



Vale of York  
Clinical Commissioning Group



Care Homes and  
Domiciliary Care

Friday 04 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](#)



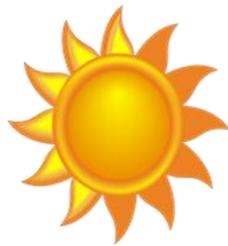
### Digital Devices and Technology Survey- Frontline Social Care Nurses and Care Workers

NHSX and Ipsos MORI are asking care workers and nurses working in adult social care to complete a short survey to share their views and experiences of using digital devices and technology, both at home and in the workplace. This is part of work current levels of digital skills as well as future needs. Please encourage your staff to complete this survey.

The survey will take no more than **20 minutes** to complete. There will be a £10 shopping voucher for all respondents.

Register for the survey online at <https://ipsos.uk/NHSXdigitalskillsASC> or call **0800 15 22 773** to take part.

The survey closes on **10 June 2021**. There will be further opportunity to take part in an in-depth interview or discussion group and receive **£40 (cash)** for your time.



## **Warmer Weather – Aged Care Sector**

With the arrival of warmer weather and the enjoyment that this can bring, it is important to remember that an increase in temperature can also result in increased risk for particular groups in the community.

People in residential and care settings can be at particularly high risk of illness and death especially when temperatures reach 26 degrees or above. It is important to be aware of the increased risk to residents and to know what actions can be taken to address this to keep residents safe during any periods of increased heat.

Further information and a handy checklist which may help in preparing for warmer weather and heatwaves can be found by following this [link](#)

The Heatwave Plan for England remains unchanged for Summer 2021, however additional actions may be needed due to COVID-19. There are a number of useful resources, including advice for care home managers and staff which you may find helpful. These can be found [here](#)



**Save the Date – Safeguarding Week 21 – 25 June**

## #SafeguardingIsEverybodysBusiness

We are pleased to confirm that a virtual, online conference will take place between 21-25 June to mark Safeguarding Week 2021.

Partners from Safeguarding Adults Boards, Children's Safeguarding Partnerships, Community Safety Partnerships across at North Yorkshire, the City of York and East Riding have come together to develop an extensive programme of learning events, seminars and interactive sessions. The programme of events will be delivered virtually throughout the week providing ease of access for all attendees. Developed for both professional and public audiences, the conference offers a packed schedule of sessions which will be delivered by inspirational and motivational speakers, all of whom are experts in their field. The professional sessions will cover key safeguarding areas and have been designed to stimulate discussion, share best practice, spark innovation and support continuing professional development.

Public-facing sessions will raise awareness of key issues and provide insight into how every member of the public can play a key in safeguarding themselves, their families and the wider community – reinforcing the key message of the week that 'Safeguarding is everybody's business'. The full conference schedule will be published shortly allowing participants to register for individual sessions.



### **Nurse LifeLine**

The new Nurse LifeLine Charity is the first national, free, confidential, peer-led listening service in the UK run by nurses and midwives, for nurses and midwives. This initiative was developed by nurses and midwives, for nurses and midwives and as a peer-led listening service, provided space for those in need to offload and chat with someone who gets it.

The Nurse LifeLine volunteers are there to reduce isolation within our professional community, together. To find out more about this service please visit their [website](#) or follow on twitter at @nurse\_lifeline

A poster is available through this [link](#) which you can display. To access the service please call: 0808 801 0455.

## Need to know



### **Lifetime Skills Guarantee**

Angela Thompson from Skills for Care updated at last weeks Partners in Care Virtual Forum around the Lifetime Skills Guarantee.

This is a Government initiative designed to support the economy and help adults develop their job prospects by gaining in-demand skills.

The initiative includes full funding for almost 400 level 3 qualifications. Any adult aged 24 or over, who doesn't already hold a full level 3 qualification (A-Level or equivalent), can access the funding. There's a wide range of certificates and diploma qualifications which can support the adult social care workforce, including the Level 3 Diploma in Adult Care. For more information please follow this [link](#)



### **"Smoothie Making with Joanne"- Project ECHO Session**

**When: Friday 18 June 2.00**

As part of nutrition and hydration week, the Project ECHO team from St Leonards Hospice are hosting a session on how they help palliative care patients eat more and enjoy their food. To view the poster for the event and how to book please follow this [link](#).

### **CCG Tablet Update**

For those of you who have CCG supplied Samsung tablets, we can advise on the following updates that have been made to support providers in their delivery of care.

- YouTube App has been added.
- This means the MyHouse of Memories app should now function correctly.
- The React to Red Pressure Ulcer Prevention training video that is shown at training sessions has now been added as a bookmark, allowing you quick access to re-watch as a refresher.

## **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.

## 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

### Capacity Tracker Update

The following IPC question will be added to the tracker for care homes to complete starting on Monday.

- Of named visitors and essential care givers, roughly what proportion of tests do you estimate are taken on-site? (as opposed to presenting proof of a test taken via other means such as self-test at

### 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

home, or via an asymptomatic testing site (ATS)?

and care environment continues to evolve. To read the new strategy in full please follow this [link](#).

**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](mailto:sarah.fiori@nhs.net) or [sam.varo@nhs.net](mailto:sam.varo@nhs.net)