



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

Most Providers should now be in receipt of their GDPR Contract variation, please ensure you return a signed copy as per the instructions issued with the variation. 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.

Correspondence from Providers

As a result of recommendations received from the Local Government Ombudsman (LGO) we would like to take this opportunity to clarify with Providers our expectation when communicating with those individuals where the local authority is meeting assessed needs by arranging a care home placement or package of care.

We would ask Providers who may be sending communication in relation to funding by the Local authority to make clear the difference between funding and charging. The Local Authority may be funding a placement or service however the person may still be required to pay a client contribution. Therefore when communicating to individuals the provider should acknowledge that where the Local Authority is funding the service or support they should state that the Council may still require the person to pay a client contribution.

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.

Risk Notification Return

The Risk Notification Return process supports proportionate decision making within the Council's new Safeguarding Policy and Procedures which came into force on 1st October 2019. The RNR Process does not replace professional judgment or the submission of statutory notifications, when appropriate.

The RNR Process went 'live' at the same time as the new Safeguarding Policy and Procedures on 1st October 2019 and the Health & Adult Services, Quality & Market Improvement and Safeguarding Teams hosted 6 events across the County during September to introduce Providers to the new reporting mechanisms.

Now that the events have concluded and feedback received from Providers please find attached final versions of the Risk Notification Return and Risk Notification Return Guidance Documents. The Safeguarding Adults Decision Support Guidance is still being finalised and will be available shortly.

Versions of the documents are available from the following link: <https://www.northyorks.gov.uk/tools-procedures-and-guidelines-adult-social-care-services-providers>

On completion Risk Notification Returns should be returned to: socialservices.contractingunit@northyorks.gov.uk

Brexit

- National feedback on Brexit issues and impacts has increased to daily reporting. In Health & Adult Services we report this regionally to ADASS and in turn the Department of Health & Social Care.
- A form for reporting areas of concern is being produced and will be circulated to all providers so that a consistent format of reporting can be used.
- A separate email address has been set up for the reporting of Brexit related issues so that the completed forms and issues can be quickly identified and escalated, as appropriate. The email address is: HASBrexit@northyorks.gov.uk
- Providers should ensure their Business Continuity Plans are up to date, together with the information contained in the Brexit bulletin, including RAG rating people receiving support, home addresses of staff, etc. We would expect providers to implement their Business Continuity Plans rather than hand back packages should they encounter staff shortages or other issues which impact on service delivery.

Find attached recent correspondence from the Department of Health & Social Care.

As plans become clearer we will provide further updates however, in the meantime, if you have any queries you can contact socialservices.contractinunit@northyorks.gov.uk we will endeavour to provide a response.

Provider Engagement Events - Dates for Your Diary

The dates for the next round of Engagement Events will shortly be available and more information will be released covering the topics, but each session will have a varied programme of events/speakers and updates so when released make sure you put the dates in your diary.

Inclusion of Social Care Staff in 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 again this year includes:

- 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 patients/clients who are at increased risk from exposure to influenza. Vulnerable means those patients/clients in a clinical risk group for flu or who are aged 65 years and over.
- Health and care staff, employed by a voluntary managed hospice provider, who are directly involved in the care of vulnerable patients/clients who are at increased risk from exposure to influenza. Vulnerable means those patients/clients in a clinical risk group for flu or who are aged 65 years and over.

Some staff will already be eligible for free vaccination by being in [one of the defined risk groups](#).

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.

Care homes may wish to contact their local pharmacist to find out if they would be interested in attending the care home to vaccinate staff who are eligible. (Not residents)

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 <https://campaignresources.phe.gov.uk/resources/campaigns/92-health-and-social-care-workers-flu-immunisation-/resources>