



Provider Bulletin

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

Last year providers were asked to complete a short survey so that the Council could gain assurance that appropriate fire safety practices and procedures were in place. Due to the low number of responses the decision has been taken to contact those providers who did not respond to the original survey. This means that the Quality & Monitoring Team may shortly be contacting you to discuss the survey and request that it is completed and returned.

Providers are reminded to give consideration to fire compartmentalisation, fire door maintenance, the risk of electrical fires for example caused by tumble dryer lint traps, use of extension leads and overloaded sockets, regular testing of smoke detectors, fire alarms and evacuation exercises and the use of flame retardant materials for furnishings and fittings.

For those providers who did complete the survey you may also be contacted to discuss the results of your completed survey and to identify if you would benefit from additional support, for example from the North Yorkshire Fire & Rescue Service.

Late Return of Individual Service Contracts and Individual Placement Agreements

We have been asked to remind Providers to ensure they return Individual Service Contracts (ISC's) and Individual Placement Agreements (IPA's) as soon as possible to allow payment to be released, but also to ensure that any client contributions can then be collected from people. Delays in the returning of ISC's & IPA's causes unnecessary delays which has a negative impact on the process.

If the delay in returning a signed contract is because the Provider is querying a contract then please make sure that the Brokerage Team who issued the contract is contacted as soon as possible to discuss the situation.

Gross vs Net Payments for Care Homes

Further to Provider Bulletin Edition 92 regarding Gross vs Net payments to care homes. The Quality & Monitoring Team have started to send out letters to all Providers, which includes a letter covering the proposed changes, a schedule of current placements at your home, some frequently asked questions and a payment choice form.

We would ask all Providers to make sure that they return the Payment Choice Form and note any amendments or additions on the list of current placements so that we can begin the process. Even if you wish to remain on Net Payments you are still required to submit the form so please ensure that you complete and return.

If you have any queries regarding this process or want to discuss this further please contact your local Benefits, Assessments and Charging Team in the first instance.

Adult Social Care Data and Cyber Security Discovery Programme

Some providers may have been invited to take part in the Adult Social Care Data and Cyber Security Discovery Programme. North Yorkshire is one of three pilot sites chosen to work with providers to explore data and cyber security. As there are still some places available this opportunity is now being offered wider. The attached leaflet explains more about the programme and how to access more information. This initiative is supported by the Council and the Independent Care Group and is a legitimate programme designed to support providers.

Christmas/New Year Rotas - Winter Planning

As you will be aware, central Government is predicting unprecedented pressure on Health and social care over the coming months. We would ask that providers build flexibility into their rotas to support ongoing hospital discharges, so that people do not have to remain in hospital longer than is absolutely necessary. Also, if care and nursing homes anticipate difficulties in being able to assess people in hospital in a timely manner please contact socialservices.contractingunit@northyorks.gov.uk so that potential solutions can be considered and staff can be updated.

We anticipate high levels of activity to support hospital discharges in the weekend prior to Christmas so would ask that providers consider this when review rotas and staff availability. Over the next couple of weeks Brokerage staff will be contacting care and nursing homes to update their winter planning information to capture whether providers can assess and admit people in the evening and at weekends or accept people in an emergency. Brokerage will use this information to support winter planning activity only. They will only request this information once so you will not be asked for this information on a regular basis over the coming months. If the situation in your service changes you can let Brokerage know at any time and they will update your information.

Notification of Death

A number of instances have been highlighted in recent months of providers failing to notify HAS of the death of a people accessing services, in a timely manner. In case providers are not aware the relevant clause in the PPA states:

B6.1

Should either Party become aware of the death or hospitalisation of a Person, the Council or the Provider will notify the other at the earliest opportunity but no later than 48 hours following the death or hospitalisation.

We would ask that providers ensure that this information is provided to HAS as soon as possible, in line with the contract clause, rather than waiting to include it on the Occupancy and Activity Return (Bed Return).

Provider Engagement Events

A multi-agency groups is working together to agree a collaborative approach to Provider Engagement Events. Following the feedback for the survey undertaken by HAS it was clear that providers found them useful when they could attend but that frequency, format, multiplicity of events and the day job sometime made this difficult. The group will look at how we can shape agendas to ensure they are delivering the content providers want, focusing on information which will help secure improvements in practice and practical information to support service delivery. We will continue to explore the use of webinars for some topics. Also, we want providers to generate ideas for topics or to offer to lead presentations on topics. More information will follow as discussions progress and the programme of dates is confirmed for next year.

Events for the remainder of 2018 will go ahead as planned.

- 7TH November – YCE- Scarborough & Whitby
- 15th November- Ingleton – Airedale, Warfdale, Craven - Community Centre- Craven
- TBC – Hambleton & Richmondshire - County Hall, Northallerton.

FLU - Extension of NHS Seasonal Influenza Vaccination

Flu is a highly infectious disease which in some cases can lead to serious complications, particularly in people that have long-term health conditions. As we approach the winter period, it is therefore important that all steps are taken to protect health and social care staff, and the people they care for, from the risks of flu.

The national flu programme has been extended to include:

- Health and social care staff, employed by a registered residential care/nursing home or registered domiciliary care provider, who are directly involved in the care of vulnerable people, who are at increased risk from exposure to influenza. Vulnerable means those people in a clinical risk group for flu or who are aged 65 years and over.

Where can eligible staff get their free vaccination?

Most community pharmacies and many GP practices are providing flu vaccinations. We recommend that staff contact their community pharmacy or GP practice to check they are providing the service before attending. For GP practices, this needs to be the member of staff's registered practice.

What ID should staff take to their pharmacy/GP to be vaccinated?

Eligible staff will need to take appropriate ID which shows their name and their employer such as an ID badge, letter from their employer or a recent pay slip.

We encourage all eligible staff to take up this offer and help protect themselves and the people they care for.

Free promotional resources are available via <http://www.nhsemployers.org/campaigns/flu-fighter/flu-fighter-care/what-free-digital-pack>

GDPR

Discussions have commenced with a small number of Providers to agree a Data Processing Schedule that will record how data will be collected and stored during the course of the Provider meeting their contractual responsibilities. They have been contacted to assist with the completion of a GDPR contract audit. The large majority of contracts that involve the processing of data will require a schedule and further contact will be made with all Providers in due course to commence discussions. Alongside the Data Processing Schedule all current contracts will require new Data Protection clauses, which will be included in a contract variation which will be issued, once the Data Processing Schedule is agreed.

World Cycling Championships

In September 2019 the world's best cyclists will come to Yorkshire for the UCI Road World Championships, the pinnacle event in the international road cycling calendar. The Championships will include a range of men's and women's races, across age groups from junior to elite, starting in different towns and cities throughout Yorkshire and each finishing in the main competition town of Harrogate.

It will be the first time that Britain has hosted the UCI Road World Championships since 1982 and Yorkshire is aiming to deliver the most inclusive, innovative and inspiring Road World Championships in the history of the UCI.

The provisional race start venues include:

- Beverley
- Bradford
- Doncaster
- Leeds
- Northallerton
- Richmond
- Ripon

Harrogate will be the focal point for the Championships and host the finish of every race over the nine days of competition. The Championships will run from **22-29 September 2019** and further details about the competition schedule and routes will be announced shortly. Further contact will be made with Providers between now and September 2019 to ensure that contingencies are in place for the duration of the event.

Make Care Matter – Myth Busting on References

Did you know it is a myth to say that you can-not give a bad reference?

While a reference is not an opportunity to be excessively negative, it is your opportunity to be factual, truthful and 100% accurate. If the candidate who you are writing a reference for has displayed poor ethics that has resulted in disciplinary action, or any form of misconduct, you should always state this in a reference as long as you can back it up with evidence. If you as a previous employer fails to mention misconduct of a candidate, or deliberately omit information you are guilty by negligent misstatement.

It is worth highlighting that as care providers it is your implied duty to report any misconduct or grievances raised regarding staff members to the Care Quality Commission (CQC) without fail.

Top Tips

- Employers should ensure that references they supply are true, accurate and fair in substance;
- References should offer facts, not opinions;
- References should mention negative issues such as gross misconduct or events giving rise to a disciplinary process in a way which is overall accurate and correct;
- References should be read with a positive mindset, and not seen simply as an opportunity to pick holes or find fault.

Safeguarding concerns should also be highlighted on a reference. Any concerns that are highlighted should be back up with reference to the individual/s that the investigations involved.