

Wednesday 13th November 2024

- 1. Social Care Market Updates**
- 2. Care Home Response Times Discussion - Abdi Abolfazi, York & Scarborough NHS Trust**
- 3. Equipment in Care Homes - Darren Clark & Mandy Ainslie, Medequip**
- 4. Service Development Provider Surgeries Update – Amanda Jacques, NYC**
- 5. Dates for Your Diary**



Care Home Partnership

Care Connected November 2024

What is changing

We have undertaken a pilot exercise with several care homes this year and have seen fewer complaints and overall improvement to both the relationships and service

- Introduction and publication of information which is understood by all parties to be standard operating service levels.
- New designated team to solely manage and deal with care home requirements.
- New options available to care homes to have equipment collected.
- Bulk care home collection for threshold number of items on site requiring collection.
- Items to remain with the prescribed service user until no longer needed.

Why the change

- Develop partnership approach through understanding.
- Dedicated resource to promote partnership.
- Develop a consistent platform for care homes to return equipment.
- Increase returns and in turn the overall recycle % for both the ICB and NYC organisations.
- Deliver an overall improved service and alleviate frustrations and bottlenecks.

How the changes work

- Publication of “ *Working with Care Homes* “ documentation to be issued on request of care home staff / appointed person following process outlined in “*Next Steps*” slide.
- Dedicated Medequip Staff Members will send introduction and documentation to care homes.
- Where items are no longer either required or used by the prescribed service users then they must be returned to Medequip.
- Collections remain on a 5 working day understanding for individual items / less than 6 –
Please note that where individual collections are arranged other items cannot be added as technicians arrive at care homes
- Where 6 items or more are to be collected then a 7 working day understanding as this allow two days where required for the ICB appointed persons to set up the bulk collection on our system (this is usually only the first time).
- How to access the above is outlined in the “ *Working with Care Homes* “ documentation.

Next Steps

- Email Medequip @ North.Yorks@Medequip-uk.com and title the email “Care Connected Only”
- Medequip support resource will email you direct the “*Working with Care Homes*“ documentation
- The email will also introduce the support team colleague who will be looking after your requests on an ongoing basis.
- Share and Display the information we send.
- Please follow the equipment delivery and collection processes.
- If you have any questions or ideas please do feel free to ask and share.

Working together will develop an improved service



Locality Provider Surgery

Quarter 2 Update

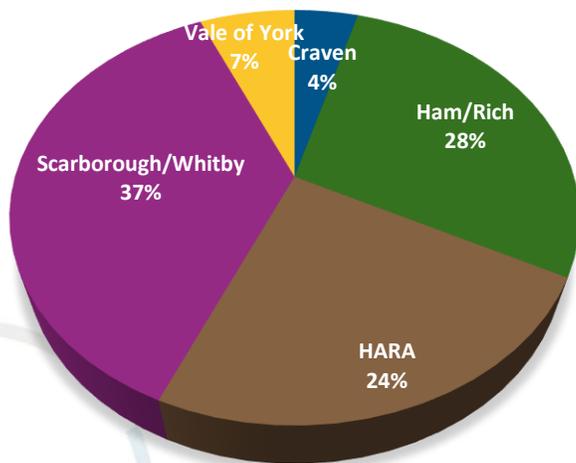
Introduction

- What is a Provider Surgery, what is their purpose, who do we engage with?
- Q1 format was a more targeted approach.
- Q2 more general invite although emphasis on sharing key updates around workstreams, specifically Dementia Forum, Specialist Care Commissioning Model workshops, etc (see appendix slides for further details).
- Where we are now – pulling info together for us to understand, for the team to easily access and in a format to be able to share with other teams.

Data

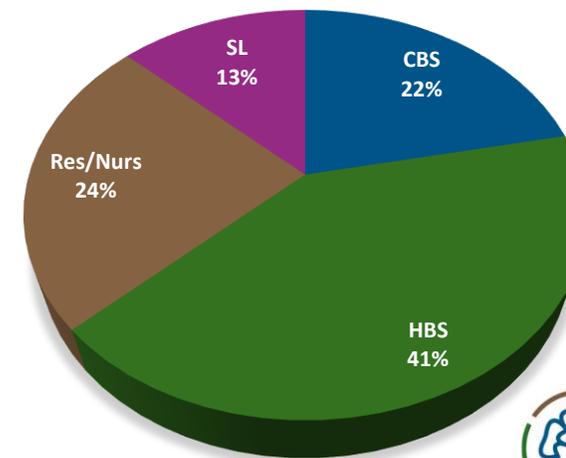
Locality	Number booked	Number attended	% attended
Craven	2	2	100%
Ham/Rich	18	13	72%
HARA	14	11	79%
Scarborough/Whitby	18	17	94%
Vale of York	4	3	75%
Grand Total	56	46	82%

Q2 September 2024 - Provider surgery attendance by Locality



APL	Number booked	Number attended	% attended
CBS	10	10	100%
HBS	25	19	76%
Res/Nurs	14	11	79%
SL	7	6	86%
Grand Total	56	46	82%

Q2 September 2024 - Provider Surgery attendance by APL



Themes

- Some examples of the topics of discussion:
- Lack of care packages
 - Highly saturated market
 - Concerns around losing staff due to lack of contracts
 - No contracts available outside of North Yorkshire due to other APL's being closed
- Sourcing:
 - Not consistent across county/teams
 - Sourcing allocation - always value, not quality/match
 - Continuity of care - not happening (bridging/hospital admissions)
- Rates:
 - What checks are being completed for lower rates around paying staff?
 - There should be a minimum rate to ensure sustainability of Provider (like ACOC)
 - Uplift - Lack of will cause sustainability concerns in future
- NYC Care Directory - big delays on being added - affecting private/DP business

Next Steps

- Suggestions have been requested from the Service Development team for upcoming messages to share with the market.
- The Service Development team have also been asked to think of ways to improve the value of the Provider Surgeries.
- Discussion on targeting providers – are there specific providers we want to engage with? Do Portfolio leads want to join individual provider surgeries to link to their workstreams? For example, theme a surgery around Winter Pressures, etc?
- As a result of this, Steven has suggested we feed this back to Care Connected in November and in return we have asked for some Care Connected information to be shared with us to promote at Provider Surgeries.

Appendix 1

Q2 Information slides shared with providers

Key Updates for the Market

Residential & Nursing Homes:

The Independent Care Group on behalf of North Yorkshire Council collaborating with Tees, Esk & Wear Valley NHS Foundation Trust and Dementia Forward are running a Dementia Network Forum for Providers. Meetings are held virtually bimonthly with subject matter that is dementia specific to support existing and encourage development of new services. We want residential/nursing care providers to be active participants – tell us what the issues are so we or others can help and not be afraid to share good practice and ideas for developments.

Home Based Services:

Home First – The first quarterly Home-Based Support Provider Forum (30/04/2024). Focussing on engagement with Providers around current APL constraints, such as pricing, map revision, areas of operation, redefining the Live-In care offer and adding 24-hour services. Options for changes to maximise the use of the APL, as well as options to scope future commissioning arrangements on a community basis have been identified and proposals will be presented to Leadership teams for approval. We are continuing to consult with Legal and Procurement in relation to the above with any formal decisions being subject to appropriate approval processes.

Community Based Services:

Networking Sessions: We are facilitating Provider Networking Sessions across Localities (bringing together day service providers, and Council / Health colleagues to share best practice). Providers – please let us know if you are interested in attending any of these. Some are held at the premises of different day services, some are online.

North Yorkshire and York

*
SCAN THE
QR CODE
TO RESERVE
YOUR PLACE

SOCIAL CARE WORKFORCE SUMMIT

HARROGATE

SAVE
THE
DATE
23.10.24

**BOOK
NOW!**



TO RESERVE YOUR
PLACE, SCAN THE QR
CODE ABOVE

Wed 23 October 2024 - 9.00am-5.00pm

Pavillions of Harrogate, Great Yorkshire Showground, Harrogate HG2 8NZ

An opportunity for social care providers to come together to discuss the Skills for Care Adult Social Care Strategy, understand what else is happening locally and to have a say in how we can work together to move the recommendations forward in our area.

*** Attendance by reservation only, so book your place now!**

Speakers and discussions will include:

- The current local workforce position
- Adult Social Care Workforce Strategy



Introduction

North Yorkshire Council has identified there are some gaps in the dementia care market. Following on from some market engagement activity, North Yorkshire council has agreed to support the development of a Dementia Network, in collaboration with the Independent Care Group, Tees, Esk and Wear Valleys NHS Foundation Trust and Dementia Forward, as one of the mechanisms to support the market in developing new services and improving existing provision.

Aims of the Dementia Network

The Dementia Network aims to:

- Improve the quality of care for people with dementia
- Engage and involve existing and new providers of dementia care
- Improve access to the network members (and beyond) from basic to advanced
- Identify and share good practice from within the region and other areas
- Educate and support providers with improvement methodologies including dementia care mapping
- Create opportunities to promote care work and attract potential candidates
- Provide a mechanism for collaboration between the Council, NHS and care providers on developing services that can meet the changing and emerging needs of people living with dementia in North Yorkshire



Organisation

The Dementia Network will be managed on behalf of North Yorkshire Council by The Independent Care Group.

- The network will meet on a monthly basis and at least 10 times per year - a mixture of face-to-face and virtual meetings
- The network meetings will rotate location to maximise accessibility for providers
- Network members can expect to be active participants and share good practice and ideas for development
- The topics and events will be informed by the views of commissioners and providers combined
- The network will be supported by a dedicated Dementia Network Manager
- The network activities will be at no cost to members/participants
- Regular updates/reports will be provided to North Yorkshire Council



Key Contacts – North Yorkshire Council

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

Quality Team: HASQuality@northyorks.gov.uk

NYV HAS Contract Team: HASContracting@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

Service Development: HASservicedevelopment@northyorks.gov.uk

Jo Holland - 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

Questions?



Health and Social Care: Achieving Excellence Together Conference 2024

BOOKING NOW OPEN!

This exciting day will share with you the latest innovative work happening in the care sector across York and North Yorkshire. We want your contribution, expertise and suggestions for continuing to work together as Health and Social Care colleagues.

To book your place and join us in person please click this link [Achieving Excellence Together in Health and Social Care Conference 2024 Tickets, Fri 6 Dec 2024 at 08:30 | Eventbrite](#)

Or if you wish to join virtually via Microsoft Teams, please use this link [Microsoft Virtual Events Powered by Teams](#)

Date – Friday 6th December 2024

Time – 9:00am – 16:30pm

Venue – The Milner Hotel (formerly The Principal Hotel) Station Road, York YO24 1AA

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Social Care Workforce Support Hub

Have you joined up?



Scan the QR code to complete the registration form or, contact Nichola.Greenwood1@nhs.net



The workforce support hub provides you with a one-stop-shop giving you access to a wide range of resources to support you and your workforce

It's Free and its for you!

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How to access funding to support staff training

Thursday 28 November | 11:30 – 12:30 | Online

Hosted by Skills for Care, this webinar will guide adult social care employers on accessing funding through the Adult Social Care Learning and Development Support Scheme (LDSS). Learn practical steps to claim funding for training, enhancing both staff development and organisational goals. Gareth Young, Deputy Director for Adult Social Care Workforce Reform at DHSC, will discuss the scheme's significance and its role in DHSC's broader workforce development priorities.

[Book your place](#)



Personalised Workforce Training and Development

Skills for Care are running two workshops where they will discuss how personalised workforce training and development, which involves a wide range of care professionals and family members, can improve outcomes for people drawing on services.

The workshops will be held on:

- Monday 2nd December, 14:00pm - 16:00pm
- Tuesday 10th December, 10:00am - 12:00pm



If you're interested in attending either session, please email innovation@skillsforcare.org.uk



Infection Prevention Control Update

The latest Bulletin from the Community Infection Prevention and Control Team focuses on: **‘Preparing for the winter season’**.

The Infection Prevention Control Team would be grateful if you would share this information with colleagues as appropriate.

Please follow the link below to view the Bulletin:

<https://www.infectionpreventioncontrol.co.uk/news/ipc-bulletin-for-gp-practice-staff/>

<https://www.infectionpreventioncontrol.co.uk/news/ipc-bulletin-for-care-homes/>

<https://www.infectionpreventioncontrol.co.uk/news/ipc-bulletin-for-domiciliary-care/>



The Quality and Nursing Team Training Packages

The Quality and Nursing Team offer the following training packages to all providers across York and North Yorkshire.

- ❖ Improving Hydration in Care Home Residents
- ❖ Recognising and Responding to Deterioration in Residents
- ❖ React to Red – Pressure Ulcer Prevention
- ❖ React to Falls Prevention
- ❖ Hand Hygiene and PPE
- ❖ Oral health
- ❖ Nutrition

If you would like further information or to request training, email the team Hnyicb-voy.yorkplacequalitynursingteam@nhs.net

Please visit their website [NHS Vale of York Clinical Commissioning Group - Care Providers](#) to view their training packages, Partners in Care bulletins,





Carers Rights Day 2024 (unpaid carers)

Thursday 21 November, 10 - 2pm

Friends Meeting House, Friargate, York YO1 9RL

Join York Carers Centre for tea and cake at their Carers Information and Advice drop-in. This is a chance to connect with their staff and legal, financial, and social care professionals who will be available to offer guidance and answer any questions about your rights and entitlements.

There's no need to book. Any questions? Call 01904 715 490 or email events@yorkcarerscentre.co.uk



York Disability Week 2024

Promoting an equal, inclusive and accessible York

30 November – 7 December

This week-long programme of activities celebrates the United Nations International Day of Persons with Disabilities here in York.

The brochure, which includes events for disabled and non-disabled people, can be found here: [programme link](#). This includes some pre-programme events, starting from 21 November.

There are 40 events this year, including talks, workshops, music, exhibitions, advice sessions, and much more.

Email disability@yorkhumanrights.org to join the mailing list, join the planning/organising group for next year, or to get printed programmes, posters and flyers.

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Dates for your Diary

- **York Disability Week** – Pre-programme events start from 21st November. Programme events 30th November to 7th December.
- **Carers Rights Day 2024 (unpaid carers)** - Thursday 21 November, 10am - 2pm, Friends Meeting House, Friargate, York YO1 9RL
- **North Yorkshire Council Service Development Provider Surgery** - w/c 2nd December 2024, please send a request to HASServiceDevelopment@northyorks.gov.uk should you wish to attend.
- **Skills for Care Personalised Workforce Training and Development Workshops** - Monday 2nd December, 14:00pm - 16:00pm and Tuesday 10th December, 10:00am - 12:00pm
- **Health and Social Care: Achieving Excellence Together Conference 2024** - Friday 6th December, 9am – 16:30pm, The Milner Hotel (formerly The Principal Hotel) Station Road, York YO24 1AA

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Workforce

Make Care Matter www.makecarematter.co.uk



Key Contacts and Information – City of York Council (CYC)

All Age Commissioning and Contracts team: AllAgeCommissioning@york.gov.uk

If you require further assistance, call: 01904 55 4661

Transformation and Service Improvement team: asctransformationteam@york.gov.uk

Adult Social Care Community Team:

Telephone: 01904 555111, Textphone: 07534 437804

Email: adult.socialsupport@york.gov.uk

CYC Adult Social Care information: <https://www.york.gov.uk/AdultSocialCare>

2023-25 Market Position Statement: <https://www.york.gov.uk/ShapingCare>

Key Contacts – Health and Adult Social Care

NHS Humber and North Yorkshire ICB: hnyicb-voy.yorkplacequalitynursingteam@nhs.net

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

Heather Bygrave- Relationship Team Manager Immedicare hbygrave@immedicare.co.uk

Dreams Team - dreamsteam@eastriding.gov.uk

Skills for Care: [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](#)

