

To submit any material for the bulletin, the deadline is 5pm the day before the next edition is due. Please ensure any information you consult is from a reliable source, including the NHS, or Public Health England.

Thursday 26 January 2023

# PROVIDER BULLETIN

## KEY DATES FOR YOUR DIARY

Tuesday 24<sup>th</sup> January – MIND Resilience Workshop

Tuesday 31<sup>st</sup> January – CELLAR Trust Self Harm Training

Thursday 2nd February 2023 – How to Fundraise and What Makes a Good Application

Monday 13th February – Go4Growth: Finding Opportunities In the Public Sector

Upcoming events can also be viewed in the  
[Events Calendar](#) in the Provider Zone!

## IMPORTANT: HOSPITAL PROCESS FOR HOME SUPPORT PROVIDERS

By informing the Trusted Assessors based in Bradford Royal Infirmary and Airedale Hospital when service users have been admitted, they will allocate a worker to act as a key worker and support with communication between the wards and service provider to ensure a smooth discharge. The Trusted Assessors can assist with moving and handling and equipment queries as well as ensuring that the current package of care is adequate to meet their needs on discharge. Please use this service as so far only a handful of providers are regularly sending this information. The process is there to assist you and ensure a smooth discharge process as well as improving communication. Please email address the Trusted Assessors at [HospitalDTAManagers@Bradford.gov.uk](mailto:HospitalDTAManagers@Bradford.gov.uk). In addition to the email address there are two duty numbers which are;

AGH 01535 293711 or 01535 293712

BRI 01274 383617 or 01274 364292

## ANNOUNCEMENT ON FREE PPE EXTENSION

The Government made an [announcement on the extension of free PPE](#). The free PPE scheme will be extended until March 2024, or until DHSC's stocks are depleted, in order to provide protection for frontline staff against Covid as part of the government's Living with Covid strategy.

DHSC will continue to supply all categories of PPE according to demand until the end of March 2023. Further information about the extension and the scheme can be found [here](#).

## THE COST OF LIVING WEBSITE

Please [click HERE](#) to visit the Cost Of Living website produced by CABAD. The dedicated website is now live for people to find out how they can access support.

Please [click HERE](#) to read the Cost of Living Support Booklet, which can also be found on the Cost of living website.

# INFORMATION FOR: ALL PROVIDERS

## BRONZE, SILVER, GOLD AND PLATINUM AWARDS FOR COVID-19 BOOSTER VACCINATIONS

The Contract and Quality Team is again introducing Bronze, Silver, Gold and Platinum awards for Care Homes and Home Support Providers based on the uptake of the Covid-19 Boosters amongst staff members.

Providers that receive the Gold or Platinum award will receive a letter of commendation from Iain Macbeath, Strategic Director of Health and Wellbeing, and Sarah Muckle, Director of Public Health, at Bradford Council.

The Covid-19 Vaccination Figures are based on data from Capacity Tracker therefore it is crucial that you update regularly.

There is no deadline for these awards. Should your service become eligible for a higher award, we will issue your new award once the uptake of staff evidence stated above is submitted. To find out more about the Capacity Tracker, please visit [HERE](#).

Please note that the figures on the Capacity Tracker do not differentiate between staff that are hesitant and those that are medically not eligible. If you have vaccinated all eligible staff, please email the Commissioning Inbox and we can update your rating on our records.

## THE CARE EXCHANGE PODCAST

### EPISODE 4 – BE LESS BRITISH, BE MORE AMERICAN

How do you become rated Outstanding in all five domains – not once but three times? Hayley Taylor and Dan Gower-Smith from Avenues South East join the care exchange and talk about how they did just that. They share how they ensured that their values are embedded into everything they do throughout the organisation, the importance of culture and the work they do with families. They share the ‘smile moments’ they have experienced and celebrating the things that do go well, but also talk about learning from things that don’t go to plan and how they love to use a spreadsheet for everything!

You can listen via our [website](#) or download it where you get your podcasts.

<https://sfca.re/3Xtjdvu>

# INFORMATION FOR: ALL PROVIDERS

## CAPACITY TRACKER CHANGES

A refresh of Capacity Tracker took place yesterday. Please find an overview of updates from Capacity Tracker below.

### Vaccination Survey

This is a reminder that the survey will be closing to responses on Tuesday 31st January.

### Provider Update

You can now select two new reasons when adding information about vacancies that are unavailable to admissions:

- Single occupancy room
- Staff/visiting room

### Find Care Home Vacancies

Following feedback from users, we have made it easier to copy the full CQC ID from this page Reports

- ASC Home Care Collection Report: Additional Columns
- Update Monthly Status ASC Collection Report: Update Method Added

Please [click here](#) for more details on the changes above.

### Reports

We will be reviewing the Reports area of Capacity Tracker over the next couple of months to make this easier to explore.

Data from the following Reports is likely to be combined into another Capacity Tracker Report, reducing the number of places that you need to go to find information:

- ASC Mandation & Support - Aggregate Responses
- ASC Mandation & Support - Responses by Date
- ASC Mandation & Support - Responses by Location
- ASC Mandation & Support - Responses by Question
- Contact List
- Engagement - LA
- Engagement - Sub ICB

If you have any feedback about changes to the above reports, please contact your Regional Lead or send us an email.

### FAQs

Please [use this link](#) to our Resource Centre where you can see frequently asked questions about how to update Capacity Tracker. This covers the questions that are asked as part of the mandatory Adult Social Care collection



Do you need to know about **accessibility** in Bradford?

 AccessAble is your **Accessibility Guide**



# City of Bradford Metropolitan District Council are working in partnership with AccessAble

## Why use AccessAble?

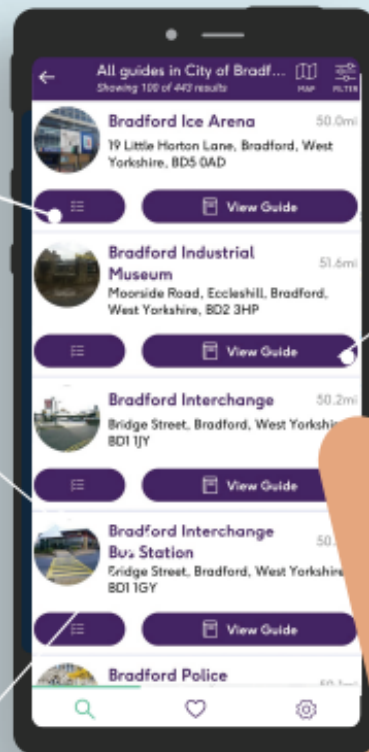
- **Hundreds** of venues included
- Each one **visited** and **assessed**
- The **detail** that's important to you
- 100% **facts, figures** and **photographs**
- Kept **up to date**
- **Free** to use



**Plan in advance**

**Use on the go**

Save the guides that are **important to you**



**Filter results by what matters to you**



Open camera app and scan code to view Access Guides

**#KnowMoreGoMore**

**#AccessAbleBradford**

[www.AccessAble.co.uk](http://www.AccessAble.co.uk)





**Building brighter futures**  
with people recovering from mental health problems

## THE CELLAR TRUST FREE TRAINING

### BEREAVEMENT, GRIEF AND MOURNING

**Dates:**

DAY 1: Wednesday 15 February 2023

DAY 2: Thursday 23 February 2023

**Timings:** 1pm – 4pm.

**Location:** The Cellar Trust, Farfield Road, Shipley, BD18 4QP

Book your free place here: [www.thecellartrust.org/what-we-do/training](http://www.thecellartrust.org/what-we-do/training)

### TRAUMA INFORMED PRACTICE

**Dates:** Thursday 2 and Thursday 9 February 2023

**Timings:** 1pm – 4pm.

**Location:** The Cellar Trust, Farfield Road, Shipley, BD18 4QP

Book your free place here: [www.thecellartrust.org/what-we-do/training](http://www.thecellartrust.org/what-we-do/training)

### NEURODIVERSITY TRAINING

**Dates:** Various dates between January– March 2023

Book your free place here: [www.eventbrite.com/cc/neurodiversity-training-1123539](http://www.eventbrite.com/cc/neurodiversity-training-1123539)

### INTRODUCTION TO COUNSELLING SKILLS

**Dates:** Various dates between January – March 2023

**Timings:** 10am – 4pm.

**Location:** The Cellar Trust, Farfield Road, Shipley, BD18 4QP

Book your free place here: [www.thecellartrust.org/what-we-do/training](http://www.thecellartrust.org/what-we-do/training)

### SELF-HARM TRAINING

**Dates:** Various dates between January – March 2023

**Timings:** 2 hour session, start time 10am, 1.30pm or 6.30pm

**Location:** Online

Book your free place here: [www.eventbrite.com/cc/self-harm-training-1258149](http://www.eventbrite.com/cc/self-harm-training-1258149)



## Save the dates for 2023

### MCN General Palliative Care Symptom Management and End of Life Care Workshops.

You will need to attend all 3 sessions.

The dates for 2023 are – 22<sup>nd</sup> March 2023,

29<sup>th</sup> March 2023, 5<sup>th</sup> April 2023

and then

18<sup>th</sup> October 2023,

25<sup>th</sup> October 2023, 1<sup>st</sup> November 2023.

All Sessions will be 9am -11am Venue TBC

This for people who look after palliative patients as part of their everyday jobs e.g. GPs, District nurses, care home staff, new starters to the hospice, hospital nurses

To reserve your place, please contact

[Jasmeet.Panesar@bdct.nhs.uk](mailto:Jasmeet.Panesar@bdct.nhs.uk)

To read the workshop slides, please click

[HERE.](#)

# GO4GROWTH EVENTS

Happy New Year! We are working on putting the below into a G4G document that is shareable with live event links embedded in it, but in the meantime we wanted to give you an early heads up of the 2023 Go4Growth virtual events calendar. These are all live and bookable via our website at the following link: <https://go4growth.co.uk/events> or via our Eventbrite page here: <https://www.eventbrite.co.uk/organizations/events> and anyone can book onto any and as many events as they like. There's more detail on the events within the event itself on Eventbrite. All sessions will be recorded and sent to everyone who registers.

Go4Growth have planned 16 virtual events so far, starting in February and running through to November (excluding August & December). To access the 2023 Go4Growth virtual events calendar, please click [HERE](#).

Please find the calendar below:

Date	Event Title	Summary Content
13/02/2023	Finding Opportunities In the Public Sector	This event is designed for local, micro, diverse & voluntary sector organisations who want to find opportunities in the public sector
27/02/2023	Promoting Your Organisation	How to stand out from the crowd when you're seeking to grow your business in the public sector
06/03/2023	Navigating Public Sector Competitions - Series of Lunch & Learn Sessions	At this first session we'll look at the standard selection questionnaire (SSQ) working through each section and giving an overview of what's required including things like mandatory and discretionary exclusions.
13/03/2023	Navigating Public Sector Competitions - Series of Lunch & Learn Sessions	At this second session we'll look at the specification, evaluation criteria and how to answer technical/quality questions. We'll break down the structure of questions and overview how to relate your response back to the specification and scoring.
20/03/2023	Navigating Public Sector Competitions - Series of Lunch & Learn Sessions	At this third session we'll look at the terms and conditions, pulling out the main areas to focus on such as warranties/liabilities, cost increases, termination, IPR etc. This session doesn't constitute legal advice but is guidance from a practitioners perspective. We will look at standard goods and services contracts and will not cover SAAS (Software As A Service) or Construction Contracts such as NEC3
27/03/2023	Navigating Public Sector Competitions - Series of Lunch & Learn Sessions	At this final session we'll look at the feedback process. After every public sector bid when the result of the tender is communicated to you, it should be accompanied by some feedback . At this session we will go through examples of useful feedback and overview what you should expect to get or can ask for from the contracting authority. We will also chat through how to use feedback for future work. We'll also discuss what to do if you're not happy with either the outcome or process and where you can go to get support.
13/04/2023	Find businesses to partner with & develop collaborative working	Learn about developing partnerships/collaborations for opportunities in the public sector & meet businesses who may become future partners
26/04/2023	Credibility and Accreditations	Exploring what basic credibility means from a public sector competition perspective and how to get it.
15/05/2023	Social Value for Providers.	Developing your social value narrative, policy development, communicating social value (Reference to Themes, Outcomes, Measures TOMs). Practical support for how to translate what you're already doing into public sector bids
05/06/2023	Carbon Net Zero for Providers	A practical overview of Carbon Net Zero (CNZ) for public sector providers
19/06/2023	Finding Opportunities in the Public Sector	This event is designed for local, micro, diverse & voluntary sector organisations who want to find opportunities in the public sector
13/07/2023	Writing Policies for Public Sector work	An insight into the policies generally required by the public sector to successfully win work and how to get started developing your own.
11/09/2023	Finding Opportunities in the Public Sector	This event is designed for local, micro, diverse & voluntary sector organisations who want to find opportunities in the public sector
12/10/2023	Promoting Your Organisation	How to stand out from the crowd when you're seeking to grow your business in the public sector
09/11/2023	Find businesses to partner with & develop collaborative working	Learn about developing partnerships/collaborations for opportunities in the public sector & meet businesses who may become future partners
20/11/2023	Responsible Business for Public Sector Suppliers	A practical overview of the topics that make up Responsible Business such as Sustainability, Carbon Net Zero and Social Value



# ACTIVITY COORDINATOR NETWORK

## Why join the network?

- Support one another
- Showcase ideas and resources
- Learn from each other
- Hear from external speakers / organisations
- Monthly Meetings with other Activity Coordinator's
- WhatsApp Group - sharing ideas on the go



## How to join the Activity Coordinator Network?

Email [admin@bradfordcareassociation.org](mailto:admin@bradfordcareassociation.org) to join the network. You can then receive the Monthly Zoom Meeting Calendar Invites + be added to the WhatsApp Group



**For more information email:  
[admin@bradfordcareassociation.org](mailto:admin@bradfordcareassociation.org)**

## LIVING WELL - FREE UPCOMING TRAINING COURSES

A Royal Society for Public Health (RSPH) course and two Mental Health First Aid England courses are being delivered by Living Well. These courses are suitable for anyone who lives or works in the Bradford district. Places are limited and will be allocated on a first come first served basis.

To access the Royal Society for Public Health (RSPH) course , please click [HERE](#).

To access the Mental Health First Aid England courses, please click [HERE](#).

To visit the living Well website, please click [HERE](#).



## BCA – HELP SUPPORT CARE UPLIFTS

**We need your feedback to help support Care Fee Uplift negotiations!**

Over recent years we have had to contend with Covid 19 and the increasing workforce challenges, and now the sector is faced with soaring cost inflation and a deepening workforce crisis as a result.

The BCA will be calling on the health and care system for sufficient care fee uplifts for 23/24 to ensure the financial sustainability of the sector and to support the recruitment and retention of our workforce.

To inform our case please complete this survey ASAP so we can capture the key cost pressures and sustainability concerns of the sector.

Any information shared with the BCA will be anonymised so you cannot be identified.

**[CLICK HERE - Care Fee Uplift 23/24 and sustainability concerns of the Care Sector Survey](#)**

As well as the above survey, BCA are helping to support Care Providers and their workforce during these challenging times and would like to find out what type of support could help you. The BCA can then look for ways to try and find this support, from the Council, the Integrated Care System and other agencies.

Please send the Workforce Survey below to your staff ASAP.

**[CLICK HERE - Workforce Survey \(for your staff to complete\)](#)**

Any Information shared with the BCA will be anonymised so you can not be identified.

We will continue to work with the council and the wider systems exploring all means of supporting the sustainability of the care sector and the workforce.

Thank You in advance.

## PAYING ON PLANNED SERVICES

In these exceptional times, in an attempt to help ease the financial and administrative pressures, payments will be made on the planned level of service.

All providers with the exception of residential and nursing homes will be required to keep a record of the actual level of service provided and to supply that information via payment claim forms as soon as possible. Payments will be made on a scheduled basis based on the planned level of service rather than waiting for completed payment claim forms to be supplied. Adjustments to the planned service will be processed as soon as possible after the PCF is returned.

For non-residential providers, please can you update the Payments Team with the email address the electronic payment claim form should be sent to. Please supply the details to [cca.payments@bradford.gov.uk](mailto:cca.payments@bradford.gov.uk) For Residential and Nursing homes, payment claim forms will cease to be provided.

For the time being, Residential and Nursing home providers are asked to email details of all discharges or deaths to the Contracts Team as and when they occur to [cca.contractsteam@bradford.gov.uk](mailto:cca.contractsteam@bradford.gov.uk)

## CNET 'HOW TO' WORKSHOPS

Following on from the launch of CNet's 'how to' booklets, CNet will be running a workshop on How to Fundraise & What Makes a Good Application based on the booklets thanks to funding from West Yorkshire Combined Authority and the West Yorkshire Violence Reduction Unit.

### **How to Fundraise & What Makes a Good Application**

Thursday 2 February 2023, 10am – 12:30pm at CNet

The workshop is free and open to anyone living or working in the Bradford District. To book your place email [saima@cnet.org.uk](mailto:saima@cnet.org.uk) stating the sessions you wish to attend. Places are limited and allocated on a first come first serve basis.

To read the How to Fundraise booklet, click [HERE](#).

# INFORMATION FOR: ACCOMMODATION BASED SERVICES

## DISCHARGE SUPPORT

Please read this important update from Capacity Tracker regarding Discharge Support.

We all know that health and social care is currently under a great deal of pressure. Anything that helps someone leave hospital when they are medically fit to do so is critical to their ongoing recovery and helps the broader system, from ambulance delays due to handing patients over in A&E to improving wider patient flow.

When someone is waiting to leave hospital and it has been agreed to discharge to a Care Home, either for a long-term placement or for 'step down' support, the Capacity Tracker can assist discharge teams by reducing the number of speculative calls checking the status of vacancies which add burden to Care Homes. Ensuring the data in CT is as up to date as possible is the best way to avoid additional calls. Calls made are then able to be more focused on discussing the care needs of specific individuals.

What is needed by Care Homes?

Update your vacancies whenever the status of your vacancies change or, at least every 48 hours

Ensure that your list of available Services is reviewed. It is essential that if your location is able to provide short stay/step down services then this is made clear on the Capacity Tracker. Advise discharge teams making speculative calls that your vacancy information is up to date so they gain confidence and reduce speculative calls. Direct them to your CT data

What is needed by Discharge Teams?

Before making speculative calls use the Capacity Tracker to check on vacancy status. Advise Care Homes that you will be using the Capacity Tracker to identify vacancies that can take admissions

This will ensure confidence for all Care Homes and Discharge Teams that the information in Capacity Tracker is contemporary.

Links to the attached support packs can be found below:

[Health & Social Care Discharge Support Pack](#)  
[Care Home Discharge Support Pack](#)

## IMMEDIATE VIRTUAL TRAINING SESSIONS

For details and the timetable for the training, please click [HERE](#) to open the attached information. For information on how to register for the virtual training, please click [HERE](#). If you have any questions regarding the training, please contact Angela at [acunningham@immediate.co.uk](mailto:acunningham@immediate.co.uk)



## New Pathway for Category 3 and Category 4 999 Calls

A new pathway has been agreed with YAS where any calls received from Care Homes that are classified as **Category 3 or Category 4 will be routed from 999 to the Telemedicine Service** to see if they can support the residents and avoid an unnecessary attendance to hospital.

To cut down on handover processes and time please contact the **Telemedicine Service by Immedicare** before considering calling 999 unless it is very clearly a life-threatening situation.

**Category 3**  
90% in 120  
minutes

### Urgent Calls

e.g. non-severe burns, diabetes  
In some instances patients may be treated by ambulance staff in their own home

**Category 4**  
90% in 180  
minutes

### Less Urgent Calls

e.g. diarrhoea, vomiting, urine infection  
In some instances patients may be given advice over the telephone or referred to another service such as a GP and Pharmacist

If you do call 999 you will need to have your laptop charged and ready for a video assessment to be carried out.

You can arrange for staff training in how to use the **Telemedicine Service** by contacting your Relationship Manager, or by pressing option 5 from the call menu once you have commenced a call to "Nurses"

### Benefits of using Telemedicine as your first point of call

- Prompt referral to other services including Urgent Community Response Teams where face-to-face multi-Disciplinary assessments and interventions may be offered within the home
- Reduction in onward referrals and hospital attendance
- Sending a resident into hospital can have a detrimental effect as it can increase confusion, increase infection risks, result in delays in treatment, increase the risk of deconditioning and falls
- No requirement to release staff to escort residents to hospital (90% remain at home)

Worried about a resident and need support?



Have a question you can't answer?

### THINK: Telemedicine

If you are thinking of calling 999, 111 or a GP

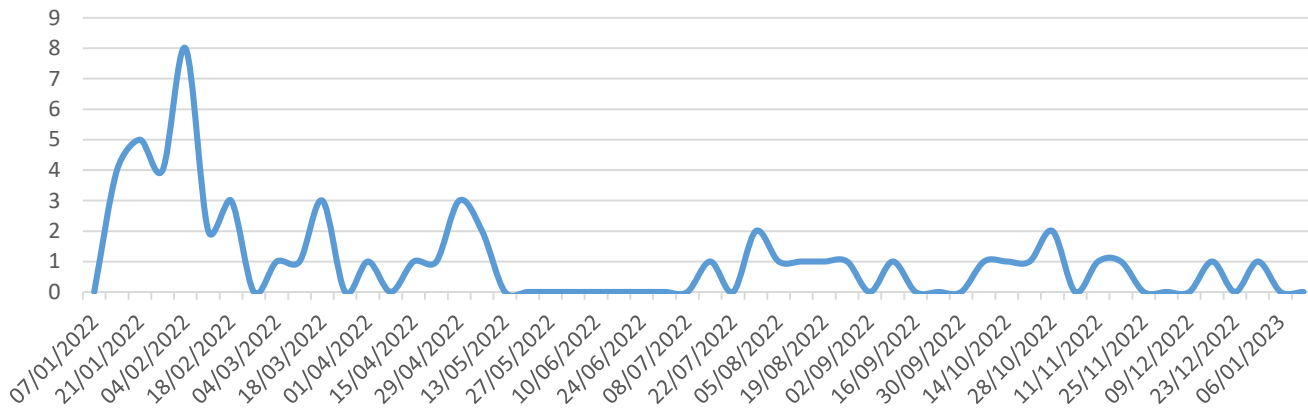
Use **Telemedicine** instead

We're here 24/7 for any issue of concern

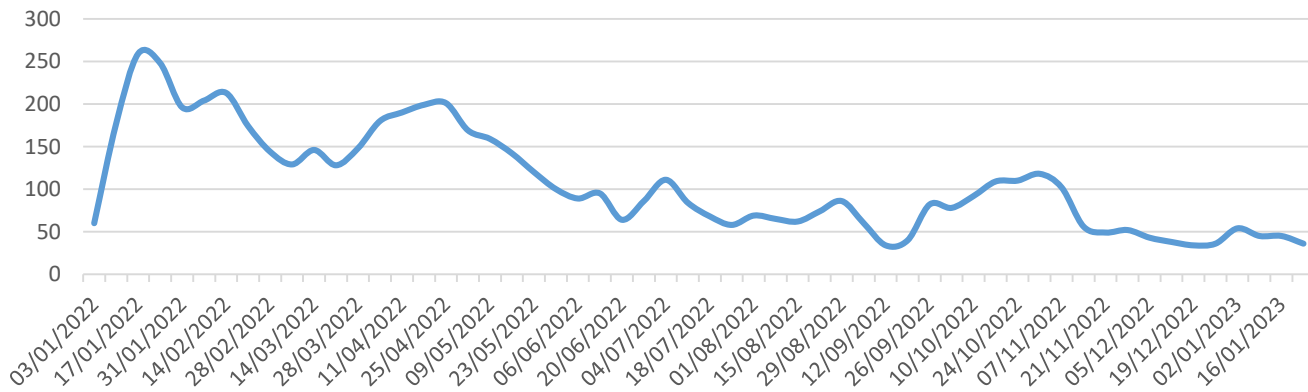
# BRADFORD CARE HOMES WEEKLY COVID-19 TRACKER

Please find the data below on Care Homes in the Bradford District for your information. The following data has been provided by the Council's Senior Management Team in the Contract and Commissioning Team.

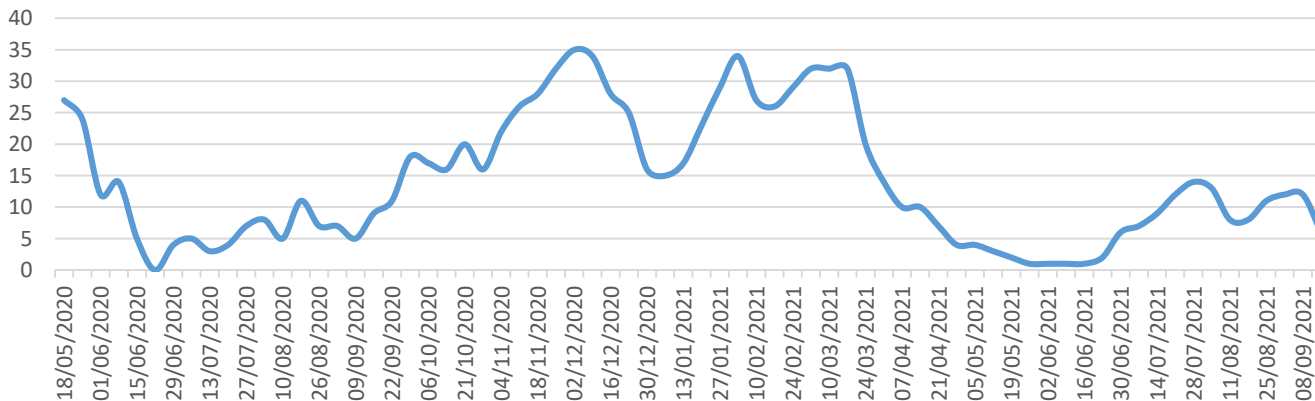
## Registered Covid 19 Deaths in Care Homes by Week Ending Date



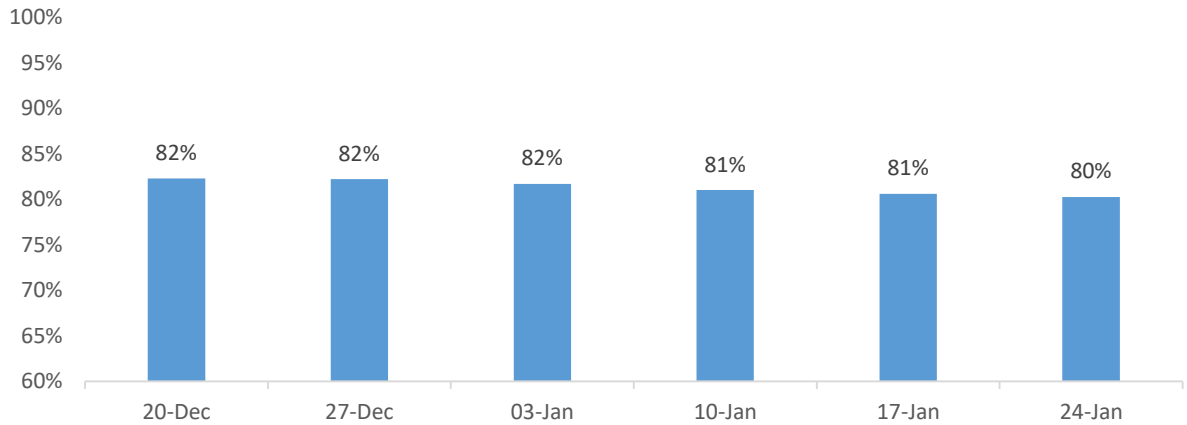
## Number of Covid-19 Infections



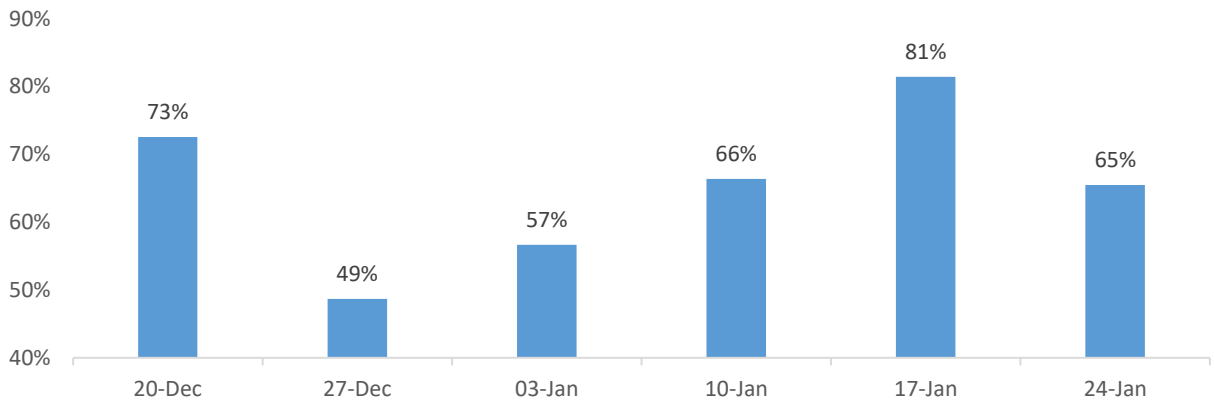
## Bradford Care Homes with a Covid-19 Outbreak



## Bradford Care Home Occupancy Rate



## Bradford Care Home Completed Tracker in last 7 days



Data	Latest	Change
Deaths	0	0
Infections	36	-9
Outbreaks	No longer available	
Occupancy	80%	-1%
Tracker completed	65%	-16%

### Data Sources:

Weekly Deaths, Office National Statistics.

Covid Infections, Occupancy and Tracker, NESC Capacity Tracker.

Outbreaks, HPT Bradford

# INFORMATION FOR: COMMUNITY BASED SERVICES

## QUARTERLY HOME SUPPORT WORKBOOKS

The Contracts Team would like to kindly remind Home Support Providers to complete the Quarterly Home Support Workbooks in full. Capturing information in accordance with the service delivered over each quarter is essential. If you have questions regarding the Home Support Workbooks, please email [CommissioningInbox@bradford.gov.uk](mailto:CommissioningInbox@bradford.gov.uk).

## COMMUNITY MENTAL HEALTH TRANSFORMATION

Bradford District and Craven Health and Care Partnership have launched a Community Mental Health Transformation page on their website. The page provides an overview of the transformation programme and includes information about the work BDC Partnership are currently undertaking and what to expect next. Please note that this transformation work is at an early stage and the page will continue to be updated as work progresses in the coming months.

To visit the Community Mental Health Transformation page, please click [HERE](#).

## SAFE SPACES – CRISIS SUPPORT SERVICE

If you need urgent support with your mental health call **First Response** on 0800 952 1181 to access crisis support service **Safe Spaces**. Distress could be severe anxiety or panic attacks, suicidal thoughts, intense depression or feelings of disassociation.

Anyone aged 7 and over living in Bradford District and Craven can access support from Safe Spaces.

One-to-one, same day support over the phone or in-person at our Bradford and Keighley Hubs  
Drop-ins across Bradford District and Craven  
Overnight stay for children & young people aged 7-17

For full details of Safe Spaces crisis support service please visit [www.thecellartrust.org/what-we-do/crisis-support](http://www.thecellartrust.org/what-we-do/crisis-support) or [www.mindinbradford.org.uk/support-for-you/safe-spaces/](http://www.mindinbradford.org.uk/support-for-you/safe-spaces/)