



Provider Bulletin

Volume 2 Edition 83

August 2017

[Provider Engagement Events](#)
[September 2017](#)
[Events](#)
[November 2017](#)
[Events](#)

Any comments you have about these Bulletins (good or bad!) are welcome. Please contact:

CP&QA, Room 234,
Health & Adult
Services,
North Yorkshire County
Council, County Hall
Racecourse Lane
Northallerton, DL7 8DD
socialservices.contractingunit@northyorks.gov.uk
Tel: 01609 797042 or
01609 532025

Provider Engagement Events

Please find the programme of Provider Engagement Events planned for the remainder of the year at the end of this Provider Bulletin. A brief description of each topic is given below. If you would like to attend a session please email socialservices.contractingunit@northyorks.gov.uk detailing your name, organisation, date of event and whether you are staying for the whole day, morning or afternoon. This will help us to plan each day.

Dates for the programme of events for next year are being planned and details will be circulated once they have been confirmed. If you would like to lead a session at a future event or would like to suggest a specific topic please let us know. These events are to benefit us all and are not restricted to information the Council wants to share.

North Yorkshire Training & Learning

Overview of findings from the training survey and opportunity to influence future training offer.

North Yorkshire Trading Standards

Trading Standards Officers will present information in relation to protecting vulnerable adults from fraud and financial abuse

CQC Pharmacist

Presentation about medicines in domiciliary care with specific reference to CQC regulation and NICE guidance.

Direct Payment Support Service

Direct Payment staff will provide information about Direct Payments and advise providers of areas to consider in providing services to people utilising a Direct Payment.

Developing New Approaches to Supporting People in Their Own Homes (DNA)

This is a project looking at how we can develop new approaches to domiciliary care, how we could develop areas of work which enable providers to work more efficiently and effectively, and how partnership approaches could deliver benefits.

Open Surgery

Staff will be available over lunchtime to answer queries about day to day issues which providers require help with. Staff will be able to provide information about our internal processes and advise how to progress issues. This will be an informal drop-in session which is not structured. Also, providers who are interested in using Making Care Matter, the recruitment platform will be able to speak to someone to get more information.

PREVENT

Odette Robson, Head of Stronger Communities will share information about the Prevent agenda, what systems are already in place and how concerns are dealt with, what providers need to be aware of in terms of the people they support and also in relation to staff.

September 2017 Events

Locality	Date	Venue
Selby	Friday 8 September 2017	Riccall Regen Community & Business Centre, Landing Lane, Riccall, York, YO19 6PW
9.30am - 10.00am	Arrival & refreshments	
10.00am - 11.00am	Training & Learning Offer - Tracy Harrison, Head of Training & Learning	
11.00am - 12.00pm	Direct Payment Support Service	
12.00pm - 2.00pm	Open Surgery Drop-in	
2.00pm - 3.00pm	North Yorkshire Trading Standards - Ruth Andrews, Section Leader	
3.00pm - 4.00pm	CQC Pharmacist - Janet Long	

Locality	Date	Venue
Ryedale	Monday 11 September 2017	Ryedale District Council, Old Malton Road, Malton, YO17 7HH
9.30am - 10.00am	Arrival & refreshments	
10.00am - 11.00am	Direct Payment Support Service	
11.00am - 12.00pm	Developing New Approaches for Domiciliary Care - Mike Rudd, Locality Head of Commissioning	
12.00pm - 2.00pm	Open Surgery Drop-in	

Locality	Date	Venue
Craven	Wednesday 13 September 2017	Ingleborough Community Centre, Main Street, Ingleton, Carnforth, LA6 3HG
9.30am - 10.00am	Arrival & refreshments	
10.00am - 11.00am	Developing New Approaches for Domiciliary Care - Mike Rudd, Locality Head of Commissioning	
11.00am - 12.00pm	Direct Payment Support Service	
12.00pm - 2.00pm	Open Surgery Drop-in	
2.00pm - 3.00pm	North Yorkshire Trading Standards - Ruth Andrews, Section Leader	
3.00pm - 4.00pm	CQC Pharmacist - Janet Long	

Locality	Date	Venue
Hambleton & Richmondshire	Friday 22 September 2017	Brierley Room, West Block, County Hall, Northallerton, DL7 8AD
11.00am - 12.00pm	Developing New Approaches for Domiciliary Care - Mike Rudd, Locality Head of Commissioning	
12.00pm - 2.00pm	Open Surgery Drop-in	
2.00pm - 3.00pm	North Yorkshire Trading Standards - Ruth Andrews, Section Leader	
3.00pm - 4.00pm	Direct Payment Support Service	

Locality	Date	Venue
Scarborough	Wednesday 27 September 2017	Scarborough Library, Vernon Road, Scarborough, YO11 2NN
9.30am - 10.00am	Arrival & refreshments	
10.00am - 11.00am	Training & Learning Offer - Tracy Harrison, Head of Training & Learning	
11.00am - 12.00pm	Direct Payment Support Service	
12.00pm - 2.00pm	Open Surgery Drop-in	
2.00pm - 3.00pm	North Yorkshire Trading Standards - Ruth Andrews, Section Leader	
3.00pm - 4.00pm	CQC Pharmacist - Janet Long	

Locality	Date	Venue
Harrogate	Friday 29 September 2017	Livius Training Centre, Rabbit Hill Business Park, Great North Road, Arkendale, HG5 0FF
9.30am - 10.00am	Arrival & refreshments	
10.00am - 11.00am	Developing New Approaches for Domiciliary Care - Mike Rudd, Locality Head of Commissioning	
11.00am - 12.00pm	Direct Payment Support Service	
12.00pm - 2.00pm	Open Surgery Drop-in	
2.00pm - 3.00pm	North Yorkshire Trading Standards - Ruth Andrews, Section Leader	
3.00pm - 4.00pm	Training & Learning Offer - Tracy Harrison, Head of Training & Learning	

November 2017 Events

Locality	Date	Venue
Craven	Tuesday 7 November 2017	Ingleborough Community Centre, Main Street, Ingleton, Carnforth, LA6 3HG
9.30am - 10.00am	Arrival & refreshments	
10.00am – 12.00pm	Developing New Approaches for Domiciliary Care - Mike Rudd, Locality Head of Commissioning	
12.00pm – 2.00pm	Open Surgery Drop-in	
2.00pm – 4.00pm	PREVENT - Odette Robson, Head of Stronger Communities	

Locality	Date	Venue
Harrogate	Wednesday 8 November 2017	Livius Training Centre, Rabbit Hill Business Park, Great North Road, Arkendale, HG5 0FF
9.30am - 10.00am	Arrival & refreshments	
10.00am – 12.00pm	CQC Pharmacist - Simon Hill Developing New Approaches for Domiciliary Care - Mike Rudd, Locality Head of Commissioning	
12.00pm – 2.00pm	Open Surgery Drop-in	
2.00pm – 4.00pm	PREVENT - Odette Robson, Head of Stronger Communities	

Locality	Date	Venue
Ryedale	Monday 13 November 2017	Ryedale District Council, Old Malton Road, Malton, YO17 7HH
9.30am - 10.00am	Arrival & refreshments	
10.00am – 12.00pm	CQC Pharmacist - Janet Long Developing New Approaches for Domiciliary Care - Mike Rudd, Locality Head of Commissioning	
12.00pm – 2.00pm	Open Surgery Drop-in	
2.00pm – 4.00pm	PREVENT - Odette Robson, Head of Stronger Communities	

Locality	Date	Venue
Selby	Friday 24 November 2017	Riccall Regen Community & Business Centre, Landing Lane, Riccall, York, YO19 6PW
9.30am - 10.00am	Arrival & refreshments	
10.00am – 12.00pm	Developing New Approaches for Domiciliary Care - Mike Rudd, Locality Head of Commissioning	
12.00pm – 2.00pm	Open Surgery Drop-in	
2.00pm – 4.00pm	PREVENT - Odette Robson, Head of Stronger Communities	

Locality	Date	Venue
Hambleton & Richmondshire	Wednesday 29 November 2017	Brierley Room, West Block, County Hall, Northallerton, DL7 8DD
9.30am - 10.00am	Arrival & refreshments	
10.00am – 12.00pm	CQC Pharmacist - Janet Long Developing New Approaches for Domiciliary Care - Mike Rudd, Locality Head of Commissioning	
12.00pm – 2.00pm	Open Surgery Drop-in	
2.00pm – 4.00pm	PREVENT - Odette Robson, Head of Stronger Communities	