



Monday 18 October 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.

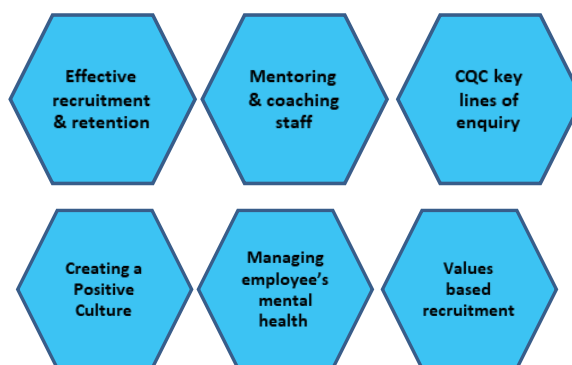
[Please click here to bookmark these pages](#)

Funded Seminars Supporting Retention and Development of Registered Managers

The Humber, Coast & Vale Workforce Programme team has secured funding to offer fully funded seminars for Registered, Deputy and Aspiring Care Managers to support the retention of Registered Managers working in Care across Humber, Coast and Vale, and support the development of deputy and aspiring managers. We know it is currently difficult to recruit and retain Registered Managers in our region and we know that some managers can feel isolated. Through the seminars, we will create opportunities for managers to develop, learn and network in a supportive environment. Seminars already delivered include:

Personal Development	<ul style="list-style-type: none"> • Leadership • Resilience
Team Development	<ul style="list-style-type: none"> • Managing employees mental health
Service Development	<ul style="list-style-type: none"> • Developing a positive culture • Having difficult conversations effectively

The team have delivered a series of successful seminars in the past 12 months and are now looking to develop a programme of seminars for 2022. To ensure that the seminars are of benefit to our local Registered Managers **we would like your feedback on topic, content and format of the seminars, therefore could we ask that you spare 5 minutes to complete this survey to inform our programme of seminars for 2022** (The link will be live until 1 November 2021). Details of these seminars are available through this [link](#), and more detail on the programme through this [link](#). Some suggestions for future seminars include:



International Infection Prevention Week

Please find links to the latest bulletins below from Community Infection Prevention and Control Team as part: International Infection Prevention Week. Also below are links to a selection of posters that are available to download free of charge which you can use in your service.

- [Care Home Bulletin](#)
- [Domiciliary Care Bulletin](#)
- [5 Moments for Hand Hygiene in Care Homes](#)
- [5 Moments for Hand Hygiene in Domiciliary Care](#)
- [Respiratory and Cough Poster](#)
- [Wearing a Mask- Do's and Don'ts](#)



Capacity Tracker- Beds Available versus Vacant Beds

To improve accuracy of reporting, The Capacity Tracker have changes planned so that care homes can report on both available and vacant beds. Until this has been implemented, they are asking that providers enter the **number of available beds in the vacancies box**. For example If a provider has five empty beds but for whatever reason can only fill three of them then the number of 'vacancies' will be three. If the providers has 60 beds, and there are 3 vacancies then that shows 2 beds are unable to be admitted to at present.

Need to know



Partners in Care Virtual Forum

Partners in Care Virtual Forum will take place **Thursday 21 October from 2.00-2.45**. This weeks session will focus on support available to providers and their staff, with topics including:

- Chris Charters from Project ECHO will be joining us to share developments on a new network that will be set up as a safe space that all care staff in our area can access to receive support and share their experiences will fellow care staff.
- The Humber Coast and Vale Resilience hub will be sharing the wide range support available through them that all health and social care staff and their families can self-refer into.
- We will be hearing about the latest workforce, funding and learning and development opportunities available through Skills for Care.

These sessions are designed to provide support with the latest guidance, updates from across health and social care and a chance to ask questions of both health professionals and fellow care sector colleagues. The group is

shaped by our care providers, so if you have anything you would like to raise for this meeting please get in touch. All care providers and partners agencies are welcome at the forum, please contact sam.varo@nhs.net if you don't have the calendar invite.



Partners in Care LD and Autism Forum

We will be holding our second Partners in Care LD and Autism Provider Forum this week on **Wednesday 20 October 2.00-2.45**. Gill Thomas, Clinical Lead Nurse for the Community Learning Disability Team (Tees, Esk and Wear Valleys NHS Foundation Trust) will be coming along to discuss what their service is, the criteria, referral and what support they can offer providers around behaviour that challenges whether that is low level nursing support or looking at PBS (positive behaviour support)

This is a topic that we know from speaking to providers that some people have found challenging and wished for more support. There will be an opportunity for questions and answers at the end of the session. Following feedback from the first forum, this session will be designed **solely** for care providers to help provide peer support and raising of issues/challenges to help us support you as a sector. This forum is for you and we would like to offer subjects and discussions that you would find informative and helpful, so please could you come with ideas for future sessions. If you have not received an invite but would like to join, please contact sam.varo@nhs.net



Domiciliary Eyecare Guidance

New guidance has been published from the Primary Eyecare Sector's Domiciliary Eyecare Committee. This guidance covers how they will meet the needs of people who are unable to leave home unaided owing to physical or mental illness or disability are potentially at higher risk of eye disease and vision problems than the general population. You can read the full guidance on how these providers will support the eye health of people you may provide services to [here](#).

PALS Service Update

The Patient Advice and Liaison Service (PALS) at York and Scarborough Teaching Hospitals NHS Foundation Trust has seen a marked increase in calls from patients who tell us that their GP has advised them to call PALS. PALS can help if a concern relates to care a patient or loved one is receiving or has received. We aim to respond within two working days, but it may take a little longer at very busy times. **If the concern is about any of the following issues please direct to the relevant team directly rather than via PALS.**

Issue	Advice / Contact
Waiting for appointment/unsure when your appointment is?	The Covid-19 pandemic has had a huge impact on service delivery across the NHS and there are delays as a result. Please call the Contact Centre on 01904 726400 The contact centre team is best placed to advise you about your appointment.
Unable to get through to a ward	We know this is a worrying time and are aware of the challenges when visiting is restricted due the pandemic. Please persevere and try the ward again later. PALS does not have an alternative number to ring and we are unable to put calls through to wards. If you do not have the ward number please contact Switchboard on 01904 631313
If your query relates to being on a waiting list	Please contact the Waiting List Team directly to discuss your concerns if you have the number or Switchboard will be able to put you through to the relevant team.
If you have a query about test results	Please contact the team looking after you or your GP as they are best placed to discuss your results with you and agree next steps.

Learning and Development Opportunities

Data Security and Protection Lead in Social Care

When: Wednesday 20 October 12.00-2.00 or Wednesday 10 November 11.00-1.00

In order to meet the National Data Guardian's 10 data security standards, social care organisations are strongly encouraged to have someone who is responsible for data security and protection, and who will champion the principles of good data protection. This person is called a Data Security and Protection Lead. Find out more about this new role at one of these webinars run by Digital Social Care.

For the October session please follow this [link](#) and for the November session please follow this [link](#).

The Outstanding Society- Next Meeting

When: Thursday 21 October 1.00-2.30

This meeting is open to all services – not just those rated outstanding by the Care Quality Commission (CQC). It will focus on an outstanding workforce and feature Oonagh Smyth, Skills for Care CEO talking about current sector priorities and how we can meet them together. Skills for Care representatives at the meeting will also discuss manager wellbeing, new research into the nominated individual role and how our good and outstanding care resources are evolving.

To register your place please following this [link](#)

Further Information

Fire Safety in Care Homes

The National Fire Chiefs Council have created [guidance](#) for providers on fire safety in care homes and nursing homes to support with current health and safety practices. The guidance emphasises the critical importance of staffing levels, emergency plans, and fire safety management arrangements in Care/Nursing Homes. They recommend providers [find their local Fire Risk Assessors or Local Fire and Rescue Service](#) to support with reviewing your fire risk assessments and management arrangements.

How to Make the Most of Student Nurse Placements

With the help of practitioners from the workforce and input from people who need care and support, Skills for Care have launched a guide which supports the understanding of nursing placements within social care settings. This is the first time such guidance has been produced following funding from Health Education England. It's a quick and easy way for employers to identify what type of experience your setting can offer to a student nurse and how it maps to the nursing curriculum ([future nurse standards of proficiency](#)) by using the 10 descriptions of different social care settings included in the guide. This gives you a fantastic opportunity to not only develop your training offer but also develop your staff by encouraging them to think about how they could support student nurses in the workplace. To find out more and download the guide 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 sam.varo@nhs.net