



Tuesday 01 June 2021

What's in your Partners in Care bulletin?

This weekly bulletin provides details of training, guidance, access to past editions and lots more. There's also helpful information on the web pages dedicated to our Independent Care Provider colleagues.

[Please click here to bookmark these pages](#)



NHS Mail Help Video for Care Providers and Update

To help you and your staff in using these accounts, **we have created a brand new [video guide](#) which you can refer to as needed.** This is broken into easy to find sections, covering why NHS Mail is needed, what it should be used for, how to access your homes shared mailbox and much more.

Health services are now in the process of making the transition to using NHS Mail exclusively where possible to communicate securely with care providers,

beginning with GP practices, mental health services and continuing healthcare with further services to follow. This is because regular care provider email systems do not meet the security level required to send and receive information of this nature. They will be primarily using the "shared mailboxes" which are usually in the format care.VABCD@nhs.net and all NHS mail users from each home will be able to access from their individual NHS Mail account.

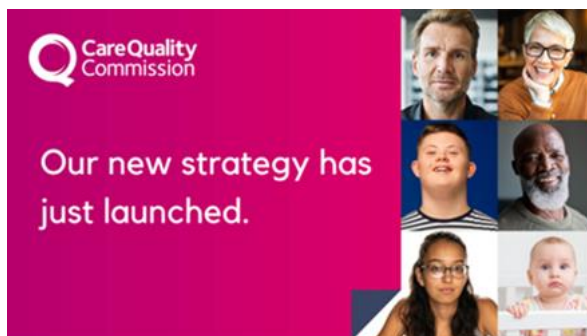
It's important that all homes have sufficient staff set up with access to communicate with the health services, and most homes have now been contacted about this. If you need any further help and guidance then please contact sam.varo@nhs.net, and for technical queries like password resets you can find the contact details for the national helpdesk in the video. Where helpful we are able to visit homes to assist if needed.



Urgent Recall Alert- Clinell Universal Wipes

REF CW200. Lot numbers UBV1033020A, UBV2033020A, UBV3033020A, UBV4033020A, UBV6032920A.

Please find through this link an urgent recall [alert](#) for the above wipes of the above batch numbers, which have been discovered to be contaminated with a pathogen. Providers are asked to check any stocks and take action as detailed in the alert should any be discovered.



CQC Strategy 2021

CQC have launched their new strategy which has been shaped contributions from the public, service providers and partners organisations. This means their regulation will be more relevant to the way care is now delivered, more flexible to manage risk and uncertainty, and will enable them to respond in a quicker and more proportionate way as the health and care environment continues to evolve. To read the new strategy in full please follow this [link](#).



Partners in Care Virtual Forum: Carers of people with dementia – Support and Information Needs'

The Partners in Care Virtual Forum will take place this week on 3 June 2021 at 2.00-2.45. This time Professor Sue Ziebland and Dr Suzanne Li (from the Universities of Oxford and York, funded by the NIHR School for Social Care Research) will be attending as a part of project developing new online service improvement resources, featuring people talking about their own experience of care. They have created a 9 minute Catalyst film on 'Carers of people with dementia – support and information needs', which they will be showing and inviting comments from care providers on at the forum. The catalyst film, along with many other service and public facing resources for social care will be published on a new platform for social care resources (to be called SocialCareTalk.org) later this year. They would like to hear what you think about the potential to use this type of resource in social care. The [link](#) to the video can be found through this link for anybody who would like to watch it before the session, or can't attend but would like to watch and provide comment

As always there will be time at the forum for providers to raise any queries or problems they are having with fellow care providers and health services, and to share good news and shared learning. If you would like to raise something at the forum then either let us know, or feel free to raise during the meeting.

Need to know



Health Education England

Funding to Support Functional Skills for All Care Workers

Health Education England (HEE) recently announced that funding for software to support functional skills has now been extended to all social care providers. The software can help people to improve their own skills in maths (numeracy), English (literacy) and IT (digital skills). It can be used to study towards a functional skills exam (e.g. for enrolling onto an apprenticeship), to generally improve competence and confidence, and for job satisfaction and retention. For more information please follow this [link](#).



Training Opportunities- City of York Council Workforce Development Unit

There are a variety of training sessions available in the coming weeks to adult social care staff through the WDU, including fire warden training, identifying and supporting carers, an introduction to continuing healthcare, first aid and suicide prevention. There are also e-learning courses available as detailed through this [link](#).

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

Recording and slides from PHE COVID-19 Webinar on Implementing the How to Work Safely in Care Homes PPE Guidance

Please find presentation slides [here](#) from this webinar which took place last week, and please click on the following [link](#) to access the recording.

Training and Development Opportunities

Supporting People with Everyday Technology

**Accessibility workshop -
Thursday 10 June 2021, 11:00 – 12:00**

**Leading and co-producing -
Thursday 24 June 2021, 11:00 – 12:00**

Skills for Care are running a series of workshop webinars to explore how social care staff can support autistic people and people with a learning disability to make choices about using technology to stay connected and contribute to their communities when social distancing restrictions are in place. Visit the [website](#) to view the introductory videos to each workshop topic. To book please follow this [link](#).

New Registered Manager Webinar- Managing Complaints: Practical Tips in Effectively Responding to Feedback

When: Tuesday 22 June 2021, 11:00 – 11:30

This webinar, in partnership with the Local Government and Social Care Ombudsman, will look at how to manage complaints and feedback effectively, with practical tips and resources. It will explore the relationship between the CQC and the Ombudsman, why effective complaints handling is important and how learning from complaints can be used to drive service improvements. It will be sharing lots of useful ideas and questions from other managers from a variety of services. To book please follow this [link](#).

Further Information

New Award to Recognise Exceptional Practice in Adult Social Care Workforce

A new set of awards have been launched by the government to recognise the outstanding contribution made by social care workers and nurses in England and their enormous range of skills, expertise and enduring compassion. The awards will be on an application basis and awarded throughout the year. Nominations will be considered by a panel of NHS and adult social care chief nursing officers and adult social care sector representatives. The Chief Nurse for Adult Social Care aims to present the first award later this year. These could be awarded to either an individual or a team. The awards will not be limited to registered nurses and will be extended to include all carers across all care settings, not only care homes. Applications are available for the [gold award](#) and [silver award](#) which should be supported by 2 signatories:

Yorkshire Ambulance Service Dementia Friendly Strategy

YAS has made a commitment to become a Dementia Friendly organisation as part of its Clinical Strategy (2019-2024). Information on how they are working towards this can be found in these [slides](#) at a recent Partners in Care Virtual Forum. This includes training of staff and innovative CPD opportunities including a dementia bus and sessions delivered by dementia champions, as well as making documentation dementia friendly. They have received 123 dementia patient friendly patient transport vehicles, and engaging with dementia awareness groups and health professionals/services involved in the care of those with dementia to get their views. If you would like to share any experiences or ask any queries please contact laura.williams47@nhs.net

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