



**Care Homes and  
Domiciliary Care**

**Monday 7 November 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](#)



## **Energy Priority Service for Care Provider and Vulnerable Individuals**

Ahead of winter and following recent incidents resulting from storms and burst water mains, we are re-sharing the below links it has to support any care settings

are not registered with their utility companies as a priority service/customer. If not registered, when an incident occurs which does not trigger a multi-agency major incident response utility companies use their priority customers information to prioritise a response and not information from other agencies. Therefore, support offered to care settings may be delayed and they would be included in the response to the wider public, which could lead to a lengthy wait before any action is taken. Please ensure you have registered your service as a priority service/customer and make reference to this in your Business Continuity Plans. Links to the main utility providers are:

[Services Directory | Northern Powergrid](#)  
[Yorkshire Water - Priority services register](#)  
[Priority customers | Northern Gas Networks](#)

Useful information can also be found through this [link](#) to support vulnerable individuals living in the community useful information for vulnerable people in the community to join the priority service register. This also has further information on financial relief measures and how to access them– including warm home discount, cold weather discount, winter fuel payment and cost of living relief.



**York and Scarborough  
Teaching Hospitals**  
NHS Foundation Trust

**Bowel and Bladder, and Catheter Care Study Days (York and Selby Area Care Providers Only)**

The Bladder and Bowel Team covering York and Selby have received feedback and requests for training and support from across the care sector. They have therefore arranged two bespoke study taking place this month, which will include updates around the new screening tool for continence assessments, as well as updates on bladder and bowel management and catheterisation. The sessions will take place at **Riccall Regen Centre, Landing Lane, Riccall, York YO19 6PW.**

**Please note that unless sufficient numbers of attendees are received, these sessions risk cancellation. So we would strongly encourage any providers who have interested staff to get in touch as soon as able. Agenda's showing content for these sessions can be found below.**

- **Thursday 10 November**- Open to all care staff from care homes, and the domiciliary and supported living sector.
- **Thursday 17 November**- For registered nurses only.

To book a place and for any queries please contact [Clare.Markwell@york.nhs.uk](mailto:Clare.Markwell@york.nhs.uk)



**Appropriate Prescribing and Deprescribing of Antipsychotics-  
National Toolkit Launch Webinar**

**When:** Thursday 10 November 12:30-1:30 via Microsoft Teams

Are you supporting people living with the behavioural and psychological symptoms of dementia?

A new national toolkit has been launched to support good practice across health and social care. The toolkit aims to support appropriate prescribing and deprescribing of antipsychotics and use of alternative strategies. A Teams webinar is being held on the 10 November for care home managers and GPs to support the launch and putting the guidance into practice. There is no need to book – Just click on this [link](#) at the right time to join the meeting.



### **Capacity Tracker- DHSC Mandatory Submission Reminder**

A reminder to all CQC registered care homes and providers of domiciliary services, that the window will be opening this window for the mandated Department of Health and Social Care submission through the Capacity Tracker.

**All providers must complete the tracker at least once between the 8th and midday on the 14th of the month as condition of registration.** There are potential fines as a last resort for providers who do not update- so please be mindful of this. A reminder this doesn't replace the need for more regular (preferably daily) usage to allow local authority and health partners to support providers. For any support regarding the Capacity Tracker- Please contact the national helpdesk on: 0191 691 3729

## Need to know



### **Hypothermia- Recognising and Prevention (Updated Information)**

Following on from the guidance on hypothermia we circulated last week, we have created a version specific to the NHS Humber and North Yorkshire ICB which can be accessed through this [link](#). As winter approaches and given the rising costs of energy, it is important to be mindful of the risk the hypothermia can pose to the vulnerable in our communities in the coming months. It details the most at risk groups, symptoms to watch out for and how to respond should you suspect someone has hypothermia.



### **Good News Story- Selby Friday Fun Club**

We've previously shared the amazing work undertaken by Paul Evans (Senior Carer at The Lodge in Hemingbrough, run by Action For Care) in going above and beyond in supporting those in his care both within the home and the wider community. He had been recognised with both an MBE and a Chief Nurse for Adults Social Care Award for his work which has included setting up a deaf hub and supporting community homelessness services as a community champion.

Paul has recently set up a new social club having identified a lack of opportunities in the Selby area for individuals in the community who struggle socially. The new group runs on Friday every other week, and is a chance to play music, socialise and play bingo among a wide range of activities (including recently holding a Halloween disco). The group has been really well attended, and is already a vital local resource to allow people who may not have previously been able to meet with others in a social environment to do so- and key is promoting mental wellbeing.

If you have any good news stories from your service we would love to share them- Please contact [sam.varo@nhs.net](mailto:sam.varo@nhs.net) to include in a future bulletin.



## Updated Oral Health Resources for Care Providers

We have updated the oral health section of our website, which includes a wide range of useful resources in supporting the oral health of those in your care. This includes training for carers, as well as assessment tools, care plans and links to information on accessing oral care, and specific to those with dementia or learning disabilities. To access these resources please follow this [link](#).



## New Skills for Care Resources to Support Culturally Appropriate Care

Skills for Care has published a set of resources to help anyone involved in the care and support of individuals to have a clearer understanding of culturally appropriate care and what that may mean to individuals they support.

The 'Culturally appropriate care guide' covers a broad range of topics that will help you to learn about and be sensitive to people's cultural identity or heritage. To support the learning within the guide, Skills for Care has also published a series of resources for use in training and development. These cover supporting individuals from ethnic minority groups and backgrounds, stereotyping, and supporting relationships and people who are lesbian, gay, bisexual, transgender, queer and others (LGBTQ+).

To view the resources, please follow this [link](#).



## **Care Provider Forums Across North Yorkshire and York Going Forward- Your Chance to Share Your Thoughts**

As a local health and social care system we are committed to working together to provide joined up support to all our care providers and their staff. This includes regularly holding providers forums, which from feedback we know you have found really valuable opportunities to stay up to date with important updates, raise any burning issues and ask questions of both fellow providers and health/social care services.

There are currently three such groups covering slightly different geographies across our patch (Care Connected, Partners in Care, and North Yorkshire Provider Forum). We are proposing to combine these into a single group run jointly by North Yorkshire County Council and NHS Humber and North Yorkshire Integrated Care Board, to allow providers to come together to hear all relevant updates across both health and social care at the same time and avoid having to attend multiple meetings. This will be open to all care providers from across North Yorkshire and York.

Additionally, we will continue to have attendance and input from other partners such as the Independent Care Group, Skills for Care and other services that work with and support providers. We will continue to share out the slide packs and resources from all sessions so all providers are able to access them. We have

developed the below proposal following an initial survey however want to ensure any future group is shaped around what you as provider colleagues want to see. Therefore, we would really value any feedback you would be happy to provide on this proposal in order for us to tailor it to the needs of our care sector as best possible.

**[To access the survey please follow this link.](#)** The survey will close for responses on Friday 11 November at 5:00

## Learning and Development Opportunities

### Join the Next Virtual Meeting of The Outstanding Society

**When:** Thursday 17 November 2022  
at 13:00 – 14:30

The next Outstanding Society meeting will take place on with the focus on preparing for the new era of CQC inspection, and how Skills for Care have contributed to these changes. This event is open to all regulated services regardless of rating.

To book your place, please follow this [link](#).

### National Event for Nominated Individuals

**When:** Wednesday 30 November at  
11:00 – 13:00

This event hosted by Skills for Care will include a presentation from the Care Quality Commission, who will update on its new single assessment framework, with a particular focus on well-led. We'll also provide an update on ICS implementation and share examples of social care engagement and collaboration with ICS's.

To book your place, please follow this [link](#).

## Further Information





## **Funding Available- Implementation of Digital Social Care Records and Sensor-Based Falls Technology (Available to Care Homes)**

The Digitising Social Care programme is a place based approach, with funding to be used for delivery and care home digitisation. This funding will support increasing digitisation within social care by enabling the adoption of care technologies that will enhance the quality, safety, and efficiency of social care. This is solely for the implementation of new Digital Social Care Records from a supplier on the NHS Assured Supplier List and Sensor-Based Falls Technologies. Ongoing costs will need to be picked up by providers.

In order to be eligible for the funding providers need to engage with the DREaMS Team, if they haven't already, to establish their current Digital Maturity Level. Providers will then be issued an application form to request funding for a product supplying quotes to ensure validity. There will then be an approval process and upon successful



### **Health & Social Care: Achieving Excellence Together**

Are you a care worker or nurse working in social care within Yorkshire and Humber?

**This day is for YOU!**

Building on the success of our previous conferences we are back and better than before. Places are FREE but limited so get booked in asap

**Friday 2 December 2022**  
08.30 - 16.30

Venue: The Principal Hotel, Station Road York, YO24 1AA or Join us Virtually

## **Health and Social Care: Achieving Excellence Together**

**When:** Friday 2 December 2022 8.30-4.30 at The Principal Hotel, Station Road York, YO24 1AA (Or join us virtually)

We are delighted to announce that building on the success of a conference we held in 2019, we will be holding a follow up event this December which is open to all care providers and those who support them in a professional capacity from across our local area. This exciting day will aim to share with you the latest work happening in the care sector across York and North Yorkshire, and listen to your expertise and suggestions for working together as health and social care colleagues in the future. There will be range of speakers including Deborah Sturdy (Chief Nurse for Adult Social Care for England), and sessions will take place covering topics including:

- How can staff support residents with their hydration needs
- How to prevent Urinary Tract Infections and other avoidable harms linked to poor nutrition and hydration
- What new ways of working are happening with community teams
- Liberty Protection Standards
- What digital solutions exist to support your work

applications the provider will have to sign a contract before release of funding, it has an agreement to ensure an invoice is submitted after implementation. This will prove appropriate spend and will provide transparency and auditable trails of expenditure and outcomes.

For more information and to express an interest please contact:

[dreamsteam@eastriding.gov.uk](mailto:dreamsteam@eastriding.gov.uk)

- Opportunities to network and share your ideas and experiences with like-minded people

We have currently allocated all our in person places for the event- **But can confirm that the conference will now also be able to be joined virtually.** To register your virtual place please follow the link below. If further in person places become available, we will offer those to virtual attendees in priority order of registration. So if you would be keen to join us at the venue we would recommend to book soon! If you have already booked your place we will be sharing more information about the event very shortly.

**[To Book Your Virtual Place Please Follow This Link](#)**

For any further queries about this event please contact [sam.varo@nhs.net](mailto:sam.varo@nhs.net).

**This bulletin is produced by York Health and Care Partnership**

**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)