



**Issue 22 – 17 February 2023**

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**Guidance and good practice**

**Guidelines for managing norovirus outbreaks**

UKHSA have reported an increase in the number of norovirus cases, with a significantly higher number of cases than expected cases for this time of year. Many

of these cases are people aged 65 years and over, and the majority of outbreaks reported are in care homes.

[Guidelines for managing Norovirus outbreaks.](#)

## **Leicestershire County Council updates**

### **A&C Engagement Panel recruitment campaign**

We are excited to be recruiting new members for the Adults and Communities Engagement Panel. As mentioned at provider forums in January, the Engagement Panel consists of volunteer members who have lived experiences of accessing adult social care services, who then draw on this experience to advise the Department on how it can improve services and ensure that its key decisions are shaped by residents, people who use services and carers.

Along with Panel members we have produced this [poster](#) which we would be grateful if you could display on notice boards and share with individuals who you feel may be interested in joining the Panel. For further information or additional posters email [jane.simpson@leics.gov.uk](mailto:jane.simpson@leics.gov.uk).

### **Changes to Professional Portal referrals**

Minor changes have been made this week to professional referrals via the Leicestershire Portal to ensure that referrals go directly to the most appropriate team, and to speed up response times:

- Concern for Welfare and Safeguarding are now two separate forms
- The Concern for Welfare form, Incident form, and Safeguarding form all contain links to the Safeguarding criteria, and referrers need to ensure that they read these and decide whether or not a referral meets the criteria in order to submit the correct form – the forms contain links to divert referrers to the correct form if the wrong one has accidentally been opened
- The Incident form has also been revised; there are now a very limited number of scenarios which should be reported. These are: 5 or more falls within the last month (with or without injury); Head Injury; Fall resulting in Injury; and Medication Error (harm occurred).

## **Learning and development opportunities**

### **IPC webinar series – March to June 2023**

The County and Rutland local authority IPC team is continuing with its series of short webinars called 'IPC Basics'. These are short refreshers aimed at staff working in adult social care who have an interest in Infection Prevention Control such as IPC Champions and housekeeping staff.

All are welcome and you can attend as many sessions as you wish.

- Wednesday 22 March 2023, 2-2:30pm - IPC Basics 9 – What are Carbapenem Resistant Organisms (CRO). What is CRO and how do we care for someone colonised with CRO or with a confirmed CRO infection
- Wednesday 19 April 2023, 2-3pm - IPC Basics 10 – Reducing urine infections in the elderly by promoting hydration. The prevalence of UTIs in the elderly and reducing the risk of urine infections by promoting hydration
- Wednesday 24 May 2023, 2-3pm - IPC Basics 11 – Management of waste. Correct management of waste in adult social care settings
- Wednesday 21 June 2023, 2-3pm - IPC Basics 12 – Management of scabies. What is scabies and how should it be managed in adult social care settings

In order to access the webinars, the delegate must have a Learning Hub account with the Leicestershire Social Care Development Group (LSCDG). They should log in to their own account and search 'LSCDG Infection Prevention & Control Basics'.

[Access the Learning Hub](#). If you have an account, then please [see the instructions](#).

Course queries and invites for the webinar should be sent to [infection@leics.gov.uk](mailto:infection@leics.gov.uk)

### **Working with LGBTQ+ people in later life**

A virtual event funded by Skills for Care is being run on Wednesday 22 February 2023, 10:30–12:00 to provide a base for identifying the insights, knowledge, understanding and skills that the social care workforce need to help them work affirmatively, inclusively and effectively with individuals from gender and sexually diverse communities. At the time of writing the event is fully booked but please see [further information](#) to add your name to the waiting list for future sessions.

### **Safeguarding Matters session materials**

See the [materials from the December Safeguarding Matters session](#), which was well-attended.

### **Publications**

#### **Health and Care Together magazine**

Read the [quarterly magazine](#) for the Leicester, Leicestershire and Rutland Health and Wellbeing Partnership.

### **Industrial action**

#### **Updates on delivering safe services during EMAS industrial action**

There will be industrial strike action taking place in Leicester, Leicestershire, and Rutland on Monday 20 February which will affect emergency and care services.

Staff members from the East Midlands Ambulance Service (EMAS) are expected to take part in the industrial action strike meaning there will be limited paramedics, emergency care assistants, call handlers and other staff available to respond to emergencies.

We know that you are already doing everything you can during this busy time to ensure good quality services and may have concerns about the impact of the upcoming industrial action.

In addition to the arrangements that have been put in place to make sure that care homes remain supported during this time, there are things that you too can check to ensure that only clinically essential referrals are made to 999 or 111 for the duration of the industrial action and proceeding 24 hours.

Please see below updated information, resources and services which will help support care homes and social care workers during the industrial action.

### **How you can help**

At this time of potentially high demand on the ambulance service, please review your business continuity plans to ensure that they cover:

#### ***Staffing***

- The ability to update staff availability on an ongoing basis
- Mutual aid relationships with other providers and other branches within your own business
- Key local authority contacts contained within your plan

#### ***People who use your service***

- Risk rating ('RAG' or red-amber-green rating) according to people's support needs – if you know someone is unwell or is more susceptible to illness which may require support from an ambulance
- Informal support available to each person – such as family, friends, and neighbours – remind them their assistance is vital so other people can continue to receive support
- Using alternatives to an ambulance. This could include the falls service where someone can come and assess a person and decide if an ambulance is needed
- Up to date GP details so this is your first port of call in the event of someone being unwell

Alongside business continuity plans, please refer to the NHS Leicester, Leicestershire and Rutland's [guidance on keeping the emergency department clear](#)

by using alternative support services to help facilitate health concerns during this period.

**Local system plans in place to support adult social care providers**

Own GP for generally unwell patients		
Urgent / Acute home visiting service	Via own GP first port of call or DHU Health Care Professional Line (HCP)	DHU HCP line 0300 323 0672
Night Nursing Service	2200 to 0800	DHU HCP line 0300 323 0672
Health Care Professional line	24/7 alternative to 111 to support into most appropriate local service	DHU HCP line 0300 323 0672
Crisis Response Urgent Falls Response Service (County & Rutland locations only)	0800-2000	DHU HCP line 0300 323 0672
ICRS Falls Response (Leicester city patients only) 20 February only	Agreement to refer via the Unscheduled Care Coordination Hub (UCCH) 0900–2200	0791 803 4591
Two-hour Crisis Response Service- Social care, Leicester City, Leicestershire County Council & Rutland Social Care (home care)	Agreement to refer via the Unscheduled Care Coordination Hub (UCCH) 0900 – 2200	0791 803 4591
Two-hour Crisis Response Service	Nursing & Therapy 0800-2200	0300 300 1000
Mental health Central Access Point (CAP)	24/7 Mental Health Triage	0808 800 3302

Read more about the [EMAS industrial action strike](#).

**Discharge of patients with COVID-19 from hospital**

IPC guidance relating to the discharge of patients from hospital to a care home has not changed and can be found in the [COVID-19 supplement](#).

The hospital should still perform a PCR test 48 hours before discharge or a lateral flow test if the individual has tested positive for COVID-19 in the last 90 days.

However, care homes can accept patients who are either awaiting the PCR swab result or are confirmed positive (via PCR or LFT) and are still within their 10-day isolation period, if the home is able to isolate and safely care for the individual.

The isolation, PPE requirements and testing regimes when caring for COVID -19 positive individuals should be followed as per the COVID-19 supplement.

For additional IPC support, please contact [infection@leics.gov.uk](mailto:infection@leics.gov.uk) or 0116 305 5121.

## **Next edition**

The next edition of Provider News will be published during week commencing 27 February 2023. If you are interested in contributing by writing about a topic of your choice, perhaps something that is particularly important to you, please contact us at [enquirylinequality&contracts@leics.gov.uk](mailto:enquirylinequality&contracts@leics.gov.uk).