



**Issue 24 – 16 March 2023**

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## **The future of adult social care**

### **Market Sustainability Plan**

As reported in [Provider News 23](#), the Council’s Market Sustainability Plan (MSP) has now been considered and approved by councillors. The plan will be loaded to the [Fair Cost of Care and MSP](#) page of the Council’s website in due course, but in the meantime can be accessed in the [democratic area of the website](#).

### **Annual uplifts for 2023/24**

The 2023/24 annual inflationary fee uplifts for home care, care homes, supported living, community life choices and extra care have now been issued to providers of managed services by emailed letter. Please contact [enquirylinequality&contracts@leics.gov.uk](mailto:enquirylinequality&contracts@leics.gov.uk) if you think you should have received a letter but have not.

## Digitising social care

A monthly bulletin is available to care providers to keep you informed about the digital agenda and covers updates on funding, support and events from the DHSC / NHS digitising social care team.

The latest edition includes:

- A reflection on the previous year as the programme reaches its first anniversary
- Focus on available resources, funding and support for digital transformation
- An invitation to help shape the Digital Social Care website to make it easier for care providers, and those that support them, to find the information they need around digital, tech and data
- Spotlight on nursing in social care
- Events, webinars, and training available

[Sign up to the newsletter.](#)

## Digital switchover

A reminder to providers that by December 2025, the historic analogue network will have reached the end of its life and the new digital phone network will take its place.

Switching to digital has potential impacts for people who use telecare services such as monitored alert systems, and devices like telephone handsets and telecare units will need to switch to new digital lines. This will require devices to be upgraded or wholly replaced to ensure they work reliably on the digital line.

The digital switchover therefore has potential implications for the 1.8 million people relying on telecare services in the UK. Telecare is still mainly provided through analogue equipment and the DHSC Action Plan seeks to encourage the telecare and telecommunications sectors to work together to mitigate risks and encourage understanding of the switchover.

[Digital switchover information for providers](#)

## Health and Care Together podcast

Health and social care staff in LLR who work on integrated care, helping improve the lives of their patients in the area now have their first ever [podcast](#). The Integrated Care Board (ICB) has created a series of podcasts highlighting some of the great work taking place. Featuring information on supporting frail or older people who have suffered from falls, young people who have been victims of violent crime and virtual wards – caring for people in their own home, the podcasts are released on a weekly basis every Friday from 3 March.

## **Guidance and good practice**

### **Covid vaccine eligibility**

#### **Spring booster 2023**

The Joint Committee on Vaccination and Immunisation (JCVI) has recommended a 2023 spring booster vaccine dose for the following cohorts:

- adults aged 75 years and over
- residents in a care home for older adults
- individuals aged 5 years and over who are immunosuppressed

Data has shown that older people are more likely to experience severe disease if infected by SARS-CoV-2, and the Autumn 2022 bivalent booster was found to be effective against hospitalisations. To protect the most vulnerable in the population, JCVI consider a spring booster proportionate.

Vaccination of residents in adult care homes will begin from 3 April 2023, and NHS teams will be in touch with you in the coming weeks to make visiting arrangements.

#### **Evergreen offer**

The COVID-19 primary course (first two doses) is currently available to everyone aged 5 and over. However, from July 2023, this will move towards a more targeted offer during vaccination campaigns only to protect those at higher risk of severe COVID-19. The cohorts that are expected to be eligible for this offer include frontline health and social care staff, carers, as well as staff and residents in care homes for older adults and all adults aged 50 years and over.

This means that healthy 5- to 49-year-olds (who do not fit certain criteria, for example those listed above) will only be able to access a primary course until 30 June 2023. Those who have not yet taken up the offer should come forward in good time to access it before the offer ends.

### **Nutrition and Hydration Week – 13-19 March**

With the purpose to bring people together to create energy, focus and fun to highlight and educate people on the value of food and drink in maintaining health and well-being in health and social care, [Nutrition and Hydration Week](#) has taken place every March since 2012.

The key messages are to 'reinforce, focus and energise'.

### **Routine, urgent and emergency health advice posters**

New posters giving easy-to-reference information on who to call in a routine, urgent or emergency health situation for [care homes](#) and [home care](#) are available on the [Providing Care](#) website.

## Leicestershire County Council updates

### Alternatives to contacting the Council by phone

#### Contacting adult social care services at Leicestershire County Council

Leicestershire's adult social care services provide a variety of online forms to ease referrals into the department and avoid the need for partners and the public to contact by telephone. For providers, the main ones are listed in the table below along with others that are more directed at health or other professional colleagues, with some explanatory notes where appropriate.

<b>Nature of call</b>	<b>Contact route</b>	<b>Contact method</b>	<b>Important Information</b>
Safeguarding concern	Customer Portal / Website – professional referrals	Safeguarding form	You must ensure that referrals meet the Safeguarding Thresholds for reporting before submitting
Incident report	Customer Portal / Website – professional referrals	Incident Report form	The Council is only concerned about 4 incident types, which are detailed on the form (and below) – <u>no other incidents should be reported to the Council</u>
Concern for Welfare	Customer Portal / Website – professional referrals	Concern for Welfare form	
Positive Behavioural Support	Customer Portal / Website – professional referrals	PBS form	
Care Technology	Customer Portal / Website – professional referrals	CareTech referral form	
Change in needs	Website	Request for Care Assessment / Equipment or Adaptation	Under development to move to Customer Portal and more relevant naming
Change of circumstances (e.g. hospital admission)	Website	Request for Care Assessment / Equipment or Adaptation	Under development to move to Customer Portal and more relevant naming

Nature of call	Contact route	Contact method	Important Information
Compliance information	Provider portal	Messages	
CPLI errors	Provider portal	Messages	Wrong start, end, amount, zone etc.
Failed discharge	Provider portal	Messages	
Residential bed states	Provider portal	Messages	
Signed IPA	Provider portal	Messages	
Support for carers	Customer Portal – I'm a member of the public	I need some help as a carer	Under development to link this to the Professional Referral page on the Customer Portal
Request for reassessment	Customer Portal – I'm a member of the public	I need some support for myself	Under development to link this to the Professional Referral page on the Customer Portal

Access the [Customer Portal](#).

The forms listed as 'website' can be accessed from the [Professional Referral](#) page.

Forms listed as both portal and website are actually on the portal, but can also be accessed via a link on the website.

### Advice and guidance on using the forms

[Professional referral | Leicestershire County Council Professional Services Portal](#) gives you advice on what you need to inform us of.

Scroll down the page and click on the button that says 'I work in a care/nursing/residential home'.

You will then see the options appropriate to your setting.

If you want to report an incident in a care home, you will be asked if this incident meets the Safeguarding Thresholds, so please follow the link to review the thresholds.

Example - care home reports 'P was found on the floor in their room' – look at page 8 of the threshold guidance

- a) Is it a lower-level concern 'Fall occurs which may or may not result in injury, but where there has been no previous indication of falls risk, and appropriate steps are taken to reduce risk going forward'

- b) Or does it meet the thresholds/require further enquiries because 'Fall occurs resulting in injury and there is evidence that existing falls care plan or risk assessments are not being followed appropriately'

Example – care home reports, 'Resident A is pushed over by Resident B' – look at page 4 of the threshold guidance

- a) Is it a lower-level concern 'Isolated incident involving physical contact without consent but not with sufficient force to cause a mark or bruise and the adult is not subsequently distressed'. (Care plans amended to address risk of reoccurrence)
- b) Or does it meet the thresholds/require further enquiries because, 'Assault – whether or not injury is caused and particularly where there is on-going distress to the adult'

If the incident falls into the first column, then you will say 'no' to the Safeguarding Thresholds being met and you will be re-directed to the Incident Form Portal.

You should only report an incident in one of the following circumstances:

- A person who uses services has suffered a head injury
- A person who uses services has fallen 5 or more times within a month (with or without injury)
- A fall which resulted in injury
- Medication error – harm occurred

Please complete the form as fully as possible so that we can triage the information efficiently and take appropriate actions.

We have made a recent change internally which means that any referrals received via the Customer Portal will receive a response following the initial work within CSC, so referrers will know what has happened or is happening from their referral.

### **Do you have ideas for developing contact methods with the Council?**

We are going through a continuous period of development for both our processes and the forms that we use, and will be focussing on useability and guidance over the coming months.

If you have development suggestions for provider contact with adult social care services at the Council, please email [enquirylinequality&contracts@leics.gov.uk](mailto:enquirylinequality&contracts@leics.gov.uk).

## **Learning and development opportunities**

### **Oliver McGowan Mandatory Training on Learning Disability and Autism – get involved**

If you would like to get involved in the [Oliver McGowan Mandatory Training on Learning Disability and Autism](#) as an expert by experience, an employer or an education provider, and you have not already completed the online expression of interest form, please complete one of the following:

- [Online expression of interest form](#)
- [Easy read trainer expression of interest form in PDF](#) - for printing and scanning, this will need to be returned by email and sent to [ommtprogramme@hee.nhs.uk](mailto:ommtprogramme@hee.nhs.uk)
- [Easy read trainer expression of interest form in Word](#) - for completing by computer, this will need to be returned by email and sent to [ommtprogramme@hee.nhs.uk](mailto:ommtprogramme@hee.nhs.uk)

The details you submit in these forms will be sent to Health Education England which is arranging The Oliver McGowan Mandatory Training in your region.

### **Multiply project**

Leicestershire County Council is delighted to be working in partnership with [National Numeracy](#) to bring you their fully funded, CPD accredited Becoming a Numeracy Champion programme. This initiative, which is part of the Multiply project, provides a great opportunity to explore an alternative approach to engaging adults with maths learning.

It's not about teaching maths, but about empowering positive conversations with adults across your communities and workplace and providing you with resources and toolkits to drive engagement.

Champions are inspired to help change the conversation around maths, across their organisations, teams, client groups, customers and learners, and encourage adults to re-engage with everyday maths learning using an online learning resource 'The National Numeracy Challenge'.

Get involved in this exciting initiative and join the network of trained champions across Leicestershire, by selecting the links below and signing up to the Becoming a Numeracy Champion programme!

- Friday 17 and 24 March, 1.30-4.30pm [Sign Up](#)
- Monday 20 and 27 March, 9.30-12.30pm [Sign Up](#)
- Tuesday 21 and 28 March, 4.15-7.15pm [Sign Up](#)
- Monday 17 and 24 April, 1.30pm - 4.30pm [Sign Up](#)
- Friday 21st and 28th April, 9:30am - 12:30pm [Sign Up](#)

Why not access [‘The National Numeracy Challenge’](#) and complete the quick check to boost your confidence and skills with numeracy, and enter our [prize draw](#) with a chance to win £100 in vouchers.

As a user of the challenge you will also have free access to the Nudge web app, providing you with information and education about money topics you care about to support your financial wellbeing.

## **Data tracking**

### **Care Data Matters**

The recently published [Care Data Matters](#) draft guidance sets out the Government’s roadmap for transforming adult social care data in England. If you are an adult who draws on care, an unpaid carer, or a care professional delivering or commissioning services, fill in the [survey](#) to provide your views on the information you need.

The [Adult Social Care Outcomes Framework \(ASCOF\) guidance](#) has also been updated, ahead of the framework going live from April 2023.

## **Health and wellbeing**

### **Menopause Awareness sessions**

Menopause Awareness sessions are open for colleagues and line managers with spaces available between April 2023 and July 2023.

The purpose of these sessions is to raise awareness about menopause within your organisation and across the LLR system. Everyone's experience of menopause is different. We experience different symptoms, have different views or philosophies around how we'd manage them and different medical histories. Different cultures may 'understand' the menopause in different ways too.

For those experiencing menopause symptoms this session aims to help you work out what's right for you and plan your next steps. For those supporting others you will gain the knowledge and understanding around menopause and where to signpost support and help.

[Make a booking](#)

## **Consultations and research**

### **Vivaldi research**

The [VIVALDI Social Care Project](#) began discussions recently around the importance of research in the sector, how this can improve the lives of people living in care homes and improve staff morale.

Next month, they are hosting a webinar as a way for providers, their teams, relatives, ICBs and local communities to hear about their progress and ask any questions.

[Register to be involved in the project.](#)

## **Celebrations, commemoration and awareness raising**

### **Neurodiversity Celebration Week – 13–19 March 2023**

This week is Neurodiversity Celebration Week to promote respect and recognition of neurological differences – [find out more](#) and see the range of [fantastic events](#) happening.

The LLR collaborative has put together Autism Space web pages, with a [local talent](#) section which went live this week – a showcase of work created by local autistic people across LLR.

### **COVID day of remembrance and reflection – 23 March 2023**

Thursday 23 March 2023 marks the third anniversary of the first COVID-19 lockdown. The National Day of Reflection shows support for people who have been bereaved during the pandemic and for everyone to show our support for each other.

## **Next edition**

The next edition of Provider News will be published during week commencing 27 March 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).