

## ‘Care Connected’ and 180 Days of Action in Humber and North Yorkshire

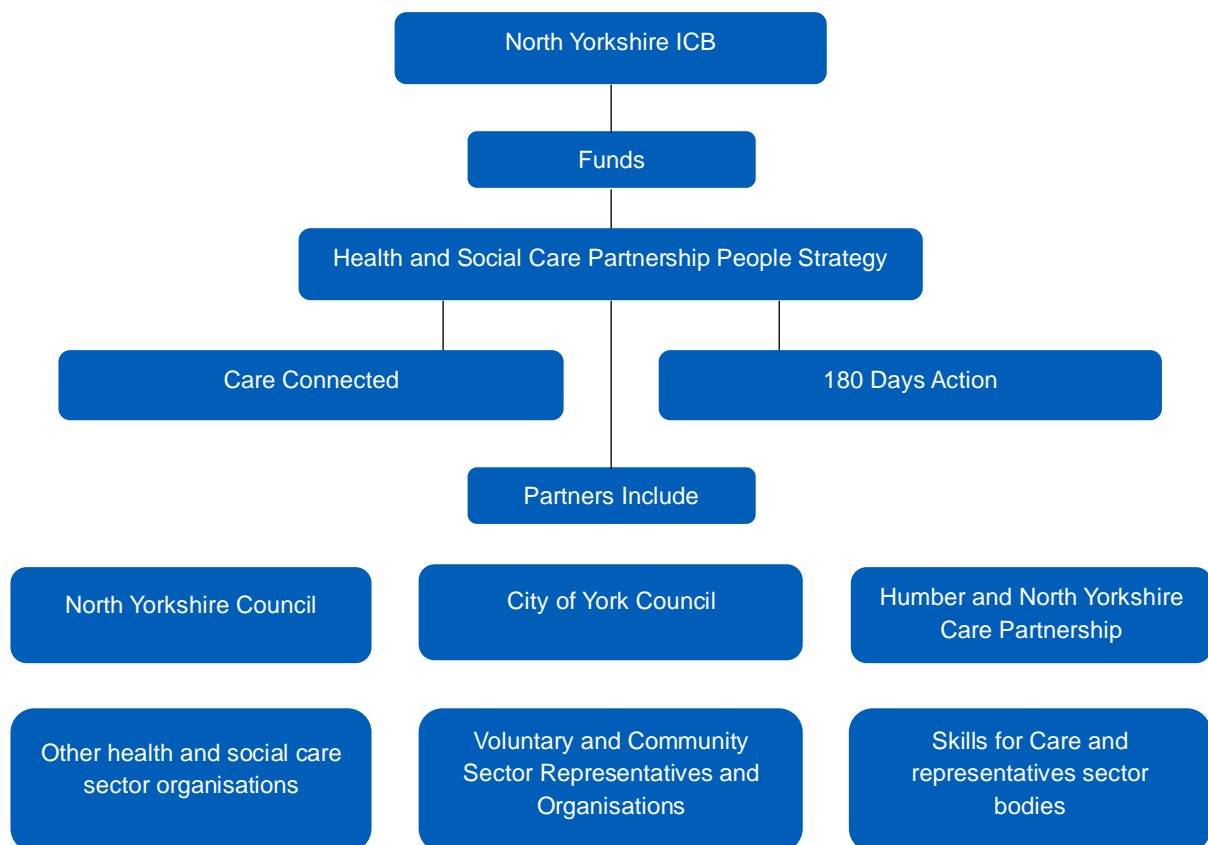
Humber and North Yorkshire ICB, in collaboration with local authority partners and NHS trusts, developed a Health and Care Partnership People Strategy in December 2021. The People Strategy is a shared vision for supporting and developing the existing workforce, and for growing the future workforce in the area.

Adult social care is well represented in this programme of work and its constituent task and finish groups, including through the Skills for Care head of area, who sits on the ICS Workforce Board.

### **This case study:**

- references two initiatives which arose from the Health and Care Partnership People Strategy:
  1. *Care Connected*, an online forum for health and social care staff to connect and access resources and guidance.
  2. *180 Days of Action*, a focused drive to achieve progress in integrated workforce support, and its second-year programme *Breakthrough*.
- is based on conversations with Karen Morse, Skills for Care Head of Area, and information from Humber and North Yorkshire ICB.

## Where this fits in the system



## Care Connected

The Care Connected [website](#), hosted on NHS Futures platform, provides a one-stop shop for care staff to access practical training resources and updates on a range of topics. As part of Care Connected, care providers and partner organisations are invited to join a fortnightly virtual session. There they receive guidance changes, news and updates from the local authority and ICB and are able to ask questions and share learning with peers across the system. The resources and session are hosted on the Care Connected site for people to access.

Care Connected means a greater variety of care providers and teams can access cross-system support. This includes less represented parts of the system, such as supported living, extra care housing services or services not registered by the CQC. The involvement of North Yorkshire Council and City of York Council in the project also means that support and guidance can extend into broader areas such as housing and employment, boosting integration beyond health.

## 180 Days of Action

In September 2022, leaders from across Humber and North Yorkshire held a workforce summit which resulted in 220 colleagues, convened by the ICB People Team. It identified practical solutions for common challenges and a need for driving integrated workforce transformation.

This work was based on a number of priority themes:

- Supporting Inclusion and Wellbeing
- Ethical International Recruitment, including a system partnership with the Indian state of Kerala
- One System, Learning Together
- Upskilling Leaders for Retention
- Care at Home Workforce Redesign (led by social care)
- Volunteers at the Heart of the System
- One System, Recruiting Together
- Telling the People Story (developing a shared approach to workforce data and modelling to focus on skills, rather than roles)

The workstreams and actions which resulted from the original 180 days of action plan have seen huge success. As a result, a second year of the programme was commissioned – this time called Breakthrough.

Breakthrough's work includes a focus on: inclusive careers; flexible workforce, agency and bank; leadership, talent and succession; system effectiveness; care at home workforce redesign; volunteers; enabling colleague movement and integrated recruitment.

Over 185 people from different parts of the system have taken up the challenge to shape and deliver workforce transformation work. At a time when the system is working under unprecedented capacity pressures, this is a significant achievement.

## Next steps

The workforce transformation programme in North Yorkshire and Humber continues to galvanise people from right across the system to strengthen recruitment and retention. The award-winning programme has laid exceptionally strong foundations on which to build the future of integration.

**“Working together gives us the courage to do things differently”**

**– 180 Days of Action Participant**

**“It’s about putting people at the heart of our conversations, with mixed groups of people and organisations, and identifying opportunities for integration and solving some workforce ‘wicked issues’.”**

**– 180 Days of Action Participant**