



Monday 14 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](#)



International Stop the Pressure Day- 17 November

Thursday 17 November marks this year's International Stop The Pressure Day- Which is a chance to reflect on the major harm and distress that can result from pressure ulcers. These are serious, localised injuries to the skin and/or underlying tissue as a result of pressure, or pressure/shear with friction- which have a huge impact on a patient's quality of life leading to increased pain, risk of infection, depression and even death. Pressure ulcers cost the NHS and care organisations in the UK around £6.5 billion per year, affect around 700,000 people every year and yet many pressure ulcers are avoidable if simple knowledge is provided and preventative best practice is followed.

How are your team planning to fight pressure damage this November? There are many ways you can get involved which can be found below or through this [poster](#) which you can display in your service.

- Tell us how your teams are working to "Stop the Pressure" for those in your care– We can share your great work with providers across North Yorkshire and York so we can share best practice and learn from each other.
- Get creative and organise activities with your staff and residents to promote pressure ulcer prevention. This is your chance to promote the simple steps we can all take to prevent them and protect those in our care
- Take part in "React to Red" training as a refresher on when to identify someone at risk of pressure damage, and how to prevent it
- Join us at the Partners in Care Virtual Forum on **Thursday 17 November 2.00-2.45** (Vale of York Providers only)- Which will be a themed session with the tissue viability service focusing on the importance of preventing

pressure ulcers. All staff are welcome at this forum– Don't forget to bring along any pressure ulcer champions

- York and Scarborough Teaching Hospitals NHS Foundation Trust will be hosting a [study day](#) open to all on **Tuesday 22 November**. Which includes a range of sessions relevant to all. You can attend the whole day or just individual sessions!

For further information contact h.degnan1@nhs.net or sam.varo@nhs.net



Access to Dental Care in Care Homes Survey

We have been made aware that a number of care homes have been experiencing prolonged difficulties in accessing dental care for your residents when required. We would really value your input in completing a quick survey and in sharing your experiences of dental services, which will be invaluable in understanding this issue in more detail and to inform any measures we can put in place to support providers. **To access the survey please follow this [link](#). The deadline for responses is Monday 21 November.**



Partners in Virtual Forum (Vale of York Providers Only)

Partners in Care will take place this week on **Thursday 17 November 2.00-2.45**. This week will a range of updates including around urgent care pressures, dental care and the winter vaccinations programme. The session will also be partly themed to mark International Stop the Pressure Day, with a presentation from Sam Haigh Lead Nurse for Tissue Viability, York and Scarborough Teaching Hospitals NHS Foundation Trust) will again be joining us to deliver a session focusing on the importance of preventing pressure damage. This promises to an invaluable session applicable to all with advice and guidance that can be taken away and used day to day to protect those in our care- so feel free to invite any staff you think this would be useful to, including any pressure ulcer champions you may have.

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 network is open to all providers and partner organisations as an opportunity to receive updates, share learning and raise any issues or queries with fellow providers and a range of partner organisations. If you don't have the calendar invite but would wish to join then please get in touch.



Capacity Tracker: DHSC Mandatory Submission Reminder-Deadline Today

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 (Today) 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

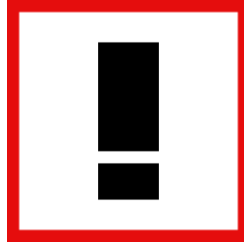


Climbing to New Heights

This week we are sharing the story of Agnes Kaye who is a resident of Hambleton Grange Care Home in Thirsk, who at the age of 98 has recently become the oldest person to complete a 50-foot tree top challenge! Agnes grew up on a farm in Kipling in Scotland, and would climb every tree in the area as a child, and spoke to her care team about the joy she felt when she would reach the top of a tall tree- and how much she wished she could climb a tree once again. The care team took up the challenge to make this possible, got in touch with Carlton Lodge Climbing Centre, who invite Agnes to take on their Tree Climbing Challenge. Upon completing the challenge Agnes was named 'most spritely and mature person to climb this tree'.

The full story can be found through this [link](#). A big congratulations to Agnes on her amazing achievement, and also to all the team at the home for all their hard work to make this possible. This demonstrates a great example of how our providers across North Yorkshire and York are delivering personalised care to those in their care.

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



Courier Fraud Alert for Care Providers

The Economic Crime Unit at North Yorkshire Police have circulated an [alert](#) to providers, following an increase in cases of 'Courier Fraud' specifically targeted at residents of care homes and retirement villages. Courier fraud occurs when a fraudster contacts victims by telephone purporting to be a police officer or bank official. Victims are then asked to co-operate in an investigation by attending their bank and withdrawing. It will typically follow one of the below 4 patterns

- **Bank card expiry:** Fraudsters claim to be from the victim's bank and say their card is no longer valid. They ask for the pin number and then send a "courier" to collect the card before using it for fraudulent purposes.
- **Purchasing high end items:** The suspects pretend to be police officers and ask the victim to help with an undercover operation by purchasing expensive items like watches, jewellery and gold. Once the item is bought, the victim will hand over the item to the criminal.
- **Computer takeover:** The fraudster telephones the victim, purporting to be from their internet service provider, saying that they have had an issue with their internet connectivity and they are due compensation.
- **Counterfeit cash/bank investigation:** A person claiming to be a police or banking official informs the victim that they need to help with a banking corruption investigation. The victim is told to withdraw a large amount of money and the cash is picked up later by a courier to "check for fingerprints or to identify counterfeit bank notes"

Providers are asked to be vigilant, and that anyone who receives an unexpected call from someone claiming to be one of these officials should verify they are speaking to someone genuine: hang up, wait five minutes and call back on a number they know is genuine.



Extension for Community Healthcare Outcomes
Scarborough, Ryedale and Vale of York

Palliative Care Clinic- Spiritual Care (Vale of York and Scarborough and Ryedale Providers)

When: Wednesday 16 November 2.00-3.30

Project ECHO will this week be holding their latest Palliative Care Clinic, looking at and discussing '***Spiritual Care***' with speaker **Abigail Davison, Spiritual Care Lead at St Leonard's Hospice**. This session is aimed to enhance your role within the care sector and highlight the importance of spirituality within Palliative Care. The session is open to all- and please be ready to bring some examples of communication successes or challenges that you have had in your role as we can all benefit from these experiences.

For more information and joining details please contact:

ProjectECHOTeam@stleonardshospice.nhs.uk



Energy Priority Service for Care Provider and Vulnerable Individuals (Updated with additional information)

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:

[Information About Priory Service Registers](#)

[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.

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.

STOP the Pressure Virtual Study Day 2022

When: Tuesday 22 November- All Day via Microsoft Teams

York and Scarborough Teaching Hospitals NHS Foundation Trust will be hosting a wide ranging study day later in the month, which is relevant to all whether registered or non-registered in supporting individuals from 0-100+ years old in all care settings. The day will be broken down into a series of sessions, and staff are welcome to attend either the full day or just individual sessions as you feel appropriate.

These sessions are:

- Session 1- Categorising Pressure Ulcers & Determining Moisture Associated Skin Damage
- Session 2- Promoting Good Nutrition in Patients with Skin Damage & Pressure Ulcers

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

- Session 3- PURPOSE T Risk Assessment in Paediatrics
- Session 4- Using Re-positioning in 24 hour Pressure Care
- Session 5- Preventing and Managing Heel Pressure Ulcers
- Session 6- Pressure Ulcers Safeguarding Considerations & Helping Non Concordant Patients
- Session 7- TIMES Wound Assessment of Pressure Ulcers and Dressing Choices

For further information and booking details, please follow this [link](#).

Further Information



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,

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. Further information can be found through this link.

We have currently allocated all our in person places for the event- **But can confirm that the conference will now**

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](#).

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.

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