

## 29<sup>th</sup> November 2023

- CQC Readiness for Care Providers
- North Yorkshire Sport- Introduction of Offer to Care Sector (North Yorkshire and York Providers)
- Community First Yorkshire Age Friendly Network (North Yorkshire Providers)

# Positive Behaviour Support- Newsletter and Survey



Across North Yorkshire and York our mental health, learning disability and autism team would like to raise awareness of what good positive behaviour support looks like with all providers of care, and carers, to support you to enable our people with a learning disability and/or autism to live the best life possible. Please find through this [link](#) a short newsletter providing information and resources for providers.

We would also really grateful if providers could take a few minutes to complete a [short survey](#) to help the ICB understand the need for PBS provision, training and support across our area. There will also be the opportunity to add your contact details if you or others in your organisation would like to take part in a PBS community of practice.

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## Digitising Social Care Website

The new national CARE-branded digitising social care website has now launched. Here you'll find everything you need to get started with your digitisation journey, including funding opportunities, access to training, and hints and tips to help your organisation become more digital. There's also a range of resources and articles to help build digital confidence in your teams. To access the website please follow this [link](#)

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## Protecting Ourselves and Those Around Us This Winter

Your local vaccination programmes continue to be available to offer both flu and COVID-19 boosters to health and social care staff this winter. Our "Lets Get Vaccinated" campaign as launched a new [myth busting poster](#) which covers some of the frequently asked questions you may be asked when supporting your team to access vaccinations this winter. We would encourage providers to print and display the poster within your settings- with every contact counting this winter to protect those in our care and support our health and social care sector.

# Y&H Adult Social Care International Recruitment Fund Bursary Application Process Launch

Announced in February 2023, the [International Recruitment Fund](#) aims to increase the capacity of Adult Social Care nationally, with the fund dispersed through the 9 ADASS regions.

In our region (Yorkshire & Humber), we have agreed to utilise most of the Fund to offer 360 bursaries of £3k each to Small and Medium Enterprises providing care and support, who would like to recruit from overseas to increase the capacity of their front-line workforce. This the fund can be used to support the international recruitment of care workers, senior care workers, and Registered Nurses.

In addition to increasing capacity within the care sector, the bursary scheme requires an ethical, sustainable approach to international recruitment, with the wellbeing and best interests of the sponsored migrant and the people in receipt of care being paramount. In return, successful applicants will receive a £3,000 bursary to spend on international recruitment related costs, tailored training and support packages, and the chance to join a community of practice to ensure the sustainability and longevity of international recruitment and retention in the sector.



# Y&H Adult Social Care International Recruitment Fund Bursary Application Process Launch

Before starting the application process, please read through the [Bursary Acceptance Criteria](#) (also attached) and ensure that you both meet and are willing to commit to the requirements.

The application process will consist of:

1. The Provider completing an [online application form](#) before the end of 08-12-2023.
2. This will be reviewed by the project team and relevant LA Commissioners.
3. Applying Providers may be contacted to provide additional information during this period.
4. A decision be reached and communicated before 22-12-2023.
5. A second round of applications may be opened in January 2024 if not all bursaries have been allocated.

While the application process has been designed to be as straightforward as possible, we also want to give potential applicants the chance to discuss the bursary scheme with us, and to ensure everyone has the best chance of success in their applications. As such, we will be running **explanatory webinar sessions** on **Wednesday 29-11-23** and **Tuesday 05-12-23** to explain the application process. If you are interested in registering for these sessions, or have any other questions, please use this [online form](#).





# CQC Readiness

The New Single Assessment Framework





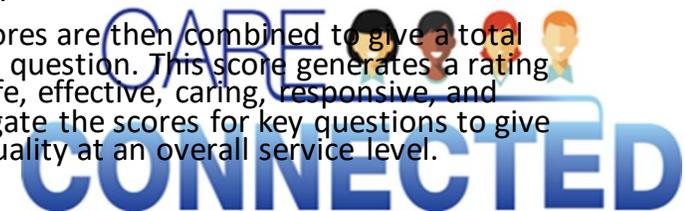
# Past, Present and Future

- The New Strategy will introduce a **SINGLE Framework; Set of Expectations; and Definition of Quality.**
- **Inspections On Site:** There will no monitoring function but an ongoing assessment model instead; as new information becomes available the CQC can update judgements and assessments accordingly. Inspections and site visits will continue but that wont always be the case and they wont necessarily be the core part of an assessment.
- **Gathering evidence:** We'll make much more use of information, including people's experiences of services. We'll gather evidence to support our judgements in a variety of ways and at different times – not just through inspections.
- **Frequency of assessments:** We will no longer use the rating of a service as the main driver when deciding when we next need to assess. Evidence we collect or information we receive at any time can trigger an assessment.



# The CQC: Past, Present and Future

- **Assessing quality:** We'll make judgements about quality more regularly, instead of only after an inspection as we do currently. Our assessments will be more structured and transparent, using evidence categories and giving a score for what we find.
- **Ratings:** Where appropriate, we'll continue to describe the quality of care using our 4 ratings: outstanding, good, requires improvement, or inadequate.
- **Reports:** This will all reduce the time taken to publish reports as short statements will be published instead and there will be a reduction in the length and density of information.
- **Assessment Stages:**
  - Review evidence within the evidence categories for each of the 34 quality statements.
  - Apply a score to each of these evidence categories.
  - Combine these evidence category scores to give a score for the related quality statement.
  - The quality statement scores are then combined to give a total score for the relevant key question. This score generates a rating for each key question (safe, effective, caring, responsive, and well-led). We then aggregate the scores for key questions to give a rating for our view of quality at an overall service level.





## MythBusters

Relevant Legislation - no change

5 Key Questions - no change

13 Fundamental Standards - no  
change

4 Ratings - no change

34 Quality Statements - change (from  
approx 30 KLOEs per sector)

6 Evidence Categories - change

4 Scores - change



Learning culture

Safe systems, pathways and transitions.

Safeguarding

Involving people to manage risks

Safe environments

Safe and effective staffing

Infection prevention and control

Medicines optimisation

- Kindness, compassion and dignity
- Treating people as individuals
- Independence, choice and control
- Responding to people's immediate needs
- Workforce wellbeing and enablement

Assessing needs  
Delivering evidence-based care and treatment

How staff, teams and services work together

- Supporting people to live healthier lives
- Monitoring and improving outcomes
- Consent to care and treatment



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- Person-centred care
- Care provision, integration, and continuity
- Providing information
- Listening to and involving people
- Equity in access
- Equity in experiences and outcomes
- Planning for the future

- Shared direction and culture
- Capable, compassionate and inclusive leaders
- Freedom to speak up
- Workforce equality, diversity and inclusion
- Governance, management and sustainability
- Partnerships and communities
- Learning, improvement and innovation
- Environmental sustainability – sustainable development





## Evidence Categories

1. People's experience of health and care services
2. Feedback from staff and leaders
3. Feedback from partners
4. Observation
5. Processes
6. Outcomes



**Scoring:** When we assess evidence, we assign scores to the key evidence categories for each quality statement that we're assessing. Ratings will be based on building up scores from quality statements to an overall rating.

- 4 = Evidence shows an exceptional standard - Outstanding
- 3 = Evidence shows a good standard - Good
- 2 = Evidence shows some shortfalls - Requires Improvement
- 1 = Evidence shows significant shortfalls – Inadequate



[EXAMPLE](#)

You will now need to focus on ALL of them to avoid the rating limiters:

EG - If a service is in the Good rating range across the majority Quality Statements under a Key Question, but there is a score of 1 (Inadequate) for one or more Quality Statements then the rating is limited to Requires Improvement for that Key Question.

EG - If a service is in the Outstanding rating range across the majority Quality Statements under a Key Question, but there is a score of 1 (Inadequate) or 2 (Requires Improvement) for one or more Quality statements, the rating is limited to Good.



THEN

You are protected from abuse and avoidable harm.

SAFE

NOW!

Safety is a priority for everyone, and leaders embed a culture of openness and collaboration. People are always safe and protected from bullying, harassment, avoidable harm, neglect, abuse and discrimination. Their liberty is protected where this is in their best interests and in line with legislation. Where people raise concerns about safety and ideas to improve, the primary response is to learn and improve continuously. There is strong awareness of the areas with the greatest safety risks. Solutions to risks are developed collaboratively. Services are planned and organised with people and communities in a way that improves their safety across their care journeys. People are supported to make choices that balance risks of harm with positive choices about their lives. Leaders ensure there are enough skilled people to deliver safe care that promotes choice, control and individual wellbeing.

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THEN

Your care, treatment and support achieves good outcomes, helps you to maintain quality of life and is based on the best available evidence.

EFFECTIVE

NOW!

People and communities have the best possible outcomes because their needs are assessed. Their care, support and treatment reflects these needs and any protected equality characteristics. Services work in harmony, with people at the centre of their care. Leaders instil a culture of improvement, where understanding current outcomes and exploring best practice is part of everyday work. Everyone is supported to see what works well and not so well based on indicators of quality. Continuous improvement is always guided by this insight.

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THEN

Staff involve and treat you with compassion,  
kindness, dignity and respect.

CARING

NOW!

People are always treated with kindness, empathy and compassion. They understand that they matter and that their experience of how they are treated and supported matters. Their privacy and dignity is respected. Every effort is made to take their wishes into account and respect their choices, to achieve the best possible outcomes for them. This includes supporting people to live as independently as possible.

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THEN

Services are organised so that they meet your needs.

RESPONSIVE

NOW!

People and communities are always at the centre of how care is planned and delivered. The health and care needs of people and communities are understood and they are actively involved in planning care that meets these needs. Care, support and treatment is easily accessible, including physical access. People can access care in ways that meet their personal circumstances and protected equality characteristics. People, those who support them, and staff can easily access information, advice and advocacy. This supports them in managing and understanding their care and treatment. There is partnership working to make sure that care and treatment meets the diverse needs of communities. People are encouraged to give feedback, which is acted on and used to deliver improvements.

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THEN

The leadership, management and governance of the organisation make sure it's providing high-quality care that's based around your individual needs, that it encourages learning and innovation, and that it promotes an open and fair culture.

WELL-LED

NOW!

There is an inclusive and positive culture of continuous learning and improvement. This is based on meeting the needs of people who use services and wider communities, and all leaders and staff share this. Leaders proactively support staff and collaborate with partners to deliver care that is safe, integrated, person-centred and sustainable, and to reduce inequalities. There are effective governance and management systems. Information about risks, performance and outcomes is used effectively to improve care.

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*It is not always logistically possible to have every member of your team in one room for a training session. Different shift patterns, annual leave, and sickness are all inevitable. Also, one or two face-to-face sessions are a lot of information to digest and remember. Continuing communication in and around these sessions is also important.*

- 1. Have themed weeks/months** – Take a key question such as SAFE and focus on those quality statements and evidence categories for that week/month. Posters around the workplace and visual reminders in areas where a quality statement may be more relevant.
- 2. Celebrate outstanding practice and good evidence collected for that key question and share real-life examples of when this has taken place.** The more you can bring the quality statements and evidence examples to life, the easier your team will find it to spot opportunities within their working day.
- 3. In Handovers and Supervisions, Team Meetings, and Events - try and link scenarios to the key questions and quality statements and discuss what evidence could be collected to share with the CQC. This could be achieved via Learning Through Games.** Transform CQC framework learning into an engaging game or quiz. Gamify the process to challenge and motivate your team, and consider rewards, as this will support in reinforcing their grasp of quality statements and evidence categories.
- 4. Email Communication/Newsletters** – Dedicate an area of your newsletter or have an email go out each week that focusses on the new framework. Talk about the changes, the timelines, and what they can be doing personally to deepen their understanding.
- 5. Appoint Champions within your team who possess expertise in CQC framework changes.** They can offer one-on-one guidance, answer queries, and provide practical insights for a smoother transition.

# North Yorkshire Sport Health and Wellbeing Manager

Simon Pierce



## North Yorkshire Sport

North Yorkshire Sport is a registered charity and the Active Partnership for North Yorkshire & York.

We use sport & physical activity as a driver for positive change to help tackle barriers to being regularly active, such as health, deprivation, training & employment and disability in order to build stronger communities.

## Background

Disability lead advising delivery partners on the 'Inclusion Spectrum'

- Open
- Modified
- Parallel
- Separate
- Disability specific

And the 'STEPS' principals

- Space
- Task
- Equipment
- People
- Speed

## Past and Present Learning

### Primetime

Using inclusive activities and participation to address loneliness and isolation concerns in rural communities.

### Strong and Steady

Strong and Steady was a programme designed to encourage people to become more active and reduce the risk of trips and falls. The programme supported participants to improve balance and strength, increasing confidence and improving ability in everyday tasks.

### Get Moving

People 65+ who were active and independent but as a result of the last 3 years have experienced a level of deconditioning that has affected their ability, motivation and confidence.

# Current Recommendations and Advice

This document has been replaced with a newer version. Go to: <https://www.gov.uk/government/publications/physical-activity-guidelines-infographics>

## Physical activity benefits for adults and older adults

BENEFITS HEALTH	REDUCES YOUR CHANCE OF	PERCENTAGE
IMPROVES SLEEP	Type II Diabetes	-40%
MAINTAINS HEALTHY WEIGHT	Cardiovascular Disease	-35%
MANAGES STRESS	Falls, Depression and Dementia	-30%
IMPROVES QUALITY OF LIFE	Joint and Back Pain	-25%
	Cancers (Colon and Breast)	-20%

### What should you do?

For a healthy heart and mind: **Be Active**

To keep your muscles, bones and joints strong: **Sit Less**

To reduce your chance of falls: **Build Strength** and **Improve Balance**

Be Active	Sit Less	Build Strength	Improve Balance
<p><b>VIGOROUS</b></p> <p>Run, Sport, Stairs</p> <p><b>MODERATE</b></p> <p>Walk, Cycle, Swim</p>	<p>TV, Sofa, Computer</p>	<p>Gym, Yoga, Tai Chi, Bowls</p>	<p>Balance exercises</p>

**MINUTES PER WEEK**  
**75 OR 150**  
 VIGOROUS INTENSITY (BRIGHTENING FAST, DIFFICULTY TALKING) OR A COMBINATION OF BOTH  
 MODERATE INTENSITY (INCREASED BREATHING, ABLE TO TALK)

**BREAK UP SITTING TIME**

**2 DAYS PER WEEK**

Something is better than nothing. Start small and build up gradually: just 10 minutes at a time provides benefit. **MAKE A START TODAY: it's never too late!**

UK Chief Medical Officers' Guidelines 2011 Start Active, Stay Active: <http://bit.ly/startactive>

## Physical activity for adults and older adults

BENEFITS HEALTH	REDUCES YOUR CHANCE OF	PERCENTAGE
IMPROVES SLEEP	Type II Diabetes	-40%
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MANAGES STRESS	Falls, depression etc.	-30%
IMPROVES QUALITY OF LIFE	Joint and back pain	-25%
	Cancers (colon and breast)	-20%

Some is good, more is better | Make a start today: it's never too late | Every minute counts

### Be active

at least **150** minutes moderate intensity per week (increased breathing, able to talk) OR or a combination of both at least **75** minutes vigorous intensity per week (increased heart & difficult to talk)

**Build strength** on at least **2** days a week

**Minimise sedentary time** Break up periods of inactivity

**Improve balance** For older adults, to reduce the chance of frailty and falls 2 days a week

Moving Medicine

## It's safer for people with long-term conditions to be physically active

- The benefits outweigh the risks**  
Physical activity is safe even for people living with symptoms from multiple medical conditions.
- The risk of adverse events is very low but that's not how people feel**  
Well informed conversations with healthcare professionals can reassure people who are fearful of their condition worsening, and further reduce this risk.
- It's not as easy as just telling someone to move more**  
Be aware of the concerns of individuals and their carers to help build confidence.
- Everyone has their own starting point**  
Help people identify their own starting point, begin there and build up gradually.
- Stop and seek medical review if...**  
They notice a dramatic increase in breathlessness, new or worsening chest pain and/or increasing GIN requirement, a sudden onset of rapid palpitations or irregular heartbeat, dizziness, a reduction in exercise capacity or sudden change in vision.

To find out more scan the QR code or visit [www.movingmedicine.co.uk](http://www.movingmedicine.co.uk)

# Benefits, Opportunities and Support

## Benefits

The benefits aren't only physical but cognitive and emotional.

## Opportunities

Available space, organised face to face sessions, on-line / interactive participation, informal activities.

## Support

Established network and in-house expertise to help with producing and providing appropriate, inclusive activities.

## Questions?

Contact:

Simon Pierce – Health and Wellbeing Manager

Email: [simon@northyorkshiresport.co.uk](mailto:simon@northyorkshiresport.co.uk)

Tel: 07414 911218

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## Age Friendly Network

Jeanette Hague – Project Coordinator

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## An evolution is happening....

For many people today, living longer is not just a hope but an expectation. Gains in life expectancy over the last few decades mean that millions more of us are living into our 70s, 80s, 90s and beyond, with record numbers of centenarians recorded this year!!



Our physical and social environments are major influences on how we experience ageing and the opportunities it brings. Developing age-friendly villages, towns and cities enables *all* people to age well in a place that is right for them, to continue to develop personally, to be included, and contribute to their communities whilst promoting and enabling their independence and health.



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# The Project - What is the 'Age Friendly Network'?

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The **\*Age Friendly Network** is an exciting new initiative, a campaign for all North Yorkshire, based around the 'Age Friendly Communities' framework set out by the World Health Organisation. It aims to help shape the development of an all inclusive, age friendly society.



The Age Friendly Network is a membership-based group of individuals, organisations and volunteers, committed to empowering the community through information and communication, supporting our members to have a voice and play an active role in age-friendly representation throughout North Yorkshire.



An age friendly society promotes and supports active, healthy ageing, tackles loneliness and ageism, supports social inclusion and provides infrastructure and services that are accessible, practical and suited to an ageing population.

*\*working title*



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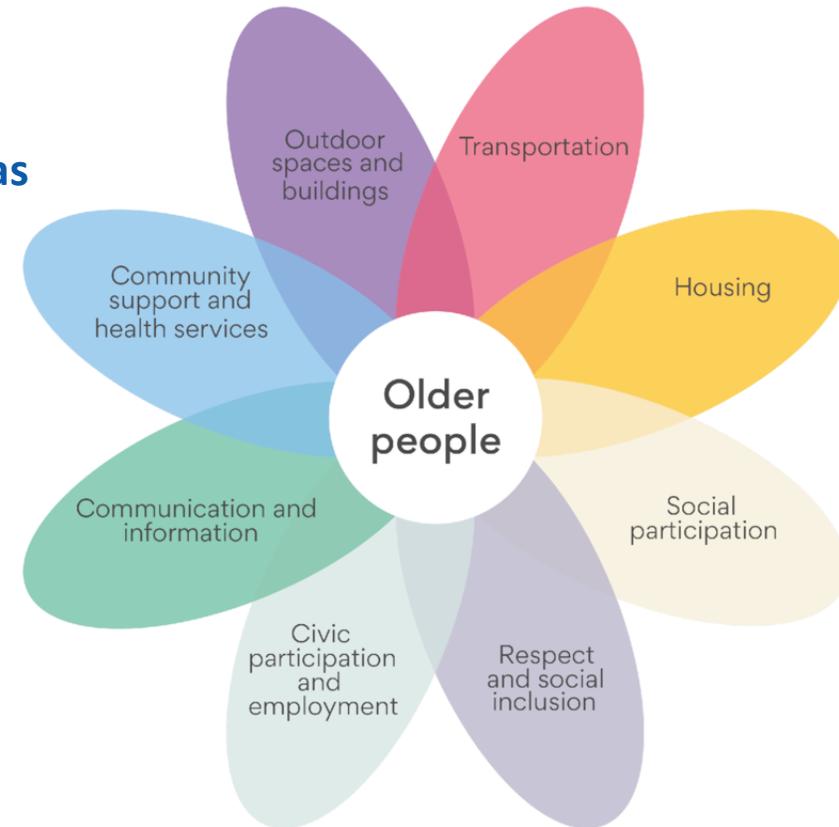
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# WHO - the Framework

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The World Health Organisation provides a clear framework for how age-friendly communities can be created and sustained as better places to grow, live, work, play, and age - through action across eight domains:

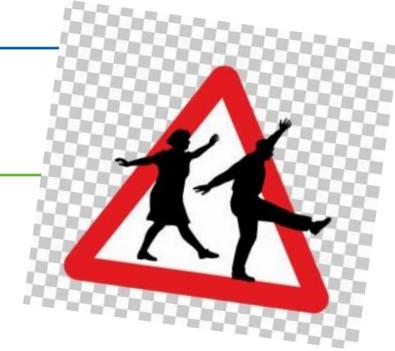
- Housing
- Transportation
- Outdoor spaces and buildings
- Community support and health services
- Communication and information
- Social participation
- Respect and social inclusion
- Civil participation and employment



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## So, where are we now...progress to date

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- 180+ members and growing
- Steering Group now in place with regular KIT meetings
- Our workshop at the recent Wider Partnership conference was an energetic, well attended and well received workshop with great feedback on the day and some positive idea's and outcomes.
- Liaising with local and National Groups (Good Practice mentors, Age UK, ) plus the more established Networks across the UK to learn to enrich and learn WGLL
- Working with Marcoms to produce relevant and regular Newsletters and bulletins
- A 'Naming of the Network' poll is open currently to establish and finalise the Name of the project, closing date 24th November 23. The name will provide an anchor, a brand and a firm foundation to build up from; asking our members to choose the name provides then ownership, involvement and investment from the beginning.
- Survey of almost 450 residents undertaken with results now published on the Community First Yorkshire website
- Updated webpage with links to helpful partners and new member sign-ups separated (individuals and organisations)



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## progress cont....

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- New network Flyers, registration forms and welcome e-mails established and in place
- Engaging with community organisations and partners (CAO, SHIC, Libraries etc)
- Membership numbers and Partnership board are key next steps
- Updated webpage with links to helpful partners and new member sign-ups separated (individuals and organisations)
- New network Flyers, registration forms and welcome e-mails established and in place
- Engaging with community organisations and partners (CAO, SHIC, Libraries etc)
- Membership numbers and Partnership board are key next steps



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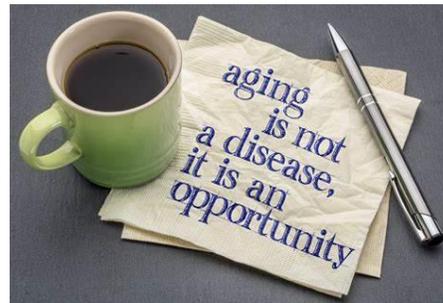
## Recent Reports

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- **Chief Medical Officer's annual report 2023 focus's on health in an ageing society**

Professor Chris Whitty's annual report recommends 'actions to improve quality of life for older adults and prioritise areas with the fastest growth in older people'.

This report really brings into focus North Yorkshires ageing population so this network is an important and timely project for the good of our communities.



- **Centre for Better ageing report 'State of Ageing 2023-24 report'**

This year's State of Ageing report paints the most detailed picture yet of the older population in England, using data from a variety of sources, including Census 2021. They have also spoken to a wide spectrum of older people about their lives and used analysis of the data reflected in their experiences of ageing.



# We talked, we asked....The Survey Results

## Age Friendly Community Survey Results

These are the results of our survey, broken down by theme, giving you examples of issues expressed and possible actions for consideration.

Survey Findings	Issues Raised	Possible Actions?	Survey Findings	Issues Raised	Possible Actions?
 <p><b>Housing</b></p> <p>82% of respondents were satisfied with their current accommodation</p>	<ul style="list-style-type: none"> <li>• need more energy efficient housing</li> <li>• need more facilities so that residents can stay independent in later life</li> </ul>	Sharing gardens	 <p><b>Transport</b></p> <p>50% of respondents found it easy to get out and about</p>	<ul style="list-style-type: none"> <li>• lack of reliable public transport at appropriate times and frequencies</li> </ul>	More over 50+ input into public transport
 <p><b>Streets and Outdoor Spaces</b></p> <p>65% of respondents were satisfied with their local streets and outdoor spaces</p>	<ul style="list-style-type: none"> <li>• tidier and cleaner spaces</li> <li>• safer spaces with better lighting</li> <li>• hazards (such as potholes and obstructions) removed</li> </ul>	Walking audits by network members	 <p><b>Social Activity</b></p> <p>65% of respondents felt able to access local social and community activities</p>	<ul style="list-style-type: none"> <li>• improve promotion of activities</li> <li>• make activities diverse, accessible and inclusive</li> </ul>	The Network will promote activities through local organisations
 <p><b>Health</b></p> <p>47% of respondents were able to access adequate health services</p>	<ul style="list-style-type: none"> <li>• difficulty accessing GPs</li> <li>• lack of transport to access health services</li> </ul>	Social Prescribers and links to wider support services	 <p><b>Contributing to the Community</b></p> <p>75% of respondents feel that they contribute to their community</p>	<ul style="list-style-type: none"> <li>• improve recruitment for paid work/volunteering</li> <li>• introduce more flexible working</li> </ul>	Advocate and work with local employers
 <p><b>Communication</b></p> <p>59% of respondents find information easy and accessible to find</p>	<ul style="list-style-type: none"> <li>• concerns about reliance on digital communication</li> </ul>	Two pronged approach, i.e. organisations offering more than digital communication approaches	 <p><b>Being included in the Community</b></p> <p>49% of respondents feel valued as a member of their local community</p>	<ul style="list-style-type: none"> <li>• tackle age/homophobic discrimination and disregard</li> </ul>	<ul style="list-style-type: none"> <li>• people aged 50+ to train social workers, health professionals etc on their needs</li> <li>• combined age groups sharing accommodation/facilities</li> </ul>

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## Challenges

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- Digital access - Not all members have or indeed want to have internet access which can lead to practical issues and communication complications
- Membership numbers – this can take time to grow and establish but we have idea's and are open to more!
- Partnership Board and volunteers – finding the right people for the network and retaining them as volunteers
- NYC – The new NYC are still working out their internal structures – departments, roles, responsibilities and personal have tendency to be fairly fluid currently
- Resources and Funding – always a challenge for projects, this is a huge piece of work and has the potential to grow exponentially in every direction...



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## Aims....

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### As the network grows and develops our members can

- Work together with a diverse and inclusive range of other members and organisations throughout North Yorkshire. Sharing idea's, feedback, best practice, new initiatives, training, events and news from your region
- Share information, knowledge and experience on what matters to our members, the people of your community and local organisations most
- Suggest improvements, discuss ideas and tackle issues with potential direct impact
- keep up to date with the latest news, topics and countywide information through consistent lines of communication
- Be a force for change, a part of the new era of Age Friendly Communities, making a positive difference



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In conclusion.... the future looks bright when we work together

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**A person centered approach to establishing age-friendly villages, towns and cities with inclusive communities that enable people to stay active; keep connected; and contribute to economic, social, and cultural life.**



**An age-friendly society can foster solidarity among generations, facilitating social inter-generational relationships between residents of all ages.**

**An age-friendly community is health promoting and designed for diversity, inclusion, and cohesion, across all ages and capacities.**



**Age-friendly communities have the potential mechanisms to reach out to older people at risk of social isolation, falls or violence through personalized and tailored efforts.**

**Age-friendly communities encourage focus on real needs for their residents from accessible and safe road and transport infrastructure, to barrier-free access to buildings and houses, public seating, sanitary facilities and digital inclusion mechanisms the list**

**goes on...**

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In conclusion.... the future looks bright when we work together

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**Can you help?**



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## Any Questions?

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**Jeanette Hague**

**M: 07825 380052**

**E: [jeanette.hague@communityfirstyorkshire.org](mailto:jeanette.hague@communityfirstyorkshire.org)**

**W: [www.communityfirstyorkshire.org.uk](http://www.communityfirstyorkshire.org.uk)**

## Dates for Your Diary

- [Achieving Excellence Together in Health and Social Care Conference- 01 December 9.00-4.30](#)
- [Skills for Care Webinar- International recruitment of nurses into social care. 06 December 1.00-1.45](#)
- [Skills for Care Webinar- Being prepared for CQC inspection seminar. 12 December 10.00-3.30](#)
- [Skills for Care Webinar- Change management – sharing lessons and learnings from managers leading digital change in their services. 18 January 10.00-11.00](#)

# Open Floor

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



**let's talk**

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# 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 \(nypartnerships.org.uk\)](#)

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](#)

