



Provider Bulletin

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Any comments you have about these Bulletins (good or bad!) are welcome. Please contact: Q&MI, Room 234, Health & Adult Services, North Yorkshire County Council, County Hall Racecourse Lane Northallerton, DL7 8DD socialservices.contractingunit@northyorks.gov.uk Tel: 01609 797042

GDPR

The General Data Protection Regulation (GDPR) came into being on 25th May 2018 to give people more control over their personal data and how organisations process it.

The Quality and Market Improvement Team in Health and Adult Services will be contacting you to vary the current contracts you hold with us. The type of contract you hold will decide on how the variation will be managed.

For those Providers who have individual agreements, you will be contacted directly so we can complete a schedule with you, which will include information about how data will be processed. This will then be included within a variation to contract.

For those Providers accepted onto an Approved Provider List, you will receive a schedule to reflect how your service handles data alongside a variation to contract.

The work will begin in January 2019 with the aim to have all contract variations completed by the end of the financial year.

If you require any further information or wish to discuss this further please email us: socialservices.contractingunit@northyorks.gov.uk or telephone on: 01609 797042.

Market Position Statement (MPS)

Health & Adult Services has produced an online Market Position Statement which has been shared at provider engagement events across the county, to demonstrate it and how it can support providers and commissioners.

The MPS has been developed as an online tool, to be easily accessible and to move away from a static document, ensuring it is concise, readable and clear. It can be used as a tool to support providers to make business decisions based on our strategic direction.

The MPS presents current population, unmet demand and projections for future demand for the 7 districts of North Yorkshire in easy to interpret formats. It also sets out the 'state of the care market', identifying whether the market is growing, reducing or stable.

The document can be reviewed on an ongoing basis and refreshed, ensuring data transparency. It also provides links to other key information and documents which providers may find useful to inform their decision making.

To access the MPS click the following link: <https://www.northyorks.gov.uk/market-position-statement>

If you wish to provide feedback on the MPS, please email: socialservices.contractingunit@northyorks.gov.uk

Late Return of Individual Service Contracts & 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.

Programme For Moving & Handling Workshops (Single Handed Care)

We still have spaces available on the upcoming workshops, the programme for which is attached. To book a place email; SocialServices.Contractingunit@northyorks.gov.uk

To access the MPS click the following link: <https://www.northyorks.gov.uk/market-position-statement>

If you wish to provide feedback on the MPS, please email: socialservices.contractingunit@northyorks.gov.uk

UCI Road World Cycling Championships 2019

As you may be aware the UCI Road World Cycling Championships 2019 (WCC) are being held in Yorkshire on 21 to 29 September 2019. Route information is available at www.yorkshire2019.co.uk however road race and road closure timings will not be available until May, after the Tour de Yorkshire (TDY) which takes place 2nd to 5th May.

We will be holding WCC information sessions from May onwards, to provide you information on how your services may be impacted focussing on business continuity planning similar to the Tour de France Grand Depart in 2014.

Local Government and Social Care Ombudsman Care provider bulletin

The Local Government and Social Care Ombudsman has issued its 7th Care provider bulletin. The bulletin outlines how they work with the Care Quality Commission and provides information about cases they have dealt with. By sharing information about cases which it has dealt with it hopes to support providers to deal with complaints more effectively. To view the bulletin visit:

<https://content.govdelivery.com/accounts/UKLGO/bulletins/229182a>

Notification of Death

A number of instances have been highlighted in recent months of providers failing to notify Health & Adult Services (HAS) of the death of a person 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).

Bed Returns (Occupancy & Activity Return Template)

It is a contractual requirement of all care homes with people placed by the Council to submit details of all changes of circumstances relating to each Person receiving the Service, using the Occupancy and Activity Return template. Can all Providers ensure that they return the Occupancy and Activity Return template when directed by the Council.

Provider Engagement Events Reminder

The next round of engagement events are to be held as follows:

Hambleton & Richmondshire Provider Engagement Event on the 9th April, 1.00pm-3.15pm at the Allerton Court Hotel, Northallerton and

Airedale, Wharfedale & Craven Provider Engagement Event on the 20th March, 1.00pm-3.15pm at the Herriot's Hotel Skipton.

Find attached a detailed agenda for each event. To book a place email;

SocialServices.Contractingunit@northyorks.gov.uk