

# 18<sup>th</sup> October 2023

Skills for Care Workforce and Development Update

Legacy Nurse and Legacy Registered Manager Programmes

Bowel and Bladder Team Update (Vale of York Providers)

CARE   
**CONNECTED**

# Guidance and Information Update

## Made with Care Recruitment Campaign

The 'Made with Care' campaign is returning for a third year, with advertising promoting the wide range of opportunities available to people across England to build a career in adult social care and help people live happy, healthy, fulfilling lives.

The Department of Health and Social Care is also asking care providers to list vacancies on the [Department of Work and Pension's 'Find a Job' portal](#), to make sure job seekers can [find roles](#) in their local area.

CARE   
CONNECTED

# Capacity Tracker

**New Search Functionality:** 'Find Home Care Capacity' is part of a phased review of Home Care information that can assist hospital and integrated discharge teams identify Home Care locations who are declaring that they may have additional capacity to take on additional packages of care and are happy to be contacted by Health & Social Care discharge teams. Whilst this information will not form part of the mandated monthly collection, as with Care Home vacancies, we encourage Home Care providers to ensure this information remains up to date by refreshing every **48 hours** or as and when things change to provide assurance to those using Capacity Tracker, that information is reliable.

**Report Refinements:** ASC Home Care Collection Report: Updated visual references. Update Monthly Status ASC Collection Report: New filters added to enable the report to be refined based on the Ownership Type of providers i.e., NHS, Local Authority, Private For further information relating to the above, including minor fixes that will form part of this release, please click [here](#).

**Winter Planning Guidance** [Working together to deliver a resilient winter: System roles and responsibilities](#)

## Percentages for the October Capacity Tracker submission window

Care Homes **93.37%** 183 location down 2 from last month

Domiciliary Care **93.79%** 151 location up 3 from last month

## Public Health Update

**Reminder: NYC Public Health advice for care settings for preventing and managing COVID-19 recommendations:**

1. Ensure business continuity plans are reviewed moving into the Winter period
2. Risk assess mask wearing in settings
3. Maintain a low symptom threshold and reduce transmission of respiratory viruses in settings
4. Continue to report cases to UKHSA and via the NYC links
5. Utilise testing for admissions, and testing where appropriate in settings to support management of cases
6. Ensure you have a suitable stock of tests, and that test are in date
7. For further support – please get in touch

# Public Health update

## UKHSA launches new infectious disease data dashboard

Last month (26 September), the UK Health Security Agency (UKHSA) [launched the first iteration of its new dashboard, which will serve as a centralised source for infectious disease and outbreak data this winter.](#)

The [dashboard](#) will be updated on Thursday each week. It will initially feature the latest information on a number of respiratory diseases, including:

- COVID-19, influenza (flu), respiratory syncytial virus (RSV), adenovirus, human metapneumovirus (hMPV), parainfluenza and rhinovirus

The new dashboard will allow UKHSA to share data on common winter illnesses that can severely impact communities and health services each year. Public Health will flag where there are local data and intelligence issues.

# Registered Managers Network

18 October 2023  
[angela.thompson@skillsforcare.org.uk](mailto:angela.thompson@skillsforcare.org.uk)





## State of the adult social care sector and workforce in England report

**Our annual ‘State of the adult social care sector and workforce in England’ report shows some improvements in workforce capacity, including more posts being filled, fewer vacancies and less turnover.**

While the data reveals that the workforce grew by 1% in 2022/23 and vacancy rates reduced from 10.6% to 9.9%, there were still 152,000 vacancies a day and 390,000 people left their roles last year - with around a third of them leaving social care completely and the rest getting new jobs within the sector.

**Take a look at our website to see the updated report and data visualisations.**

[www.skillsforcare.org.uk/stateof](http://www.skillsforcare.org.uk/stateof)



## NEW: A positive culture toolkit for adult social care

**Workplace culture is the character and personality of your workplace. It's what makes your workplace unique, special and individual.**

Using this toolkit will support you at different stages of your culture journey to establish, maintain and improve your workplace culture so that it's inclusive, compassionate and collaborative.

It's for anyone responsible for the culture, management and leadership in adult social care workplaces of all sizes.

**Download the toolkit:**

[www.skillsforcare.org.uk/culturetoolkit](http://www.skillsforcare.org.uk/culturetoolkit)



CONNECTED



# New values-based recruitment toolkit

**Values-based recruitment is an evidence-based approach that enables employers to understand a candidate's values, behaviours and attitudes, and assess whether they align with the values, culture and expectations of the workplace.**

We know that people recruited for values stay longer. This evidence-based toolkit provides information, activities, resources and case studies to enable you to utilise values-based recruitment methods and strengthen your workforce.

It maps out a step-by-step approach to develop and implement effective values-based recruitment and retention for both organisations and individual employers.

[Find out more](#)



# Save the date | The Managers Conference 2024

**Monday 11 March – Tuesday 12 March 2024 | Wyboston Lakes,  
Bedfordshire**

This event will bring together managers to champion and support the crucial role managers play in adult social care.

- Learn and find solutions to the challenges you face daily
- Share knowledge, ask questions and network with colleagues
- Celebrate your role in providing great care



**The Managers Conference 2024**  
Monday 11 – Tuesday 12 March  
Wyboston Lakes, Bedfordshire

Welcome to the  
Managers Conference  
2024

Save the date

#TheMC2024

Hosted by



In collaboration with



**Booking opens on Monday 23 October 2023 – look out for more  
information on the programme and early bird tickets!**



# Making a difference with data

Throughout October we're shining our spotlight on how **#DataDrivesChange**, and saying thank you to more than 20,000 organisations who provide their insights through our **Adult Social Care Workforce Data Set (ASC-WDS)**

Data plays an important role in making decisions and driving positive change.

Our **#DataDrivesChange** spotlight will include resources and information about how you can use ASC-WDS to benefit your organisation and contribute to important decisions and discussions about the social care sector.

[Find out more](#)



## 'Made with Care' recruitment campaign live

**The Department of Health and Social Care's national adult social care recruitment campaign has now launched.**

**The campaign runs until the end of March 2024 and aims to support you in recruiting the dedicated staff you need to fill your vacancies.**

The campaign raises awareness of the rewarding nature of care work and tackles the concerns that research shows potential applicants may have. By working with the campaign, you can help ensure that people inspired by it are motivated and supported to take action and apply for local jobs at all levels, increasing the number of quality candidates that apply to your roles.

**Find out more [www.adultsocialcare.co.uk](http://www.adultsocialcare.co.uk)**





# Get ready for the CQC Single Assessment Framework

**The CQC has announced they will commence the roll out of the Single Assessment Framework from November 2023 for adult social care providers.**

Ensure your service is prepared by exploring recommendations, practical examples and resources covering the 34 new Quality Statements in our [inspection toolkit](#).

---

## Being prepared for CQC inspection seminar

**Tuesday 12 December 2023 | 10:00 – 15:30 | Zoom**

An interactive seminar for services who want to understand the practical ways prepare for CQC inspection and evidence the quality care your service is providing.

[Register now](#)



## Volunteer programme extending into adult social care

**NHS and Care Volunteer Responders, a national volunteering programme, is now available to support adult social care providers in England.**

Volunteers can help improve people's experience of care and free up time for frontline staff to prioritise support for those who need it most.

**How to webinars:** provide a short briefing on the programme for both NHS organisations and adult social care providers. Hear about the programme's scope, what volunteer support is available and how to make a referral.

**Make a referral:** make a referral for volunteer support on behalf of someone in receipt of care by phoning 0808 196 3382 or visiting the [website](#).

**Survey:** we also want to identify any further volunteer roles that can support the social care sector so please complete this short survey to have your say on future roles it would be helpful to introduce.



## Upcoming webinar...

**I'm a technophobe, get me out of here – taking the fear out of digital for social care managers**

**Wednesday 8 November 2023 | 14:00 – 15:00 | Zoom**

**This webinar will provide registered managers with support and practical information that can help get them started on their digital journey.**

Our aim is to help everyone in the sector embrace technology and plan their digital journey, one step at a time. We'll be joined by a panel of registered managers who will discuss their experiences and share their top tips on why they made the change to digital, how they decided what to do in their organisation, how they got their staff on board with digitalisation and what did and didn't work for them.

[Register now](#)



## Upcoming webinar...

### Medicines from the regulatory perspective: part 3

Tuesday 21 November 2023 | 10:00 – 11:00 | Zoom

**This webinar, delivered in partnership with the CQC, will explore the regulations, best practice, advice and practical tools around medicines optimisation in all care settings.**

People accessing care and support often require help with their medication and medicines remains one of the more common areas of unsafe practice amongst services rated inadequate or requires improvement.

You will have an opportunity to help shape the content of the webinar, by identifying your priority topics from a list of common areas of concern for providers in relation to medicine administration and management.

[Register now](#)



## Registered manager membership – renewal resource

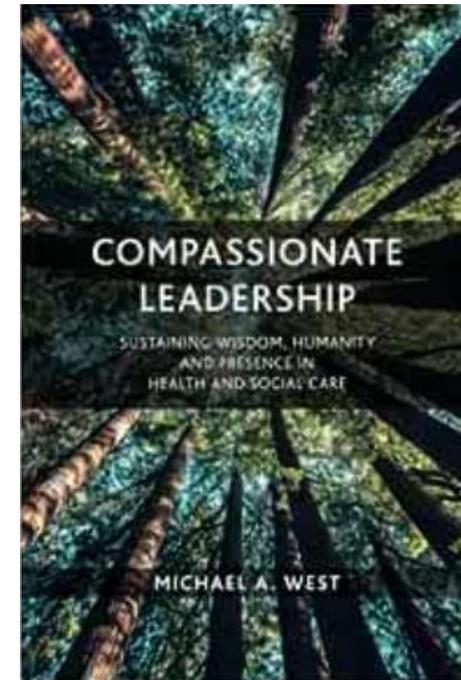
As part of our registered manager membership, all members that renew their membership receive an exclusive resource.

For those renewing from 1 April 2023, they will receive a hard copy of **Compassionate Leadership** by Professor Michael West CBE.

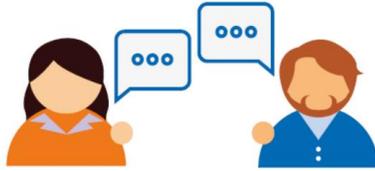
This book explores how attending to, understanding, empathising with and helping those you lead can support them to respond effectively to the challenges they face in their work.

The four elements of compassionate leadership play a crucial part in all aspects of your role as manager, including staff wellbeing, retention, and creating safe, supported cultures within your services.

[www.skillsforcare.org.uk/membership](http://www.skillsforcare.org.uk/membership)



CONNECTED



## Registered manager / Deputy manager network survey 2023/24

**We are inviting managers who have attended a network to take part in a short survey to help us understand more about the benefits of networks.**

We want to understand and gain feedback on many things including:

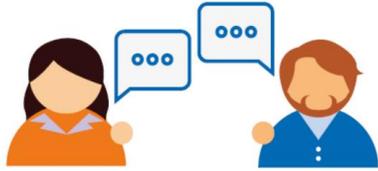
- why managers attend the networks
- what benefits managers gain from attending
- what improvements they have made to their service as a result of attending the network.

You can access the survey online or using the QR code – it should only take 10 minutes to complete.

<https://online1.snapsurveys.com/SfCRMDM2023-24>



CONNECTED

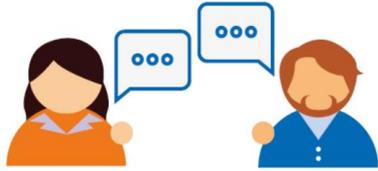


## Registered manager / Deputy manager survey results 2022/23

Last year's survey highlighted the value of networks to both registered managers and deputy managers.

- **97% of managers would recommend joining their registered manager or deputy manager network**
- 82% felt more valued and supported in their current role as a result of attending their network
- 84% agreed that they better understood how to make improvements to their service
- 83% agreed they felt more confident in their current role
- 84% agreed they felt more positive about their current role

[Find out more about the power of networks](#)



 **Humber and North Yorkshire**  
Health and Care Partnership

 **NHS**  
**Humber and North Yorkshire**  
Integrated Care Board (ICB)



# Networks Across York and North Yorkshire

**Harrogate and District – Chair Julia Moore [Julia@hs4lc.org.uk](mailto:Julia@hs4lc.org.uk)**

**Next Meeting 7<sup>th</sup> December 2023**

**Scarborough, Ryedale and Whitby – Chair Tanya Thomas/Sam Taylor-Rose**

**[t.thomas@stcecilias.co.uk](mailto:t.thomas@stcecilias.co.uk) [sam.taylor-rose@whitbycourt.co.uk](mailto:sam.taylor-rose@whitbycourt.co.uk)**

**Next Meeting Tuesday 24<sup>th</sup> October 2023**

**The Dales (Hambleton and Richmondshire) - Chair Caroline Corner**

**[careservicesthirk@outlook.com](mailto:careservicesthirk@outlook.com)**

**Next Meeting TBC**

CARE   
CONNECTED



# National event for nominated individuals

**Wednesday 29 November 2023 | 11:00 – 12:30 | Zoom**

**Join us for our third national event for nominated individuals where the focus of the discussions will be digital leadership and digital transformation.**

The event will support you to develop your own digital strategies and help you identify ways to develop the digital capabilities and skills for your workforce and hear from providers about their own digital journey.

You'll also discover more about Skills for Care's support and resources and our nominated individual networks in regional break-out discussions.



**Register now** CARE  CONNECTED



## The 2023-24 Workforce Development Fund is now open!

**The Workforce Development Fund (WDF) 2023-24 is now open to adult social care employers in England to support the development of their staff at all levels.**

This year the WDF will continue to provide additional support to registered managers and frontline managers as this is key to providing quality care and supporting the workforce.

Enhanced funding will continue to be available for the completion of leadership and management qualifications, learning programmes and digital learning modules.

**[Full details of the scheme and the claim form are available now](#)**



## Workforce Development Fund 2023-24



Care providers can now get vital financial help with the training of their staff by applying for a payment from the Skills for Care's [Workforce Development Fund](#)

Applications are now open and we would urge anyone looking for a grant to apply straight away as funds are limited and allocated on a first come, first served basis.

For more information and to make a claim contact [l.clarke@stcecilias.co.uk](mailto:l.clarke@stcecilias.co.uk) today



CONNECTED



## Funded essential training now available

Three packages of learning are available. The rapid induction programme (aimed at new staff), refresher training (aimed at existing staff) and a volunteer programme.

Employers can select from six endorsed providers who have been awarded grants to deliver the training within this financial year. We encourage you to sign learners up to complete the training whilst it's available.

- **Rapid induction programme:** new workers will receive training in eight topics and the main knowledge elements of the care certificate.
- **Refresher training:** aimed at staff who urgently need refresher training which has expired or will expire soon, for them to continue to work safely.
- **Volunteer programme:** Introduction to adult social care.

[www.skillsforcare.org.uk/essentialtraining](http://www.skillsforcare.org.uk/essentialtraining)



## Introductory modules for managers

### 11 eLearning modules to develop skills in leadership, succession planning and developing future talent

- Leading and managing in adult social care
- Supporting and developing teams
- Regulation and governance
- Effective communication
- Working with partners
- Leading a person-centred service
- Safeguarding and mental capacity
- Making decisions
- Managing resources
- Learning and innovating
- Personal development and wellbeing

**Employers can claim £50 per completed module from the Workforce Development Fund.**

[www.skillsforcare.org.uk/IntroductoryModulesForManagers](http://www.skillsforcare.org.uk/IntroductoryModulesForManagers)



# Updates to the Manager Induction Standards

**The Manager Induction Standards have been reviewed and updated to better prepare new and aspiring managers to perform well in their role.**

Leaders and managers are important to the success of any organisation which is why effective induction of managers needs to be a key focus.

Skills for Care has reviewed the Manager Induction Standards (2023) so you can use them to support this process. They can be used as a tool to assess development and provide information on what areas a potential or new manager needs to develop further. They've been developed with a range of organisations to ensure they're fit for purpose.

[View the standards](#)



## Good and Outstanding care learning modules

**We've launched a range of eLearning modules to help you understand the CQC inspection process, what is expected of your service and how you can best evidence these expectations**

### **The one-hour modules include:**

- Being prepared for CQC inspection
- Improving your CQC rating
- Delivering Outstanding care.

Anyone involved in CQC inspection can use the modules and will be awarded a certificate to evidence their completion.

**Modules cost £15 – employers can claim £50 per participant from the Workforce Development Fund.**

[Find out more](#)



## Moving up registrations open

**Are you a manager or aspiring manager from Black and Asian minority groups who has the desire and drive to progress in your career but are facing blockages and resistance preventing you from doing so?**

If so, our Moving Up programme is for you.

The programme aims to give you an increased understanding of who you are, your strengths and weaknesses and a variety of techniques to help overcome any personal challenges.

It will focus on increasing confidence and self-belief, to allow growth and progression to where you want to be in your career.

[Find out more about the programme](#)



# International recruitment support

**Recruiting internationally is a great way to find skilled and diverse workers, but employers often tell us they have trouble navigating the legalities of recruiting internationally**

**Our international recruitment webpage has a range of resources including:**

- Webinar recordings
- Guidance and checklist for gathering and assessing criminal record information including displaced people
- Links to other useful sources of information including
  - Overseas recruitment bite-size guide
  - Code of practice for international recruitment
  - Ethical recruiters list
  - Government guidance
  - Pastoral care guide for international recruitment

**[www.skillsforcare.org.uk/Internationalrecruitment](http://www.skillsforcare.org.uk/Internationalrecruitment)**



CONNECTED



## Adult social care workforce survey

**Tell the Government what is needed to make social care a better place to work.**

**Thanks to everyone who has already completed the survey.**

We still want to hear from under 25s – it's their chance to have their voice heard by the Government. If you have workers in your teams that are under 25, please share the survey link with them.

The survey will take no more than 20 minutes to complete, and responses are collected anonymously.

Survey link: <https://ipsos.uk/ASCworkforce>

## Legacy Mentor Projects

*supported by the Health and Care Partnership*

- They are funded projects from NHS England, this role has been piloted in the NHS and has proved effective in improving retention of staff and in their development.
- These are the first projects funded to work in social care to support frontline nurses (new to post in the last 2 years, including overseas new starters) and Registered Managers
- This is a yearlong project, initial expressions of interest due in by 31<sup>st</sup> October but expressions will be accepted throughout the year.
- This project will be evaluated nationally with a view to expand and develop

# Registered Manager Legacy Mentor

- Healthwatch survey 2022- identified lack of support for Registered Managers in Care homes by Registered Managers in care Homes.
- Aims to give confidential support to Registered Managers for up to 1 year
- Help support personal development, project management ie implementing new rota, staff issues, new CQC guidance or current identified areas need support by the mentee.
- Need to apply to be part of the project by completing expression of interest form.

# Legacy Nurse Mentor

- Retention of the nursing workforce in social care has never been more vital.
- The last few years of nursing in social care has been tough
- Limited access to support networks for nurses across Yorkshire in registered nursing homes, unlike the NHS.
- I will be working with nurses in Nursing Homes new in post or within the first 2 years, through a blend of mentorship and coaching, face to face, on-line and over teams, providing emotional and pastoral support.
- If themes of required development are identified this could lead to organised training , action learning, and group discussion within the mentees.



# Advance Care Planning Skills Training (Vale of York Providers)

**When: Third Thursday of the Month 9.30-12.00 at St Leonards Hospice**

St Leonards Hospice are hosting monthly advance care planning skills sessions to support care provider staff in empowering people's choice and wishes. Open to all, the training session is designed to normalise and enhance decision making in end of life care. You will gain an insight into the types of decisions we make, your legal protections and how best to support friends, families, and patients. For further information please follow this [link](#) or contact [christopher.charters@nhs.net](mailto:christopher.charters@nhs.net)



# Free Breast Cancer Awareness Sessions

During Breast Cancer month, Humber and North Yorkshire Cancer Alliance is supporting national campaigns to raise awareness about breast cancer and the NHS breast screening service, by offering short 15 minute breast cancer awareness sessions. Breast cancer is the most commonly diagnosed cancer in women, with around 55,000 people being diagnosed each year. Did you know that men can also be diagnosed with breast cancer?

Please come and join one of our short 15 minute sessions and learn more about;

- the signs and symptoms of breast cancer
- how to do a breast check
- when is breast cancer screening offered
- what happens at a breast cancer screening

Sessions are open to anyone living or working in Humber and North Yorkshire. To reserve your place visit our [Eventbrite booking page](#).



# **Bowel and Bladder Team Update (Vale of York Providers)**

**Stefanie Barnish**

# Suicide Prevention in Care Homes Webinar

Providers are invited to join this webinar hosted OHID and the Northern England and Yorkshire and the Humber Clinical Networks, on **Tuesday 24th October, 13:00 - 14:00PM.**

Please find attached a flyer with more information, including a Microsoft Teams link to join the session – **no registration is required prior to the event.** The session will include presentations on managing suicide risk among the residents of older adult care homes and promote a new publication: *Promoting Emotional Health and Wellbeing and Preventing Suicide: A Resource for Care Home Settings.*

The sessions are intended to be informal and interactive so that staff across the North East and Yorkshire have the chance to share their experiences of supporting people using dementia and older people's mental health services. You're welcome to talk about challenges, share successes, or just come and listen and provide and receive some peer support.

[To join the webinar please follow this link](#)

# DBS CQC Adult Social Care Webinar- 26 October 11:00

The DBS have been working with the Department of Health and Social Care (DHSC) to raise awareness of the process of DBS checks within the Adult Care sector. As part of this work they are excited to invite you to this Adult Social Care Provider webinar.

This DBS webinar will cover:

- An update on the COVID Fast and Free Service
- The DBS Update Service
- The Enhanced DBS check process
- The Police check Stage (4) of the DBS Enhanced check process
- Adult First checks - when they can be applied for and how

To book your place please click the below link. Please note separate events are scheduled via Eventbrite If you are interested in eligibility for DBS checks, or when a legal duty to refer to DBS exists and won't be covered in this session.

[DBS CQC Adult Social Care Webinar Tickets, Thu 26 Oct 2023 at 11:00 | Eventbrite](#)

CARE   
CONNECTED

## Dates for Your Diary

- [Skills for Care Webinar- Integrated care - Practical ways to raise the voice of the adult social care sector. 25 October 2.00-3.00](#)
- [DBS CQC Adult Social Care Webinar - 26 October 11:00](#)
- [Skills for Care Webinar- I'm a technophobe, get me out of here – taking the fear out of digital for social care managers. 08 November 2.00-3.00](#)
- [Bowel and Bladder Training for Care Staff \(Vale of York Providers Only\)- 09 November 2.00-4.00](#)
- [BD Syringe Driver Training \(Vale of York Providers Only\) 13 November 9.30-12.30](#)
- [Achieving Excellence Together in Health and Social Care Conference- 01 December 9.00-4.30](#)

# Open Floor

- Updates
- Good news stories
- Questions
- Suggestion for Care Connected T/O



**let's talk**

CARE   
**CONNECTED**

# Key Contacts – North Yorkshire Council

North Yorkshire Council website [Home | North Yorkshire Council](#)

**Dedicated email address for care providers:** [SocialServices.Contractingunit@northyorks.gov.uk](mailto:SocialServices.Contractingunit@northyorks.gov.uk)

Quality Team: [HASQuality@northyorks.gov.uk](mailto:HASQuality@northyorks.gov.uk)

North Yorkshire Partnership website: [Care Connected | North Yorkshire Partnerships \(nypartnerships.org.uk\)](http://CareConnected|NorthYorkshirePartnerships(nypartnerships.org.uk))

NYC Approved Provider Lists for Adult Social Care – FAQs, Webinars can be found [here](#)

Public Health [dph@northyorks.gov.uk](mailto:dph@northyorks.gov.uk)

Service Development: [HASservicedevelopment@northyorks.gov.uk](mailto:HASservicedevelopment@northyorks.gov.uk)

Jo Holland - [joanne.holland@northyorks.gov.uk](mailto:joanne.holland@northyorks.gov.uk)

**Training available** NYC, PHE & NYSAB:

<https://safeguardingadults.co.uk/> & <https://www.nypartnerships.org.uk/phtraining>

## Workforce

Make Care Matter [www.makecarematter.co.uk](http://www.makecarematter.co.uk)



# Key Contacts and Information – City of York Council

City York Council website - <https://www.york.gov.uk/AdultSocialCare>

## Dedicated email address for care providers:

**Commissioning and Contracts:** [AllAgeCommissioning@york.gov.uk](mailto:AllAgeCommissioning@york.gov.uk) - If you require further assistance, please contact All Age Commissioning on Tel: 01904 55 4661

**Transformation and Service Improvement:** [asctransformationteam@york.gov.uk](mailto:asctransformationteam@york.gov.uk)

<https://www.york.gov.uk/ShapingCare> - NEW! Market Position Statement for all providers to view

*City of York Council Individual Provider Bulletin* is circulated regularly to providers and as/when there is important information to share.

# Key Contacts – Health and Adult Social Care

NHS Humber and North Yorkshire ICB: [sam.varo@nhs.net](mailto:sam.varo@nhs.net)

iCG: John Pattinson [johnpattinson@independentcaregroup.co.uk](mailto:johnpattinson@independentcaregroup.co.uk) To join the iCG [click here](#)

Heather Bygrave- Relationship Team Manager Immedicare [hbygrave@immedicare.co.uk](mailto:hbygrave@immedicare.co.uk)

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

Skills for Care: [Angela.Thompson@skillsforcare.org](mailto:Angela.Thompson@skillsforcare.org) website:[Home - Skills for Care](#)

## Training available

IPC [Home - Infection Prevention Control](#)

NHS Humber and North Yorkshire ICB- [Training and Development Opportunities](#)

Digital Update Newsletter sign up - [Newsletter Signup - Digital Social Care](#)

## Workforce

Skills for Care <https://www.skillsforcare.org.uk/Recruitment-retention/Recruitment-and-retention.aspx>

Department of Health & Social Care <https://www.adultsocialcare.co.uk/home.aspx>

The DHSC social care reform [Homepage -](#)

Workforce wellbeing resource finder: [Wellbeing resource finder](#)

