



Monday 28 February 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](#)

**healthwatch**  
North Yorkshire



## Healthwatch North Yorkshire- Registered Manager Surveys and Focus Group

Healthwatch North Yorkshire are conducting research to better understand the support and development requirements of Registered Managers working in adult social care settings across the North Yorkshire local authority footprint (including domiciliary care, residential care, nursing and supported living).

They understand that due to staff shortages and ongoing service pressures on the health and social care sector that managing your service and looking after your own well-being is getting more difficult. Therefore, they are running both a survey and online focus groups to find out what is working well, what challenges you are facing and where you feel further support or training is needed. This research will help inform North Yorkshire County Council on how best to support you now and in the future.

Help us, **help you** by having your say!

- If you are a Registered Manager and would like to share your feedback and drive change, please complete this [short survey](#) which should take no longer than 10 minutes to complete:
- If you would like to speak in more depth about this topic then please sign up to one of the online focus groups which are running at the start of April by following this [link](#):

If you would like more information on this project please get in touch with Alicia Rose, from Healthwatch North Yorkshire, by emailing [alicia.rose@hwny.co.uk](mailto:alicia.rose@hwny.co.uk) or by calling 07305 078136. Alicia will be joining us at a future Partners in Care Virtual Forum to give an update on this piece of work.

## **Surplus PPE Supplies Available- City of York Providers**

BeIndependent have a surplus of masks (both type IIR's and FP3's), gloves and hand gel which are available to any City of York providers in need of additional supplies. For further information please contact: [PPE@york.gov.uk](mailto:PPE@york.gov.uk)

## **Trusted Transfer Document/Equivalent Reminder for Attendance at Hospital**

Please can homes ensure when a resident attends hospital, their trusted transfer form (or your organisations equivalent document eg "This is Me") accompanies them. Please find [link](#) to the document held on the CCG website.

## **Pulse Oximeters**

At the start of the pandemic the CCG allocated pulse oximeter devices to care homes and some supported living providers, to help take observations of a resident who you may have concerns about and in support of virtual consultations (or Telemedicine calls for those who now have the service). The CCG do have a stock of devices remaining, so if you need any additional devices please contact [sam.varo@nhs.net](mailto:sam.varo@nhs.net).

## Need to know

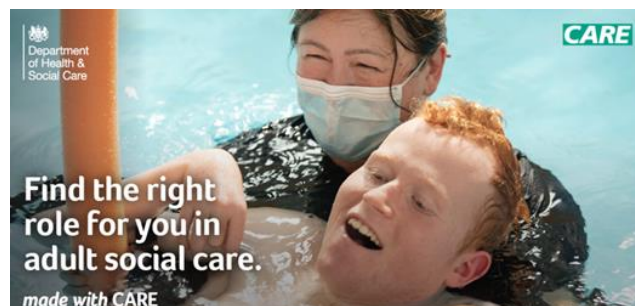


### Impact of COVID-19 in Older People's Care Homes- Care Worker Survey

The National Care Forum (NCF) has partnered with Warwick Business School and University College London to look at the impact of COVID-19 in older people's care homes. They'd like to talk to care workers about your experience throughout the pandemic. Visit their [website](#) for more information or [email](#) the project to sign-up. Participants will receive a chance to win a £50 shopping voucher.

### Immedicare Telemedicine Service- New Webpage

The CCG have launched a new [page on our website](#) as a summary of the Telemedicine service which is now embedded in 40 homes across the Vale of York, which a number of further homes going live over the coming weeks. The page acts as a summary of what the service is both for those working in homes, and those from wider health services working to support them. It includes links to posters, resources, user guides and summarises of the pathway a call made will follow. For any queries regarding the service please contact [sam.varo@nhs.net](mailto:sam.varo@nhs.net) or [sarah.fiori@nhs.net](mailto:sarah.fiori@nhs.net).



### Made with Care– Advertise Your Opportunities

The latest phase of the Department of Health and Social Care's national adult social care recruitment campaign - 'Made with Care' is live until March 2022. The campaign seeks to increase awareness of the adult social care sector and support care providers to recruit the dedicated staff they need. The campaign directs jobseekers to [adultsocialcare.co.uk](https://adultsocialcare.co.uk), where they can search and apply for vacancies through DWP 'Find a Job'. During the last phase of the campaign there was a 70% increase in the number of users searching for jobs on the website; any care provider can upload their opportunities to the website.

[Find out more about recruiting staff through Recruiting social care staff](#)

## Learning and Development Opportunities

### **Skills for Care Yorkshire and Humber Webinar: Preparing for and Improving your CQC Inspection**

**When:** Tuesday 08 March 10.00-11.30

If you want to deliver 'good' and 'outstanding' care and meet Care Quality Commission (CQC) standards, your service needs to have safe and competent staff, including leaders and managers. The CQC has adapted how it monitors and inspects during the pandemic. Come along to this session to see how Skills for Care can support you with your next CQC inspection and hear about our latest resources.

For further information and to book please follow this [link](#)

### **Project ECHO Palliative Care Clinic- Hypercalcaemia (Palliative Care Emergency Clinic)**

**When:** Tuesday 08 March 2.00-3.00

The Project ECHO team run through St Leonards Hospice and St Catherine's Hospice are hosting a series of clinics . These are designed and shaped by the community of Nursing staff working across the region in palliative care. On Zoom, these Hospice-led clinics will provide mutual learning, practical guidance, case studies and support.

For more information and joining details please contact:

[ProjectECHOTeam@stleonardshospice.nhs.uk](mailto:ProjectECHOTeam@stleonardshospice.nhs.uk)

## 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](mailto:yhs-tr.s2s@nhs.net) or for Scarborough Hospital to [freya.oliver@york.nhs.uk](mailto: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](mailto: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.

## Notification for CHC Funded Individuals-Admission to Hospital/Respite or Other Break/Change in Care Provision

A reminder that per the terms of the NHS Standard Contract, for any individuals funded by the CCG providers are required to inform the Commissioner within 24 hours or the next working day on weekends, of any admission to hospital/respite care or any other interruption/changes in care provision. This allows for assessment in relation to retaining the package to be picked up on discharge or if needs have changed and a new package may be required.

During hospital stays or interruption to care the Commissioner will pay a locally agreed reduced payment negotiated on a case-by-case basis. The reduced rate will take into consideration any reduction in overhead costs to the provider whilst the Service User is not under their care. Where the commissioner is not informed within 24 hours or the next working day on weekends, payment for the period where care has not been delivered will not be made.

Please inform CHC at the earliest convenience via email: [voyccg.continuing-care@nhs.net](mailto:voyccg.continuing-care@nhs.net)

Should you have any questions please email: [voyccg.chcfinance@nhs.net](mailto:voyccg.chcfinance@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 [sam.varo@nhs.net](mailto:sam.varo@nhs.net)