

November 2020 newsletter

Joined Up Care Derbyshire is the name for Derby and Derbyshire's Sustainability and Transformation Partnership (STP). You can find out more information in our 'Beginners' Guide to Joined Up Care Derbyshire' which can be found on our [website](#).



Innovative new caring role set for future launch

A new career role linking up health and social care in Derbyshire is being developed by Joined Up Careers Derbyshire.

The new Integrated Support Worker role is set to be introduced in three areas of Derbyshire once partner organisations have more fully worked up the details of the role.

The initiative is being led by Joined Up Care Derbyshire, the representative network of NHS organisations and local authorities in Derby and Derbyshire focused on supporting staff recruitment and retention.

This new hybrid role, once in place, will enable better integration between health and social care services and support organisations in areas where they have traditionally had 'hard-to-fill' roles.

The new Integrated Support Workers will be deployed in 'Place Alliances' in Derbyshire where organisations are already working closer together to provide services that best meet local needs.

The introduction of this new integrated role follows on from the successful health and care apprenticeship scheme run by Joined Up Careers Derbyshire, helping people get a start in a new caring career.

Susan Spray, programme lead for Joined Up Careers Derbyshire, said: *"We are all very excited about the potential of the new Integrated Support Worker role. We believe that these person-centred positions will provide a better care solution for local residents and help free up time for other clinical professionals to respond to more complex cases. They will help in joining up health and care services, are set to provide higher levels of job satisfaction, and will help in reducing costs to the health and care sector."*

Details of the new role are currently being finalised prior to a recruitment period in due course.

It is envisaged that job responsibilities will be similar to the national enhanced care worker standard where a care worker is upskilled to provide enhanced clinical support to support a registered nurse by undertaking clinical tasks, either independently or assisting the nurse, including simple wound care, taking blood pressure, and developing care plans.

There's more news about 'Place' on pages five and six.

Ambulance service responds to the voice of Derbyshire citizens

Joined Up Care Derbyshire runs a Citizens' Panel which is a virtual group of people, of all ages, living across Derby and Derbyshire who want to help shape health and care services by offering their views and insight, helping to ensure that services are designed to take into account 'what matters most to people'.

Panel members can get involved as much or as little as they want to. Taking part in interviews, focus groups or surveys to share their experiences of health and care services in Derbyshire.

In the latest piece of work, Citizens' Panel members took part in telephone interviews and a focus group with East Midlands Ambulance Service (EMAS) to help them better understand the public's expectations of the ambulance service.

EMAS explained that some people expect to be taken always to a hospital emergency department but there are a range of options available, such as the GP practice, out-of-hours doctors' service, or minor injuries unit. EMAS also wanted to better understand the reduction in ambulance call-outs linked to the Covid-19 pandemic and heard that some people were fearful of contracting the virus.

As a result of this work, EMAS are now able to better understand the public's perception of the ambulance service and how people would like to receive care, and will be able to identify potential improvements to the service to better support the patient and staff experience.

Tom Rollinson, Reducing Conveyance Lead for EMAS (Derbyshire), said: *"The Citizens' Panel have been a fantastic group of people to work with, who collectively have an array of skills and expertise which have been great to tap into. We wanted to get a deeper understanding of public perceptions of the ambulance service and what drove certain activity during the height of the pandemic. The feedback really gave us a different perspective and insight which you often don't think about - such as not really knowing when to use 999, 111 or urgent treatment centres. This has now given us some good ideas to take forward to support realistic expectations of the service and ultimately a better experience for patients."*

Jocelyn Street who is one of the Citizens' Panel members who took part said: *"The Citizens' Panel is becoming increasingly important as one of the first lines of public engagement. It enables members of the public to air their views on many topics knowing they will be taken into account and gives opportunities for some in-depth involvement as well."*

There are still places available for new members of the Joined Up Care Derbyshire Citizens' Panel. Visit the [website](#) for more information. Or for more information contact Karen Lloyd, Head of Engagement, Joined Up Care Derbyshire, phone 07789 868346 or email karen.lloyd24@nhs.net



Executive Lead for Joined Up Care Derbyshire



Dr Chris Clayton, Chief Executive of NHS Derby and Derbyshire Clinical Commissioning Group (CCG), has been appointed as the Executive Lead for Joined Up Care Derbyshire.

The appointment, which was subject to a rigorous selection process, will be part-time for a period of one year, subject to the implications of any legislative changes. Chris will combine the responsibilities of this role with his current role as CCG Chief Executive and will work closely with and have the support of Vikki Taylor, Derbyshire STP Director.

Chris' role as Executive Lead will be the strategic lead for the Derbyshire health and care system. He will be responsible for convening and developing the system, promoting system working, developing strong and constructive relationships between all partners, ensuring that the governance arrangements allow for effective collective decision making, driving rapid implementation of key improvements, and liaising with regulators.

Chris will also lead the transition from a System Transformation Partnership (STP) to an Integrated Care System (ICS), taking on board any policy and/or legislative changes. An ICS is an advanced local partnership taking shared responsibility to improve the health and care system for the local population.

Spotlight on the work of the Learning Disability and Autism Programme Board

One of the key areas of work for the board is to reduce health inequalities in people with a learning disability.

We know that men with learning disabilities die 23 years younger than men without learning disabilities; women die 27 years younger. We also know that 26% of the population with learning disabilities are admitted to hospital every year, compared to 14% of the general population.

Health checks provide the opportunity to positively promote health by encouraging cancer screening uptake, immunisations and healthy lifestyle. People with a learning disability are more likely to be obese, less likely to take up all national cancer screening offers and only 45% received a flu vaccination in 2018.

We need to reduce and eliminate the health inequalities that exist within society for people with learning disabilities. Some ways in which this is being tackled are:

- Increasing the number of individuals with learning disabilities receiving annual health checks with their GP
- Increasing the number of individuals with learning disabilities receiving flu vaccinations and cancer screening
- Stopping the over-medication of psychotropic medications (STOMP) and Supporting treatment and appropriate medication in paediatrics (STAMP)
- Sharing findings from the Learning Disability Mortality Reviews (LeDeR) and acting on the learning found to improve services for individuals.

Learning disability annual health checks

People with learning disabilities often have poorer health, as many cannot recognise or address their own health needs.

GP practices are required to evaluate the care they offer to their patients with learning disabilities and create an improvement plan. This should include:

- Improving the identification of patients eligible for the learning disability health check
- Increasing the number of health checks (75%)
- Improving the quality of health checks
- Improvements in reasonable adjustments and 'flagging' on summary care records
- Reviewing STOMP medications.

What is STOMP/STAMP?

STOMP stands for stopping over-medication of people with a learning disability, autism or both with psychotropic medicines. STAMP stands for supporting treatment and appropriate medication in paediatrics.

STOMP was launched in 2016 and is a national project involving many different organisations which are helping to stop the over-use of these medicines. It is about helping people to stay well and have a good quality of life. In December 2018 this expanded to STOMP/STAMP which incorporated the support of children and young people with a learning disability, autism or both.

Psychotropic medicines affect how the brain works and include medicines for psychosis, depression, anxiety, sleep problems and epilepsy. Sometimes they are also given to people because their behaviour is seen as challenging. People with a learning disability, autism or both are more likely to be given these medicines than other people.

These medicines are right for some people. They

can help people stay safe and well. Sometimes there are other ways of helping people so they need less medicine or none at all.

Public Health England says that every day about 30,000 to 35,000 adults with a learning disability are taking psychotropic medicines, when they do not have the health conditions the medicines are for. Children and young people are also prescribed them.

Psychotropic medicines can cause problems if people take them for too long, take too high a dose or take them for the wrong reason. This can cause side effects like putting on weight, feeling tired or 'drugged up', and serious problems with physical health.

Derby and Derbyshire CCG has produced a podcast to explain more about STOMP [here](#).

Healthcare providers are invited to email england.wesupport.stomp@nhs.net to support the STOMP healthcare [pledge](#).

What are learning disabilities mortality reviews (LeDeR)?

People with a learning disability often have poorer physical and mental health than other people. We know that we need to understand why so that we can make a difference to people's lives. One way we are doing this is by looking at why people die. This is called the learning disabilities mortality review, or LeDeR for short. To help this national programme make the most difference we need to know about as many deaths of people with a learning disability, autism or both as possible.

The LeDeR programme was launched in Derbyshire in April 2017. There are a number of trained reviewers across Derbyshire health and social care organisations.

Further information:

<http://www.bristol.ac.uk/sps/leder/>

Link to Derbyshire's LeDeR annual report (and easy read version) is available on the DDCCG website - [Publications](#)



Where can I find out more?

Visit the [Joined Up Care Derbyshire website](#).

Watch videos on the [YouTube](#) channel of Building the Right Support in Derbyshire.

Increasing the number of individuals with learning disabilities receiving flu vaccinations

Respiratory problems are a major cause of death of people with learning disabilities, yet only 45% of people with a learning disability had a flu jab last year.

GP surgeries should give a clear message that people with learning disabilities and their carers (family member and support workers) are entitled to a free flu vaccination.

The nasal spray flu vaccine can be considered as a reasonable adjustment. Public Health England guidance states the nasal spray can be used for people with a severe needle phobia. The nasal vaccine is not as effective as the injection, but some protection is better than none.

Ensure your young child gets their flu jab

NHS

‘JUST THE FLU?’

Flu is a dangerous virus. It spreads quickly among children. That's why we are inviting children aged 2-3 years old to get their free flu vaccine.

JUST GET YOUR CHILD'S FREE FLU VACCINE
Ask your GP.

Flu vaccine help us help you

What's happening at 'Place'?

Over the challenging summer months, Place Alliance partners have been an integral part of the Community Resilience Forums which sprang up across the county in response to the Covid-19 pandemic. The whole ethos of Place is partnership working and finding solutions to 'system' problems together across health, social care and the voluntary sector; so in some parts of the county, Place led the charge in establishing these multi-agency groups. Countywide, the increased collaboration between organisations through Place enabled swift joint working to respond to the crisis.

As Derbyshire continues to experience the effects of the pandemic, Place Alliances and their partners are operating on a two-pronged approach – prepared to resume the emergency response where required, while re-starting some of the 'business as usual' work to support our populations across the eight geographical Place boundaries in Derbyshire (such as the fundamental Ageing Well programme featured here).

Ageing Well

The Ageing Well programme is a key part of the national NHS Long Term Plan and concerns how our population is looked after in the community. There is no age criteria although the vast majority of community resources are used to care for and support the moderate and severely frail population, of which there are approximately 30,000 in Derbyshire.

The Ageing Well programme involves three main aspects of care:

- A community urgent response (to look after older people in their own homes and enable them to live well and independently)
- Implementing the enhanced health in care homes framework (a comprehensive support programme to care homes and the people within them)
- Anticipatory care (working proactively with individuals to better manage health issues and help avoid progression to hospital admissions).

The intention is that locally-based integrated health and social care teams will be developed across Derbyshire to provide this support and the first step is to get operational leadership, clinical leadership, infrastructure and a quality improvement culture in place. This will provide a really solid foundation for the development and introduction of integrated teams.

However, this is not about simply funding one new team to work alongside all community support that currently exists. This is about a dramatic shift in the way that health and social care is provided for/to this patient cohort. It is about truly integrating these existing teams to work as one multi-skilled team. This team might look different in each part of the county, but could include GPs, practice nurses, care

co-ordinators, community matrons, social prescribers, adult social care, mental health experts and more – representing the whole health and social care picture in Derbyshire. There is also the ambition to integrate the valuable voluntary sector and incorporate their rich perspective on our older adult community.

We hope this exciting change will lead to improved health outcomes for people as they are quickly seen by a professional that can provide the right support for them. We hope it will also mean fewer people are unnecessarily admitted to hospital, and that discharge from hospital is quicker too. It should also lead to reduced pressure across the health and care system, helping to improve work life balance for staff.

Derbyshire's Place-based approach and commitment to delivering locally based, integrated community care and support like this is an important component of our application to become an Integrated Care System.





Meet Patricia Gyongyosi – Public Representative

Last October, Place advertised for public representative vacancies via this newsletter and the JUCD Citizens’ Panel. The role of a public rep is to offer an impartial and independent voice on the Alliance, hold members to account, ensure transparency and adherence to the aims and long term plans of the group and provide a communication channel into the local community. Seven public reps were invited to join our Place Alliances - Pat was elected for the High Peak Place where she lives.

Pat was born in Knutsford, Cheshire, married in 1975, before relocating to Bolton. She has two grown-up children and four grandchildren. She moved to Buxton with her family in 2013 and uses her experience across different local areas, as well as her commitment to community involvement, to support the High Peak Place Alliance.

Pat’s career involved administrative roles and teaching, also volunteering her time as a counsellor in victim support and providing three years’ service as a magistrate. Upon Pat’s retirement she spent three years as a carer for her father. Pat is well embedded in the local community, with connections to Buxton Medical Practice patient participation group (PPG) and network, Harpur Hill Residents Association, Buxton Library, a local primary school as governor’s clerk, as well as her involvement in Place. She brings a rich and varied knowledge of the local health and social care

environment while challenging (and complimenting!) the Place partners where required.

Pat’s experience of Place: *“I find the meetings to be informative and there is knowledge and information shared in a supportive environment to plan an integrated approach. During the pandemic, the High Peak Place has been extremely reactive to the situation, with continuous progression in response to a crisis. There is also evidence of self-evaluation in order to improve and also identify gaps between services.”*

Debbie Austin, GP in High Peak and Chair of the High Peak Place Alliance, says: *“Our public representatives are invaluable and provide a much needed local perspective, and hold the Alliance partners to account. Pat gives fantastic, candid and clear input and we are fortunate to benefit from her experience in the High Peak.”*

Pat’s take on Place ties together nicely the aims and ambitions of Place across the county:

P – Priorities

L – Links

A – Action

C – Community

E – Evaluation

Tell us your Covid-19 health and social care story



As communities and NHS services respond to Covid-19, there is an opportunity to involve the public with shaping how services are developed going forwards. Having a deeper understanding of how Covid-19 has impacted on people's behaviour this year, and the choices people made about how to manage their health and wellbeing, is critical to understanding how best we maintain clinically essential services, adapt the delivery of services and start to recover and restore services that were temporarily stopped or adjusted due to social distancing guidance. We want to ensure that as we move into future phases of the pandemic, we take on board what matters most to people, and lock in changes that people have found useful such as greater access to telephone or digital appointments, where appropriate.

To help us do this, Joined Up Care Derbyshire set up a systems insights group during the pandemic to bring together representatives from across the whole system (healthcare, local authorities, and voluntary and community sector) to pool the work they had been doing to gather insights around people's experiences of the pandemic.



As a result, the insight group developed a list of themes and

questions that they felt warranted further exploration with the public, and agreed that a broad approach was needed that enabled the public to guide the discussion, and surface issues that might typically not be captured through traditional surveying and focus groups.

Joined Up Care Derbyshire commissioned Traverse, a research and engagement company, to engage with the public in a creative, and innovative way to enable the topics explored to be driven by the public.

Using a combination of ways for people to engage including a website where people can share their ideas and complete surveys, alongside one-to-one interviews, Traverse have gathered information about people's experiences. Findings from the research will be available towards the end of November.

MH:2K – a youth-led approach to exploring mental health

MH:2K is a youth-led project that has engaged over 300 young people across communities in Derby and Derbyshire in conversations about mental health and wellbeing. MH:2K has been funded by Derby and Derbyshire CCG and supported by Derby City Council and Derbyshire County Council. Young 'Citizen Researchers' co-designed and delivered this project, and presented their findings and recommendations at a recent showcase event.

Conversations took place with diverse groups of young people, with a particular focus on those voices that can often remain unheard in service design, delivery, and in seeking support. The report which can be found [here](#), will be shared with relevant senior leaders and professionals involved in commissioning, providing and raising awareness of children and young people's mental health and services, and in particular those people with a specific interest in improving outcomes for young people and tackling health inequalities.



MH:2K Derby & Derbyshire
A youth-led approach to exploring mental health

April 2020

Partner organisations come together to recruit health and social care apprentices

A new scheme has recruited 16 apprentices into health and social care, offering them a wide variety of workplace experiences and care opportunities.

The apprenticeship scheme is being run by Joined Up Careers Derbyshire, the partnership group which brings together local organisations, including the NHS and local councils, to support the current and future health and social care workforce.

The successful candidates will now get to work in a variety of different placements from care homes to community health facilities and hospitals, as well as benefitting from regular support and training.

It is the second time that Joined Up Careers Derbyshire have run the scheme with the first set of health and social care apprentices completing their apprenticeships in early 2020. [YouTube](#) has a video of two of the first successful apprentices talking about their experiences.



The apprenticeship scheme lasts 16 months and will see individuals gaining experience in physical health and mental health settings. A two-week induction set the scene for the apprentices before they started their various placements.

The programme is designed for individuals (aged 16-plus) with limited or no experience of working in health and social care – whether this would be students, jobseekers or those fancying a change of career. The programme aims to be inclusive of individuals from any background.

Susan Spray, Joined Up Careers Derbyshire programme lead, said: *“This programme is a great opportunity for individuals who want to work within the sector, but don’t know which specific career pathway is right for them, as the apprentices are exposed to a wide variety of roles, services and organisations. Our thanks go to all the partner organisations who have provided support, planning for and providing placements.”*

Apprentices will complete a level two diploma in adult care, as well as the care certificate. Regular training sessions will be held, both virtually and via taught classroom sessions, provided by Loughborough College. Apprentices will be required to travel to and work from different venues across Derbyshire.

To find out more information, please contact Abi Ingram (apprentice co-ordinator) on 07768 145639 and email abigail.ingram@nhs.net



Worried about your health? The NHS is here to help you

The NHS is continuing to safely provide essential health services while responding to the Covid-19 pandemic.

It's really important that if you have any health concerns which you can't treat yourself, using your own first aid kit and medicines, that you get NHS help.

You might have a health problem which isn't getting better, or a worry about an unusual lump or symptom, which you think needs checking out.

If you notice any possible cancer symptoms, or any changes that are unusual for you, contact your doctor. Your local surgery is ready to help you safely. They can talk to you over the phone, or by video link, and can arrange for further tests. Whatever happens, tell your doctor if your symptoms get worse or don't get better. Early diagnosis saves lives.

If you need help, please don't hesitate to:

- Visit NHS 111 online – to check out symptoms, find out where to get help or be contacted by a nurse if necessary – 111.nhs.uk
- Contact your pharmacy - who can provide a wide range of self-care and other medical advice
- Contact your GP practice – who can give you an appointment either over the phone or face-to-face
- Tackle urgent medical needs by visiting your local Urgent Treatment Centre – where x-rays are also available at certain times. You can find out more about Urgent Treatment Centres [here](#)
- Call NHS 111 - if you're still unsure about where to go
- Call 999 - in an emergency only

Covid measures, such as face coverings, social distancing, hand washing and sanitisers, one-way systems, and personal protective equipment, remain in place across the NHS to make sure everyone is kept safe.

To find out more visit <https://joinedupcarederbyshire.co.uk/public-info-covid-19/help-us-help-you>

Leadership for personalised care training opportunity

NHS England and NHS Improvement have four online Leadership for Personalised Care modules available, bringing together online masterclasses, reading and other resources. These will be supplemented with online action learning sets starting in December/January.

The offer is suitable for leaders at all levels, in and outside the NHS, who have an interest in making a real difference by driving forward personalised care where they live and work. The programme is open access, free and you are encouraged to bring colleagues from different sectors along with you on the course.

To register your interest, please email england.leadership@nhs.net

Healthcare role proving vital in meeting patient needs



Lister House Surgery in Derby is the focus of a new video produced by Health Education England looking at the role of advanced clinical practitioners (ACPs) in primary care.

ACPs are highly trained professionals with the knowledge and skills to take on wider roles caring for patients. They have advanced qualifications (such as a masters' degree) and the capability to work independently but are integral to a clinical team approach. The professionals are from a range of professional backgrounds such as nursing, midwifery, physiotherapy, pharmacy, paramedicine and occupational therapy (and all must be a current regulated healthcare practitioner).

The YouTube video (filmed prior to Covid-19) - available at <https://youtu.be/oMa00D6Z8BA> - showcases ACPs in the team and colleagues talking about how this role works and how practitioners fit in with the wider healthcare team.

Inspirational young artist wins Joined Up Careers' competition



A Derby school student has won the Joined Up Careers Derbyshire art competition set up to celebrate our health and social care heroes.

A large number of entries were received for the competition from children and young people across Derby and Derbyshire.

The winning entry was from 14-year-old Charlie-Macey Carson who submitted a stunning picture illustrating how the care sector has responded to the Covid-19 pandemic.

The year nine pupil's artwork features a series of interconnected images symbolising the amazing support provided by the NHS and social care and emphasises hope for a brighter future. The images include a doctor helping a young person, an older person having their shopping delivered by a kindly friend, and a person receiving care in hospital.

The competition was run by Joined Up Careers Derbyshire, a partnership of NHS, local authorities and the voluntary and community sector, which promotes recruitment and retention in the health and social care workforce.

Young artist Charlie-Macey said: *"In this piece I tried to capture an essence of community, trust and compassion that surrounds our current situation... Towards the bottom of the page there's a flower, the pink lotus. Not only does it symbolise strength,*

but it also shows that even in the worst conditions, we can still make it through."

Susan Spray, programme lead for Joined Up Careers Derbyshire: *"We set up the competition to recognise all our heroes in health and social care, working in hundreds of different job roles, who have been so magnificent in recent months tackling the Covid-19 pandemic that has affected all our lives."*

"We were delighted with the number and quality of the entries. There were so many superb pictures submitted and it was a very difficult decision choosing the winner. The panel were really impressed not only with the high quality of Charlie-Macey's artwork but the thinking behind it which inspired the images."

"We'll be looking to use the artwork over the next year to help promote the many wonderful careers that exist in the health and care sector. The panel would like to thank everyone who took the time to submit their beautiful pieces of art, they've already brought a big smile to our faces."

As well as the winning artwork being used in a future careers campaign, Charlie-Macey won an Apple iPad. The competition was free to enter, aimed at children and young people aged between four and 16, and ran during July 2020.

Single 'shared care record' for Derbyshire citizens

An exciting project is underway to develop a shared care record for people accessing health and care services across Derbyshire. Partner organisations across Joined Up Care Derbyshire are making good progress recruiting a technical agency to help achieve a single accessible electronic record for patients and service users.

Historically, we have never quite managed to achieve this, but now we have a collective 'joined-up' vision of a health record that can be easily and securely accessed by clinicians and others involved in a person's care. The development will also greatly improve our understanding of local population health data and our analytical capabilities, removing any constraints due to organisational boundaries.

It is hoped that the preferred technical partner will be announced in November 2020. The next milestone will be developing an initial 'proof of concept' by end March 2021.

Improving end-of-life care for people living with dementia

A Dementia Palliative Care Team, with four specialist nurses, is in place serving the needs of people across Derby and Derbyshire. The team aims to enable improved palliative care for people living with advanced dementia, with mental and physical health needs. The team works in people's own homes, care homes, nursing homes and supported living accommodation, and can support hospital discharges. Palliative care is for anyone diagnosed with a life-limiting illness, including dementia. It focuses on maintaining a person's quality of life by relieving discomfort or distress (whatever the cause).

The team has produced two helpful leaflets explaining more about the service. There is one leaflet which explains how the service works and an additional questions and answers leaflet which provides information on how the service is responding to the Covid-19 pandemic. Visit the [website](#) to access the leaflets.

Derbyshire Dialogue

The 'Derbyshire Dialogue' has been set up to start a conversation with our population and those delivering and commissioning the services and we launched it on 10 September when the Executive Lead for Joined Up Care Derbyshire Dr Chris Clayton updated people on our response to the pandemic. As you will be aware social distancing means we aren't able to come out and talk to groups so we have created a virtual platform to allow us to communicate with local residents. Whilst the virtual approach can't replicate face to face meetings in every way, you can join in with questions verbally, or via the chat box, and prior to the meeting starting you can join and get technical advice, or support with how to use the digital platform we use, which is Microsoft Teams. We also have a BSL interpreter pre booked for every session so if this is something you require please email us and we can ensure we have this option available for you on the day.

We have created a page with previous session summaries, slides and recordings so if you would like to read about them or share with your networks, they can be found here:

<https://joinedupcarederbyshire.co.uk/get-involved/derbyshire-dialogue>

Conversations have taken place so far around Mental Health (7th Oct), Primary Care (14th Oct), and Urgent and Emergency Care services (5th Nov). The next conversation will be around Cancer services on the 16th December 11-12, and a registration link will be available on the website shortly.

For more information contact: DDCCG.Enquiries@nhs.net

You can find out about other ways to get involved in the work of Joined Up Care Derbyshire here <https://joinedupcarederbyshire.co.uk/get-involved>



If you would like to sign-up to receive the Joined Up Care Derbyshire newsletter, please email karen.lloyd24@nhs.net

Visit the website: joinedupcarederbyshire.co.uk