



Provider Bulletin

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[↳ GDPR](#)

[↳ Double Up Packages of Care](#)

[↳ Late Return of Individual Service Contracts & Individual Placement Agreements](#)

[↳ LGBTQ+ Community in North Yorkshire Urged to Share Experiences of Health and Social Care](#)

[↳ Framework Agreement – Tender Opportunity](#)

[↳ Risk Notification Return](#)

[↳ Notification of Death](#)

[↳ Bed Returns \(Occupancy & Activity Return Template\)](#)

[↳ Brexit](#)

[↳ Equipment in Care Homes](#)

[↳ Adult Social Care Recruitment Campaign](#)

[↳ Provider Engagement Events - dates for your diary](#)

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.

Double Up Packages of Care

Following a consultation exercise we are changing the way we record and use information about care delivery for calls where more than one carer is required to be in attendance at the same time (known as double ups or second carers). Please could we ask that from 1st June 2019 you follow the guidance below when completing your Electronic Invoice returns.

For packages of care that are in place before 1st June 2019 and have some or all calls requiring more than one carer to be in attendance at the same time, please continue to show the hours as you do now up until 13th September 2019 (the end of period 6). After this date (period 7 onwards) please show the actual number of hours that you are billing for (i.e. if two carers attend for a one hour call, at the same time, then two hours should be shown on the E-invoice).

For new packages of care starting on or after 1st June 2019, or for existing packages that are amended after this date to include calls where two carers are required at the same time, please show the total number of hours being billed for on the E-invoice from the start/amendment date of the contract.

If you would like further clarification about this change please contact your local Area Finance Administration Team:

Central Area 01609 536010
East Area 01609 532700
West Area 01609 532541

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.

LGBTQ+ Community in North Yorkshire Urged to Share Experiences of Health and Social Care

Members of the LGBTQ+ community and their allies across North Yorkshire are being asked to help shape services by sharing their experiences of health and social care – particularly mental health support.

The engagement project is being carried out by Healthwatch North Yorkshire. As the independent champion for people using local health and social care services, Healthwatch North Yorkshire listen to what people like and what could be improved, and share their views – all responses will be made anonymous – with those with the power to make change happen.

Healthwatch North Yorkshire Operations Manager Nigel Ayre said: "It is vital that we get as many responses as possible to build up a full picture of how members of the LGBTQ+ community experience health and social care services across the county, so we would urge everyone to take a few minutes to share their experiences with us and take this chance to help make a difference."

LGBTQ+ people can experience health inequalities and research indicates that they can have a higher risk of mental health problems, often linked to experiences of discrimination. If you'd like to find out more, you could have a look at this resource from Age UK aimed at anyone working or volunteering in health, social care or the voluntary sector who would like to support older people who are LGBT: <https://www.ageuk.org.uk/our-impact/programmes/safe-to-be-me/>

The results will help social care and health commissioners and providers to shape services to better meet the needs of our diverse communities. The closing date is 14th October 2019.

You can find the survey here:

<https://healthwatchnorthyorkshire.co.uk/news/lgbtq-community-in-north-yorkshire-urged-to-share-experiences-of-health-and-social-care/>

Framework Agreement – Tender Opportunity

The Council is renewing its framework agreement ('the Framework'), the aim of which is to ensure long term certainty and consistency of service, build capacity in the domiciliary care market, ensure good quality recruitment, consistency of staffing and punctuality of provision, which in turn will improve quality of, and satisfaction with, the Service from the Person's and Parent Carers' point of view.

The Services included in the Framework are available to:

- People aged over 65 years;
- People with physical disabilities;
- People with learning disabilities;
- People with mental health problems and
- Children with disabilities.

Services for people with complex needs will not be covered by this Framework. The Framework will operate for a period of 3 years (with the ability to extend) commencing on 1st February 2020.

Full details of the opportunity are available through YORtender (www.yortender.co.uk). To view details of this contract, click on the Current Opportunities icon, the Opportunity should be displayed on the page. Alternatively use the Opportunity Search icon to find the opportunity.

In the search criteria set:

- Organisation to: North Yorkshire County Council
- Use the 'Contains' search to search by key word or the contract ID: DN368758
- Display tenders to: All
- Matching categories to: All.

Click search and the details of this contract should be displayed. The closing date for the first stage is 22nd July 2019

Risk Notification Return

The Quality & Market Improvement Team have been piloting with several Providers and the ICG a new way of reporting. The purpose of the pilot is to ensure that reporting methods are appropriate to the incident and are directed to the appropriate team within Health & Adult Services. This is due to the high numbers of incidents that are raised under safeguarding, when they may be more appropriately directed to the Quality & Market Improvement Team.

The intention of the Risk Notification Return is to ensure that providers are open and transparent with people who use services and other 'relevant persons' (people acting lawfully on their behalf) in relation to care and treatment. It also sets out some specific requirements that providers must follow when things go wrong with care and treatment, including informing people about the incident, providing reasonable support, providing truthful information and an apology when things go wrong.

The pilot process supports proportionate decision making within the new Safeguarding Policy and Procedures. It was agreed this would not replace professional judgment or statutory notifications. Further information will be available in due course, when the pilot has ceased.

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.

Brexit

Discussions continue at a regional and national level, the key issues being raised by Care Providers include:

- The workforce is a major concern and the biggest risk;
- Already seeing signs of providers pulling out of services;
- There is a good level of confidence about the access of supplies at this point in time but the situation can quickly change;
- There is a feeling that the impact on the social care market will happen 3 months after leaving, particularly if there is a no deal Brexit;
- There is a fear that small specialist services will collapse and will have a knock on effect across the system.

Department of Health & Social Care has written to suppliers about the government's plans to ensure a continued supply of medicines and medical products and how suppliers of those products can best prepare in the event of a no deal EU exit.

The letter can be found at the following link:

<https://www.gov.uk/government/publications/medicines-and-medical-products-continuity-of-supply-update>

Information is also available from www.gov.uk/euexit

and <https://www.local.gov.uk/topics/european-and-international/brexit-and-local-government>

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.

Equipment in Care Homes

We have been asked to remind Providers that it is the expectation of the Care Home to provide a range of standard equipment to meet the needs of its residents and to fulfil its Health & Safety obligations to its own staff.

The relevant section of the Service Specification for Care Homes & Care Homes with Nursing is as follows:

4. Equipment

- 4.1** The Provider shall ensure that any equipment required to enable the delivery of the Service is supplied by the Provider in a timely fashion and the cost will be met by the Provider;
- 4.2** The Provider shall ensure that all equipment is maintained and in good working order on an ongoing basis;
- 4.3** The Provider shall ensure that all equipment is clean and fit for purpose.

The following guidance document produced by the Royal College of Occupational Therapists may also be useful for care home providers: <https://www.rcot.co.uk/care-homes-and-equipment>

Adult Social Care Recruitment Campaign

The evaluation summary is now available for the first national wave of the Every Day Is Different adult social care recruitment campaign. Please find attached:

- i) The Campaign Dashboard, which summarises the overall performance of the campaign against its objectives as well as learnings;
- ii) The Care Provider Survey Report, which summarises the feedback received;
- iii) Information update for the campaign.

Provider Engagement Events - Dates for Your Diary

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

The dates are as follows:

16th July 2019 – Harrogate, Ripon Community House, Ripon

17th July 2019 – Hambleton/Richmondshire & Whitby, Allerton Court Hotel, Northallerton

19th July 2019 – Craven, Rendezvous Hotel, Skipton

22nd July 2019 – Selby, TBC

20th September 2019 – Scarborough & Ryedale, TBC