



Monday 24 January 2022

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](#)



Partners in Care Virtual Forum

This week's Partners in Care Virtual Forum, will take place on **Thursday 27 January from 2.00-2.45**. 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.

Among other updates, this week we will be joined by Dr Ros Bronflow from York St John University to discuss student nurse placement. These sessions are 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.



Telemedicine Service- First Homes Going Live This Week

Limetree House will be the first home from the area to go live through the CCG's funded telemedicine service initiative on Monday, with a further 7 homes expected to complete their training this week and also be able to begin using the service. For any queries (including technical issues), providers are able to use the system to contact Immedicare. Alternatively providers can also contact [Heather Bygrave](#) who is relationship manager for the area.

Capacity Tracker Updates

From **Monday 24 January**, care homes will be asked to record additional information around the closure reasons against each bed type that is marked closed to admissions. There will also be minor changes to the validation for COVID booster vaccinations. We will keep providers updated of any changes as they arise, with the system being reviewed given recent national guidance changes. Thank you for all providers for continuing to update the tracker, which is an invaluable resource in allowing the CCG and partners to support providers.

Need to know



Customer Relationship Management System- Recommendations Wanted

We have been contacted by a provider who are looking to switch to a new customer relationship management system, but are struggling to find one that allows data analysis of queries coming in and has an enquiry management options. They would be grateful for any recommendations providers may have on systems that they use- For any suggestions please contact sam.varo@nhs.net and we will forward onto the provider.



ClaroCom App- Now Available on CCG Tablets

Following a request by a provider, the ClaroCom app has now been added to all CCG care provider tablet devices. The app helps to replace speech for those with impairments in the production of spoken language. It is suitable for adults with some or full literacy, and can assist users who have limited or no speech and language difficulties. To download the app you will need to press the "F4IT" button and look under the app catalogue. For any other apps you would like to add to the tablets please don't hesitate to get in touch.



Carers Awareness Training- York Carers Centre

York Carers Centre are offering a series of training sessions designed for those who encounter and support carers in a professional capacity. The sessions offer an introduction to York Carers Centre and how they can identify and support unpaid carers, and is designed to:

- Increase understanding of carers, their role and its effect on their lives.
- Opportunity to explore how we as professionals working in the health and social care field can help to: identify carers early; recognise them as 'partners' in care; help carers to maintain their own health and wellbeing.

The session will include a presentation, have brief introductions, share information around current carer issues (such as Covid-19/isolation), engage in discussions, include a quiz and share links to carer films on YouTube. One of their Volunteer Carer Champions plans to share her experiences also. Upcoming dates are listed below. To book onto a session please contact sam.varo@nhs.net

Dates (All sessions delivered virtually from 10.30-12.30): Tues 19 April 22, Tues 17 May 22, Weds 1 June 22, Mon 18 July 22, Tues 16th Aug 22, Tues 11 Oct 22, Weds 9 Nov 22, Weds 25 Jan 23

Access to COVID Vaccination for Social Care Providers

Care homes with a Nimbuscare lead GP Practice (All City of York and Pocklington area practices) are able to arrange catchup visits from the vaccination team. Homes are eligible if they have more than 5 staff and residents who require any of these vaccinations (COVID 1st/2nd doses, COVID Booster or Flu). To arrange a visit please email: nimbuscare.help.desk@nhs.net. This offer will be open until the end of March so can take account of those currently unable to receive a vaccination due to positive test.

All health and social care staff are also still able to access COVID vaccinations through either through a booked appointment, or through one of the drop in clinics listed through this link (please bring staff ID if accessing this way): <https://www.valeofyorkccg.nhs.uk/campaigns/book-your-covid-19-vaccine-and-booster-appointment/>. If you have any staff who are having difficulty in accessing a vaccine, then please let us know and we will endeavour to help

Learning and Development Opportunities

Skills for Care Yorkshire and Humber Webinar- Developments in Digital Social Care

When: Tuesday 25 January 10.00-11.30

Adult social care services are increasingly using different forms of digital technology to support the delivery of services. This session will share the resources that Skills for Care has to support you with the use of digital. We'll update you on the latest consultations which look at the levels of digital literacy in adult social care and share examples of how digital supports service delivery.

To register please follow this [link](#)

Skills for Care Webinar- Medicines from the Regulatory Perspective (Part 2)

When: Thursday 27 January 10.00-11.30

This webinar, in partnership with CQC, will explore the regulations and best practice around managing medicines in care homes and domiciliary care settings. People accessing care services often require support with their medication and organisations have a responsibility to ensure proper and safe use of medicines and require that staff responsible for the management and administration of medication are suitably trained and competent.

To register please follow this [link](#)

Further Information

Contacts for Incident Reporting- Updated Process

- To report any patient safety concerns regarding York and Scarborough Teaching Hospitals NHS Foundation Trust, please complete and submit this [form](#). For York Hospital please send to yhs-tr.s2s@nhs.net or for Scarborough Hospital to freya.oliver@york.nhs.uk. This will allow the Trust to continuously receipt, acknowledge and investigate these concerns.
- To make a complaint or to highlight any concerns regarding Yorkshire Ambulance Service NHS Foundation Trust, please email yas.patientrelations@nhs.net. Please find through this [link](#) a template which you are able to complete, which will ensure they have all the information required to investigate.

Reminder- LAMP Testing for Entry to Care Homes

Following feedback that some care homes haven't been aware of this, please find a [letter](#) circulated in November on behalf of the CCG and York and Scarborough Teaching Hospitals NHS Foundation Trust. This details revised guidance for NHS professionals working for the Trust in visiting care homes, which was strengthened following [Department of Health and Social Care guidance](#) in order to reduce risks from visits by NHS professionals. Entry should be granted providing one of the below is satisfied:

- Care homes should see evidence from the professional of a negative rapid lateral flow test within the last 72hrs, which shows they are following the NHS staff testing regime
- or**
- NHS professionals visiting care homes should be granted entry if they have a negative test result as part of regular weekly staff testing using LAMP technology.

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