



Vale of York
Clinical Commissioning Group



Tuesday 15 March 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](#)



Social Care Day of Remembrance and Reflection- 17 March 2022

This Thursday will mark the social care day of remembrance and reflection, which is being held by 20 social care organisations including Skills for Care and the Care Workers Charity to tribute to everyone working across social care and remember those we've sadly lost to COVID-19. A virtual memorial wall and tribute wall has been created to share messages dedicated to members of our social care workforce. There will also a [virtual event](#) on the day from 10.30-12.30 which will include personal stories, plus the reading of a specially written poem dedicated to

our workforce. For further information on the day including access to the memorial wall and social media images and resources you can use, please follow this [link](#).

- Evensong Service at York Minster on **Thursday 17 March** at **5.30pm** will be used to mark social care remembrance and reflection day, and include prayers specific to staff from across the sector to mark their contribution during the pandemic. All are welcome who would like to attend and providers encouraged to share the date with their staff.
- A special choral evensong service will also take place at York Minster on **Wednesday 23 March** at **5.30pm** with music and readings chosen especially for the day, to mark two years since the start of the pandemic . The service will be attended by Simon Armitage, the Poet Laureate, and feature the premiere of a new poem as specially commissioned from him by the Chapter of York Minster to mark the National Day of Reflection. Prayers will be said for emergency, frontline and keyworkers at the service. Again all are welcome at the service, further information can be found through this [link](#).

We recognise this will be a challenging and emotional day for many. The [HCV Resilience Hub](#) is able to offer confidential and independent advice and support for a range of issues including emotional wellbeing and bereavement. The support they can provide includes developing a wellbeing plan and signposting to resources, as well as access to support groups and wellbeing webinars.



Research Opportunities for Care Providers

At Partners in Care this week we heard from Lizzie Hancock from Fulford Nursing Home who championed how providers can benefit from taking part in research. It can provide new ideas to improve best practice and get a critical eye to challenge ways of working, as well as a great opportunity for staff and residents to get involved. There are a wide range of opportunities available to providers, and care homes are able to join the [ENRICH](#) register to automatically notified of news studies. A summary of some the opportunities currently available can be found through this [link](#), which includes:

- Defining and Measuring Safety in Older Adult's Care Homes Survey
- Skyline Study- Recruiting adults age 60+ who are cognitively unimpaired to receive either a study drug or treatment to prevent the onset of Alzheimer's Disease
- ClimaCare Study- Remotely indoor environment and the response of residents and staff in care homes, and sharing advice from international experts on how to improve your resilience in hot weather and heat waves.
- Join Dementia Research

Nursing Time Awards- Nominations Now Open

Nominations are now open for the Nursing Times Awards 2022 which close on Friday 13 May, and are open to the independent sector as well as the NHS. Categories this year include Nursing in Social Care, Care of Older People, Learning Disability Nursing, and Nurse Leader of the Year. Further information can be found through this [link](#).



Your Partners in Care Website

We have refreshed our [website](#) to help providers be able to easily navigate to the support they need, this includes details of all our training and quality improvement programmes, digital initiatives such as Telemedicine and NHS Mail, support available through the Partners in Care Forum as well as training opportunities, useful links and much more. We have also updated our infographic showing the work the team has been involved with to support care providers during the difficult last 2 years. Did you know over that time we have delivered nearly 600 training sessions, had 819 attendees at the Partners in Care Forum, and allocated nearly 4000 IPC workbooks and nearly 400 digital devices?

Need to know



Partners in Care Virtual Forum 24 March- CQC Strategy and Priorities

At the next meeting of Partners in Care **Thursday 24 March 2.00-2.45**, by request we will have CQC coming to provide an update on their strategy and priorities for the next 12 months. This is very much your session and we would really value any feedback from providers about any topics or questions you would like them to cover, which will help shape the update they give. We recognise not everybody will be confident in doing so- So we have created a completely anonymous link which

providers are encouraged to use to submit any requests they have. Please follow this link <https://www.surveymonkey.co.uk/r/5DMLKYX>

As always though providers are also able to submit any requests by email to sam.varo@nhs.net, or ask questions at the session itself verbally or via the chat (The anonymous link will also remain open during the meeting).

Capacity Tracker Provider Training Sessions

These 30 minute sessions have been arranged by the national team who operate the Capacity Tracker, designed for those providers and staff who are new to the Capacity Tracker, or who need a refresher. The sessions will cover how providers can register and log on to the Capacity Tracker, where and how to update their information, and how to find additional help. You can access the sessions through the joining links below:

- [Domiciliary Care Session- Thursday 17 March 1.30-2.00](#)
- [Care Home Session- Tuesday 22 March 1.00-1.30](#)
- [Domiciliary Care Session- Tuesday 29 March 11.00-11.30](#)

Healthwatch North Yorkshire- Registered Manager Surveys and Focus Groups

Healthwatch North Yorkshire are conducting research to better understand the support and development needs of Registered Managers working in all adult social care settings across the North Yorkshire local authority footprint. They understand that due to staff shortages and ongoing service pressures that managing your service and looking after your own well-being is getting more difficult. Therefore, they are running a survey and online focus groups to find out what is working well, what challenges you are facing and where you feel 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.

- 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 email
alicia.rose@hwny.co.uk

Reminder- PPE, Testing and Proof of Vaccination for Visiting Professionals

Though restrictions outside of health and social care have relaxed, please can we take this opportunity to remind providers that all current guidance relating to Covid 19 measures for those providing care remains in place and has not changed, Staff must still comply with all guidance until it is reviewed and this includes wearing appropriate PPE at all times while in a care setting. The requirement to check LFD (or LAMP where appropriate) test results for all those entering care homes remains as does the verification of vaccination status for visiting professionals until guidance is revoked from 15 March. The Omicron variant is still circulating in high numbers across the community and continues to pose a risk to the most vulnerable in our care.

Learning and Development Opportunities

Skills for Care Registered Manager Webinar: Maximise Retention

When: Wednesday 23 March 14:00 - 14:30

In partnership with Neil Eastwood, Founder and CEO of Care Friends, and author of 'Saving social care', this webinar will share sector expertise around maximising the retention of your staff. Join us to hear some top tips and innovative solutions for staff retention and lots of useful practical ideas from other managers.

To register please follow this [link](#)

Queens Nursing Institute- IPC Champions Virtual Meeting

**When: Thursday 31 March 2022
14.00-16.00**

The QNI will be holding an online event for the IPC Champions Network, which is open to all nurses and healthcare professionals in the UK. The IPC Champion Network aims to help maintain and continuously improve infection control standards across the care sector. The network is aiming to develop and support champions within the role of infection control, thus providing excellence in care for patients.

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.

Medequip Complaints Process and Equipment Returns

For any providers wishing to make a complaint about the Medequip Community Equipment Service, you are able to do so by calling 01423 226240 or emailing north.yorks@medequip-uk.com. The service will log the complaint, and ensure that providers receive a timely response. Providers are encouraged to chase with the service should there be a delay, and if they are able to obtain the log/reference number of the complaint, know who they reported it to in MQ, be clear about which service user this in relation to and provide as much detailed information as possible this will ensure their complaint is fully addressed. Should they not be satisfied with the response received are able to escalate to the CCG by contacting sam.varo@nhs.net and supplying the above information. The CCG receive a summary of complaints made into the service which are discussed at regular contract review meetings, to help inform service improvements.

A reminder also that equipment is only for the initial person it was prescribed for and not used by others. To return equipment you can do so using the above contact details and supplying serial number/EIN number.

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