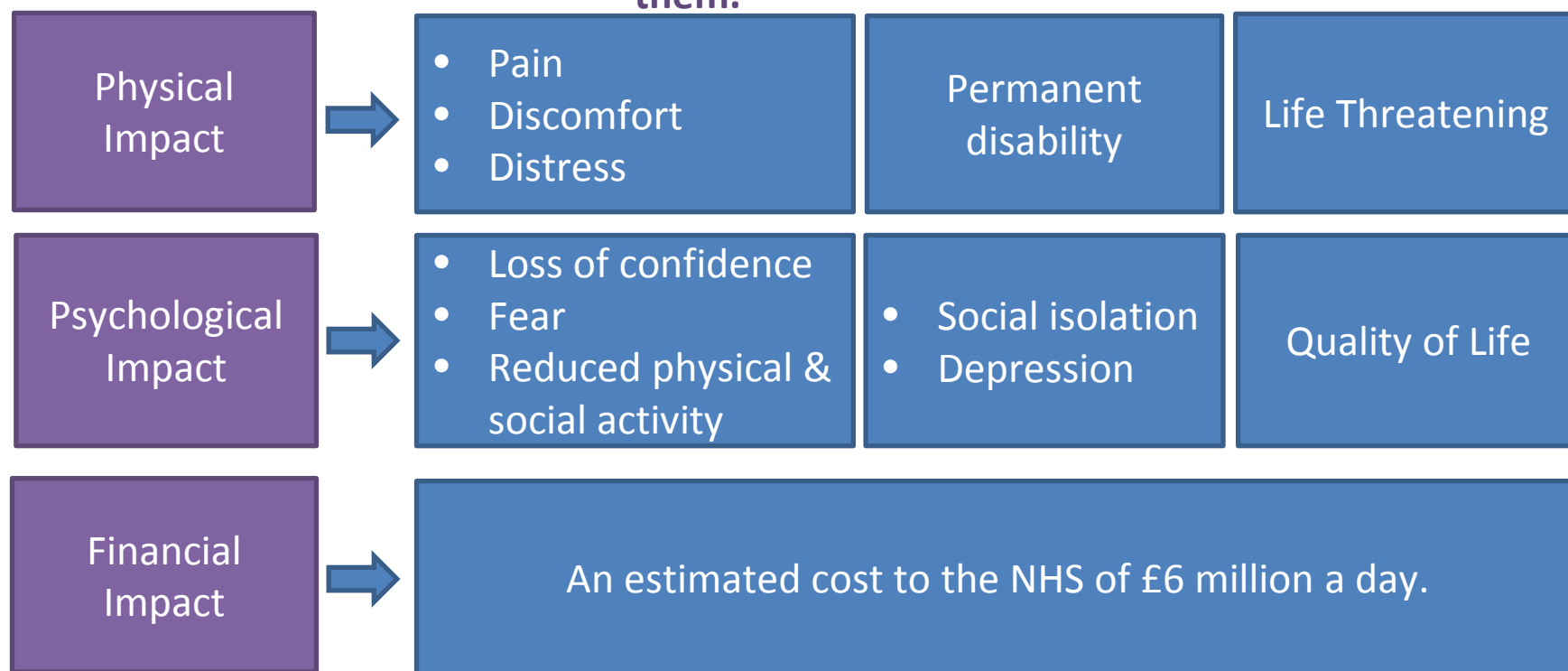




React To Falls Prevention Coming Your Way!



Falls can have a devastating effect on individuals and those around them.





REACT to FALLS PREVENTION

Care home residents are three times more likely to fall than elderly people living in their own homes

Injury rates are considerably higher for care home residents, with up to 20% of falls resulting in a hip fracture

This equates to almost 1 in 3 people admitted to an acute hospital with a hip fracture coming from a care home



REACT to FALLS PREVENTION

Everyone working in a care home has a key role in identifying and reducing the risk of falls as part of supporting the health and wellbeing of residents.

National Institute for Health and Care Excellence (NICE) guidelines emphasise the importance of reducing falls risks to prevent falls and serious injury's. Guidelines recommend that all care homes carry out a person centred approach to prevent and manage falls for each care home resident

It is vital therefore that care home staff are equipped with the skills and tools necessary to identify those at risk of falling and take appropriate measures to reduce these risks.



REACT **to FALLS** **PREVENTION**

The NHS Vale of York CCG is committed to supporting care homes in providing best care and is promoting the 'React to Falls Prevention' principles in care homes across the Vale of York.

The emphasis of this work is to reduce falls risks by the implementation of a person centred, peripatetic approach to prevent and manage falls for each care home resident.



Key Messages..



- Be proactive and react to falls even before they happen
- Support residents to continue to be active, mobilise safely and make their own lifestyle choices
- Falls risk factors and actions are individual to each resident
- Managing falls is a continuous process



'React to Falls Prevention' identifies 3 key areas of risk:

Physical

Behavioural

Environmental

....and the subsequent use of a simple framework that prompts carers to consider these risks and

R

E

A

C

T

....to reduce the risk of falls



REACT stands for:



R

Encourage and support care leaders to review residents' history of falls (frequency and patterns); any medical and physical health such as low blood pressure, dizziness, fractures/osteoporosis, foot problems, nutrition/hydration, illness or infection, both on admission, regular basis and /or as condition changes; referring to other professionals as required. This should include reviewing residents' medications, are they taking 4 or more different types, do they have any side effects such as drowsiness, sedation, increased toilet needs. Have they had a recent medication review with a GP or Pharmacist?

E

The environment should be clear of clutter & hazards with suitable lighting. Call bells should be accessible and working and alarm sensors considered where appropriate. Consideration should be given to personal and environmental hazards such as clothing and footwear, suitability of flooring with patterns kept to a minimum and surfaces not too slippery or too difficult to push aids on, such as thick pile carpets.

A

Residents should be supported to continue to be active, make their own lifestyle choices and mobilise safely with assistance/support/supervision as required. Ensuring appropriate mobilisation aids are used and referral to appropriate services – GP, Occupational or Physiotherapy, Podiatry, District Nurses and voluntary sector organisations.

C

All residents should be supported with communication and comprehension, recognising and supporting residents that are confused/disorientated or otherwise impaired; ensuring that communication aids are clean, functioning, and being used appropriately. Vision and hearing tests should be up to date.

T

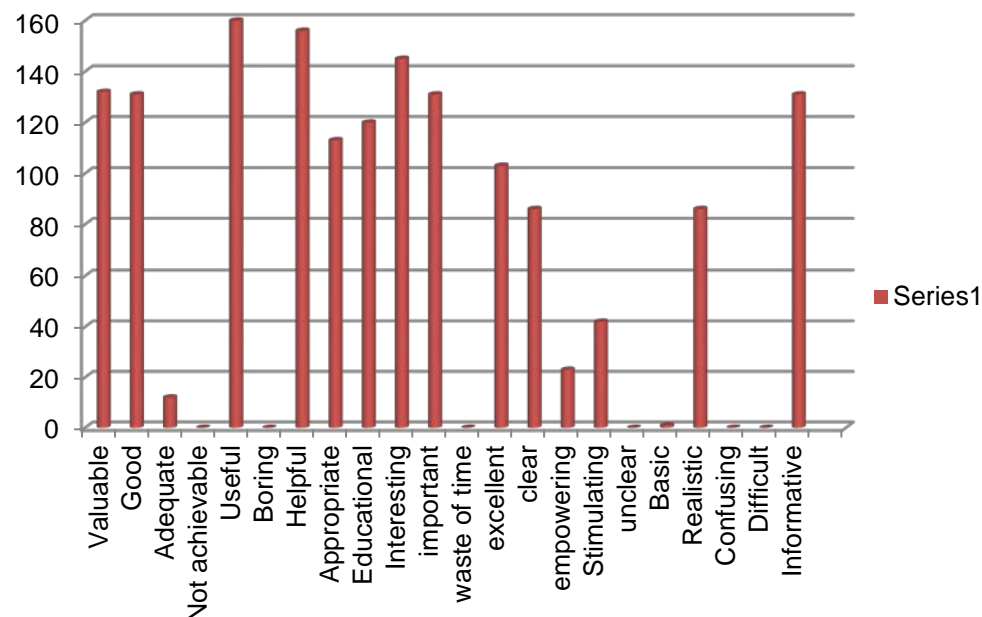
Residents should be supported with continence/toileting as appropriate, promoting regular toileting and ensuring continence assessments are completed. Any changes in toilet habits need to be recognised and appropriate signage for the toilet in place as required. The use of commodes considered for night time use as required.



So Far.....

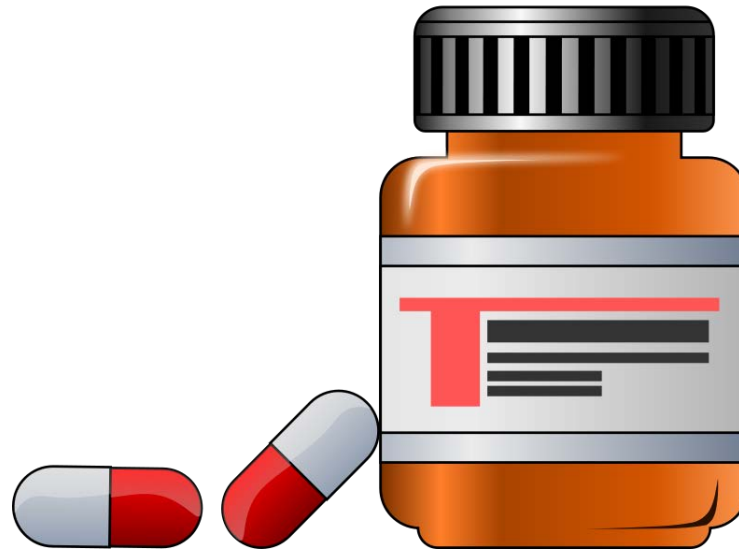
- 27 care homes participating
- 3 care homes completed with 100% staff trained
- 237 Care staff received training
- A falls prevention session for residents and relatives at Amarna House nursing home organised for 2nd October, as part of wellbeing week 😊

Feedback so far...



Coffee Time!





Medication Update

Karen Lepper

Dispensing Creams Update

It has been brought to the attention of the CCG there have been some instances where topical preparations such as creams and ointments supplied via the District Nurse team do not have labels or directions meaning care staff do not have the information needed to apply them.

- The District Nursing (DN) teams obtain dressings and some topical preparations through a supplier called ONPOS to give to people directly instead of needing a prescription. This means supply of these items is quicker and more direct to support care for the person. However, this also means there is no dispensing label and the directions on how much to apply, where to apply the preparation and how often it should be applied need to be given in another way for care providers. Following on from this issue being raised, we have had conversations with the DN team leaders who have advised that care plans should be provided by the DNs and these should state how and where the preparation should be applied. The DN team leaders have been asked to remind all DNs to ensure they are leaving copies of care plans and if there are creams/ointments left to ensure the directions are clear.
- The details provided can be used by the care provider to prepare entries on the MAR chart and/or supplementary information for creams/ointments such as a TMAR. A blank supplementary information form is attached to this email which can be used if wished to record the information. A copy of the DNs care plan should be kept with the person's MAR chart or in their care records at the home. Staff can write the person's name on the packaging in order to identify it as belonging to that person if necessary. The date of opening should be recorded on the packaging for creams or ointments with a short shelf life once opened.
- Going forward, if there are instances where DNs are not leaving care plans with directions, could these please be reported to jhussain1@nhs.net with as many specific details as possible, such as the person's details, the date of the visit, name of DN and name of care home. With these details we can feedback to the DN team leaders to improve the system as a whole



Data Security Protection Toolkit Update



Peter Adeyemo

Data Security and Protection Toolkit & NHS Mail

18/09/2019

Peter Adeyemo

NHS England and NHS Improvement

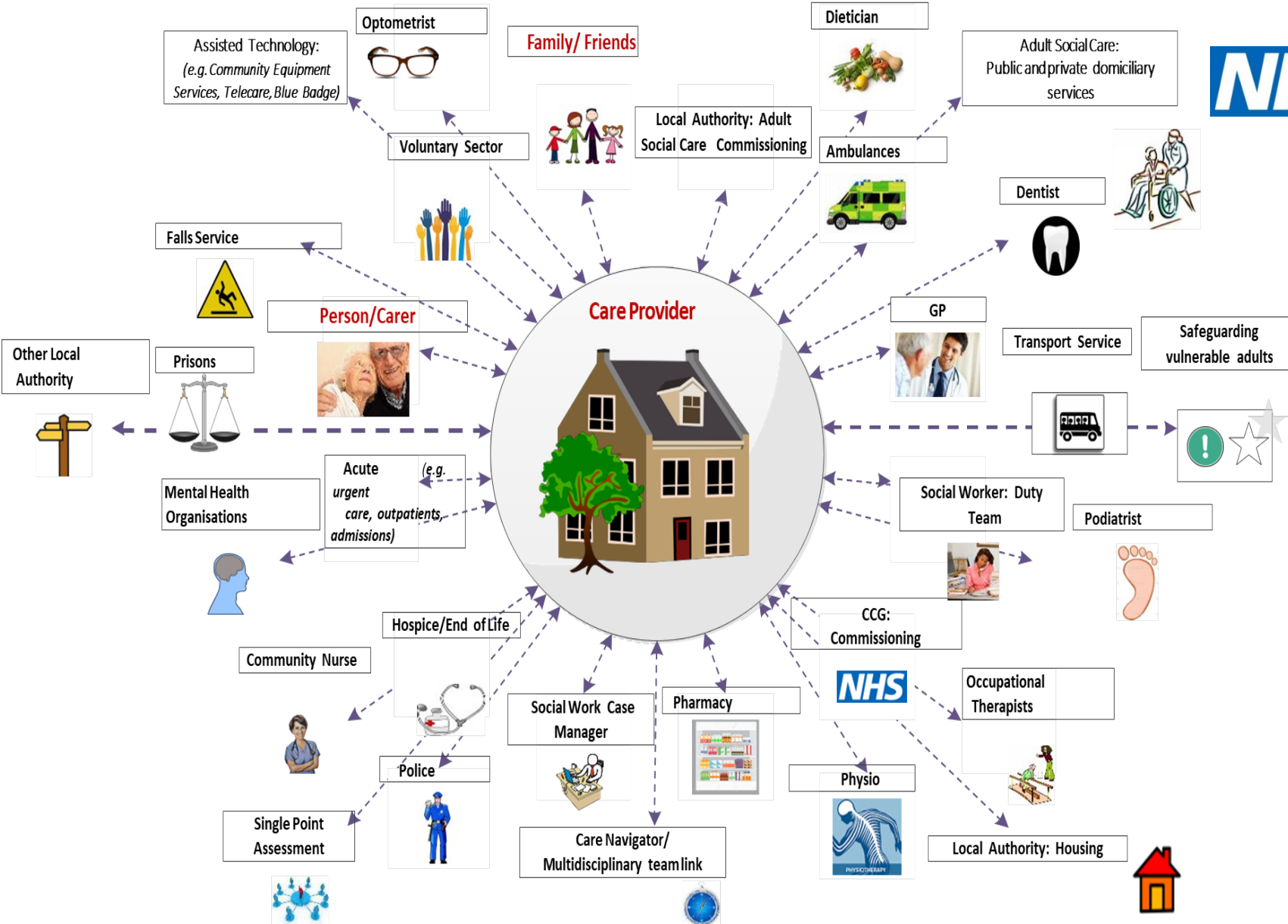


Ice Breaker – Acronym Bingo

NHSE	DSPT	IG	CCG
DPO	ICO	HSCN	NHSD
CQC	DPC	GDPR	LA
KLOE	GP	DHSC	DPIA
IAR	ROPA	SIRO	DSC

NHS England and NHS Improvement





NHS England and NHS Improvement



Why do we need to think about data security and protection?

- CQC KLOEs
- New Data Protection Legislation
- Caldicott Principles
- National Data Guardian's 10 data security standards
- NHS
 - Contract compliance
 - Long Term Plan
 - Axe the Fax



Scenario

- New resident arrives from hospital without a discharge letter at 6pm
- There is no medication list
- Medication bag contains two types of insulin
- No dosing instructions for insulin other than “as directed”
- Ward is not answering the phone!
- Resident cannot tell you dosage due to poor cognition
- Ambulance is long gone!



Scenario

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What is it?

- Online, annual, data security self assessment
- Final deadline is 31st March each year
- Replacement for the IG Toolkit
- www.dsptoolkit.nhs.uk



NHS England and NHS Improvement



Levels of Compliance

Critical Standards Not Met	<ul style="list-style-type: none">• Evidence items for critical legal requirements have not been met by the organisation• No access to information sharing tools e.g. NHSmail.
Entry Level	<ul style="list-style-type: none">• Time-limited level (subject to review) for social care providers.• Evidence items for critical legal requirements are being met; but some expected mandatory requirements have <u>not</u> [yet] been met.• Allows access to NHSmail.
Standards Met	<ul style="list-style-type: none">• Evidence for all mandatory expected requirements have been met.• Access to NHSmail and other secure national digital solutions (e.g. Summary Care Records) and local digital information sharing solutions.
Standards Exceeded	<ul style="list-style-type: none">• Evidence items for all mandatory expected requirements have been met• The organisation has external cyber security accreditation• Evidence of best practice



How to Register

- <https://www.dsptoolkit.nhs.uk/Account/Register>
- You will need:
 - your email address
 - your ODS Code (Organisation Code).
- ODS Codes are normally in the format 'A***' for HQ organisations and 'VL***' or 'VM***' or 'VN***' for sites
- Toolkit can be completed at HQ or site level



What is NHS Mail

<https://www.youtube.com/watch?v=FgLZ4-Rd6dw&feature=youtu.be&app=desktop>



WHY USE NHSMAIL?

- Easier/Faster communications with the GP
- Simpler process for ordering tests (blood/urine)
- Enhanced prescription ordering process
- Reliable digital discharge summary process
- Access to the NHS Directory
- Increased collaboration over hospital admissions/appointments



NHSMail FAQs



- How many accounts can an organisation have?
 - Normally 1 shared account and up to 10 named user accounts per site
- What is a user account and shared account?
 - User account for named individual e.g. windy.miller@nhs.net
 - Generic account for each home e.g. trumptongreen.carehomecamberwick@nhs.net (Access only via named account)
- Where should I send any enquiries about NHSMail?
 - feedback@nhs.net



Should you wish to book on any of the DSPT events, please contact any of the DSPT team below:

Liz Howarth, DSPT Project Manager

England.DSPTNorth@nhs.net

Tel: 07710 152746

Peter Adeyemo, DSPT Project Assistant

England.DSPTNorth@nhs.net

Tel: 07825 423644





Angela Thompson

Skills for Care Update – September 2019





How Skills for Care Support Adult Social Care Employers

- Collecting intelligence on the sector and using this to strategic guidance on the workforce
- Comprehensive induction from front line to managerial roles
- Qualifications and apprenticeships
- Effective leadership and management programmes
- Supporting employers with knowledge and skills in a variety of different topics e.g. End of Life, Dementia, Building resilience
- Tools and Resources to help you plan, manage and deliver learning
- Embedding values and behaviours to improve recruitment and retention



Adult Social Care – Workforce Data Set (ASC-WDS)





18th September update

(Please note things are moving quickly and likely to change day by day)

- All single establishments are now able to log in, edit data, add data, etc. This is circa 7,500 establishments.
 - These establishments can check their WDF eligibility within the service i.e. in browser rather than a report that they run.
 - Parents are in the process of being migrated
-



Developing New Managers and Deputies Guide



<https://www.skillsforcare.org.uk/Leadership-management/developing-leaders-and-managers/Developing-new-managers-and-deputies/guide/Developing-new-managers-and-deputies.aspx>



Workforce Development Fund

In 2019-20 the WDF will respond to key sector priorities including:

- **Apprenticeships** - Enhanced funding per learner for completion of the adult care worker and lead adult care worker apprenticeship standards which equates to £1000 for level 2 and £1300 for level 3
 - **Leadership and Management** – Enhanced funding for management qualifications and leadership and management programmes to support new, existing and aspiring managers. For example £500 for Well Led or Lead to Succeed, £1500 for Level 5 Leadership
 - **Direct Access** – Where there is no available local partnerships, WDF can be claimed directly from Skills for Care
-



Skills for Care Resources

Confident with Difference

The aim of this resource is to allow you and your team to consider how well you currently embrace diversity and what you could do to improve. There are 5 films (about 3-4 mins long) with some supporting activities.

The films cover the following topics:

Film 1: What does being 'confident with difference' mean?

Film 2: Sexual orientation and gender identity

Film 3: Engaging with your community

Film 4: Beyond the label

Film 5: Leadership





Manager Induction Standards (e-learning)

- Manager Induction Standards (MIS) set out what every good manager (new, existing or aspiring) needs to know and understand.
- 6 new standalone modules allowing learners to reflect on their own work and service, using interactive exercises, videos and audio from real managers in real settings
- Can be used standalone or in combination with the MIS Handbook. Each module costs £15





‘Activity’ Self Assessment Tool

Activity provision has huge positive benefits on health and wellbeing but CQC recognise that people are not always engaged in meaningful activities on a regular basis

The **activity provision self assessment tool** will help you create an action plan for your organisation.

Culture	▶
Environment	▶
Individual	▶
Management	▶
Planning	▶
Resources	▶
Skills	▶
Social and community	▶
How to use the tool	▶

The tool is split into 8 sections, is interactive and accessible from the Skills for Care website

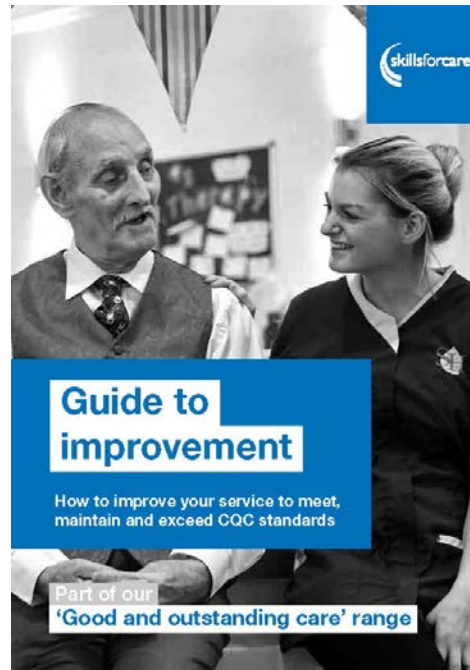
Guide to improvement

Identify, plan and implement improvements to meet, and exceed, the CQC's fundamental standards





Download the free, online guide



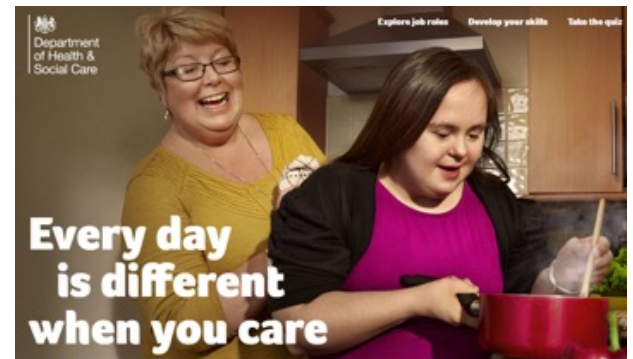
www.skillsfor care.org.uk/guidetoimprovement



DHSC national recruitment campaign

Every Day is Different campaign

The campaign aims to drive a new generation of people to consider and apply for a job in adult social care.



Following the success of the initial campaign earlier this year, which saw half of those targeted act as a result of seeing the advertising campaign, there will be a second wave starting in October 2019.

The awareness campaign can create and signpost a talent pool of potential prospects, but employers play a key role in converting these people into employees with the right values.



DHSC national recruitment campaign

There are lots of ways you can get involved with the campaign and capitalise on the momentum generated by it to support your own local recruitment marketing activity.



- **Use the campaign toolkit and materials** - including posters, online quizzes, social media and website activity, events and local PR
- **Advertise your vacancies** - promote as many vacancies as possible using your local channels as well as DWP's 'Find a Job' site
- **Recommend a friend** - encourage your staff to recommend people they think would be a good fit to work in adult social care as referrals are really powerful
- **Use our tools and resources** - the ones mentioned earlier in this presentation can help you to recruit the right people from the new enquiries you get.

www.everydayisdifferent.co.uk/resources



Supporting staff that regularly work alone

New guide released August 2019

Aimed at Managers

Provides 'top tips' for best practice

Key headings such as recruitment and retention, planning the workload, learning and development, health and safety, and supporting mental health and well-being



Lone Working research - undertaken by York Consulting

<https://www.skillsforcare.org.uk/Leadership-management/managing-people/Supporting-lone-workers/Supporting-lone-workers.aspx>

The research available at the above link found that:



Download the research report here

Here are some of the key findings from the research report.

76%

of respondents said that lone working had a positive impact on their decision making skills



80%

of respondents said that lone working had a positive impact on job satisfaction



38%

of respondents said that lone working had a positive impact on their mental health



78%

of respondents said that lone working made them more productive



59%

of managers said that staff turnover was a challenge of employing lone workers



78%

of respondents said that lone working had a positive impact on work-life balance





Learning And Development

New structure and format including new/updated tools and resources

Access at:

<https://www.skillsforcare.org.uk/Learning-development/Learning-and-development.aspx>



Learning and development

[Apprenticeships](#)
[Qualifications](#)
[Inducting staff - The Care Certificate](#)
[Funding for training](#)
[Find an endorsed provider](#)
[Endorsement](#)
[Ongoing learning and development](#)
[Regulated professionals](#)
[Developing social workers](#)
[Learn from others](#)

Learning and development

It's important that people working in adult social care have the right skills and knowledge to provide high quality care and support. Everyone should be able to take part in learning and development to make sure they can carry out their role effectively.

Our '[Guide to developing your staff](#)' will help you plan, deliver and evaluate the learning and development you provide for your staff.



Guide to developing your staff



Inducting staff - the Care Certificate



Apprenticeships



Qualifications



Funding for training



Find an endorsed provider



Skills for Care Endorsement



Ongoing learning and development



Support for regulated professionals


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Guide to developing your staff

[Planning](#)
[Different ways to develop your staff](#)
[Evaluating learning](#)

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Guide to developing your staff

Regular learning and development will help ensure workers can remain up-to-date with best practice to provide the best care and support.

There are lots of different ways to learn new things and it doesn't have to be expensive.

The Care Quality Commission (CQC) key lines of enquiry will assess how you make sure that staff have the skills, knowledge and experience to deliver effective care and support.

Benefits of investing in learning and development for your staff:

- enable staff to deliver good and outstanding care
- improve workforce competence and productivity
- develop aspiring leaders
- improve recruitment and retention rates.

We've put together some guidance to help you plan, deliver and evaluate the learning and development you provide for your staff.



Planning



Different ways to
develop your staff



Evaluating learning



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Skills for Care Ltd, West Gate, Grace Street,
Leeds, LS1 2RP.

Registered company no. 3866683. Registered

Guide to developing your staff


Planning

Minimum standards

Mandatory training

Different ways to develop your staff

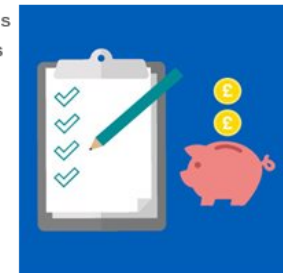
Evaluating learning

 Print this page

Planning

As an employer or manager, you need to understand the learning and development needs of your individual workers, teams and the service. Detailed planning takes time but, if this is done well, it can ensure a more effective use of your budget and resources as well as improving the quality of care and support.

Outstanding providers tell us that they carefully plan learning and development and empower staff to develop their skills through training and personal development to help drive improvement.



Follow the steps to create your learning plan:

1. Carry out a SOAR analysis and skills gap analysis

A strengths, opportunities, aspirations, results (SOAR) analysis is a strategic planning tool that focuses a service on its current strengths and vision for the future, to develop strategic goals. Here is a simple [SOAR analysis template](#). We recommend that you seek input and opinions from others when completing this e.g. colleagues, staff, people accessing your services and other stakeholders.

Once you have this information you can begin to complete a skills gap analysis to highlight areas of focus for skills development. You might need other information to help with this e.g. staff training records or outcomes of audits. Here's a simple [skills gap analysis template](#).

2. Develop individual learning plans

Through your 1-1 supervisions you can identify individual learning needs which will inform your learning plan. Here's a simple [supervision learning plan template](#). We recommend you use this alongside your other supervision documentation as learning and development is only one aspect of a supervision.

You'll need to understand what minimum standards need to be met and mandatory training needs along with when you need to refresh learning. Find out more by clicking on the buttons below:



Minimum standards

Mandatory training and
refreshing learning



Opportunities for employers

Range of support available

- Access to all of Skills for Care funded resources freely downloadable from website
 - Bookshop
 - Roadshows
 - Support from your **Locality Manager** via telephone, email and at Registered Manager Networks
 - Bespoke In-house Seminars (costed) helping you to explore and implement workforce solutions e.g. Developing your workforce to meet CQC regulations, Seminars to support your recruitment and retention
 - One to One consultancy support (costed). Interested? The email businessdevelopment@skillsforcare.org.uk
-



Coming Soon

- **Getting Started with Values Based Recruitment workshops**
- **Roadshows**

www.skillsforcare.org.uk/events

Thank you

- For more information visit:
- www.skillsforcare.org.uk
- @sfc_yorkhumbne
- Subscribe to our bi-weekly e-news by
- www.skillsforcare.org.uk/Site/Register.aspx

City of York and North Yorkshire

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T: 07813 031257



Research Update- MODS Study

Andrew Henry

VOY CCG, Care Homes & Domiciliary Care



Coming soon.....

- ❖ Identification of Deteriorating Residents
- ❖ Hospital Transfer Pathway
- ❖ 'React to Falls' Prevention
- ❖ Connecting Care Homes; digital programme
- ❖ DSPT- IG Toolkit



Care Home Capacity Tracker: Feedback Required

The CCG and North East Commissioning Support are looking for any feedback on Capacity Tracker, and if it has helped has helped or improved If there are any thoughts or stories you have could collate to help with shared learning and development of the tracker (particularly in the below areas) please contact sam.varo@nhs.net

- Has a care home closed and the Capacity Tracker helped the moving of residents more quickly?
- Has the Capacity Tracker helped reduce time phoning around care homes in search of an appropriate setting?
- Has the Capacity Tracker helped collaborative working between LA, CCG and Trust?
- Has it helped patients or their families find their ideal place?



Partners in Care... next time!



- ❖ Sharing of information and discussion
- ❖ Please cascade information to colleagues who you think should be included
- ❖ What agenda items would you like including?

Feedback to sarah.fiori@nhs.net



Care Homes and
Domiciliary Care



Vale of York
Clinical Commissioning Group

Anything to talk about?



Good Practice and Sharing of Learning

Share your news and let's celebrate!!



Good Practice and Sharing of Learning

- VoY CCG React to Red programme has been shortlisted in 'Care for Older People' category of the Nursing Times Awards And the HSJ Patient Safety Award !*



**Nursing
Times
Awards
2019
Finalist**



Good Practice and Sharing of Learning

- *Alison from Minster Grange has been nominated by the CCG in the York Press Community Pride Awards, for being an exemplary example of a caring, committed and passionate nursing home manager who is dedicated to ensuring that the service provided is of the highest standard. Well done Alison!*



Good Practice and Sharing of Learning

- *Denise Thompson from Wishing Well Care Home has also been nominated in the York Press Community Pride Awards. Denise has been nominated for making a difference to hundreds of people and their families whose lives have been devastated by dementia.*



Good Practice and Sharing of Learning

- *Hartrigg Oaks have been successful in a competition to find a permanent home for an award winning show garden designed by students at Askham Bryan College*



Good Practice and Sharing of Learning

- Ebor Court have been crowned North Yorkshire winners of the Ideal Care Home's "Gardens in Bloom" Competition. The garden was created by residents and pupils from Applefields School, and Ebor Court are now through to the regional finals*



Good Practice and Sharing of Learning

- *Amarna House hosted a Care Workers Charity Event, which is included a conga for care and a sponsored car wash. They have also hosted a Caribbean Pirate Summer Party*



Good Practice and Sharing of Learning

- Following training on how to use the Stop and Watch tool which helps recognition and responding to deterioration in residents , Hilltop Manor have been using the tool with good effect since December. The tool has supported their care decisions and helped communication with other health professionals including residents GPs, and they have put in place processes to improve handover and communication across the team. Congratulations to Alison and the team at Hilltop.*



Good Practice and Sharing of Learning

- *Minster Grange care home have a beautiful indoor garden decorated by a very talented member of staff. It has a waterfall, and plants for dementia residents on the middle floor to enjoy.*



Good Practice and Sharing of Learning

Well done to all our care homes and domiciliary providers who have raised money for great causes this summer, including:

- *Osborne House who raised £460 for their residents fund from their summer fayre*
- *Wishingwell Care Home who raised £329 for Breast Cancer Care*
- *Handley House who raised £331.70 for Alzheimer's Society from their summer fete*



Good Practice and Sharing of Learning

- *Home Instead York have introduced a companionship café in partnership with Deans Garden Centre. The café will take place on the second Monday of each month.*



Good Practice and Sharing of Learning

- *Bluebird Care East Riding and Selby organised a trip for one of their clients to spend a day in the audience of Countdown*



See you next time!



THANK YOU!

*Next meeting:
Wednesday 27
November 2019
Venue: Riccall Regen
Centre*