



Issue 28 – 18 May 2023

Contents

Contents..... 1

Guidance and good practice 2

 Medication in home care..... 2

 Stop, challenge, protect - anti-fraud campaign 2

Leicestershire County Council updates 3

 Six-month payment rule in home care 3

 Reminder – how to use the portal..... 3

Learning and development opportunities 4

 Learning disability health training – 14 June 2023..... 4

Opportunities..... 4

 Funding opportunity – Tech for Better Care..... 4

 Home care service – Leicester 4

Data tracking 5

 Reminder – MSIF workforce survey for relevant providers 5

Commemoration, Celebration and Awareness Raising 5

 Dementia awareness week – 15 to 21 May 2023 5

 Mental health awareness week – 15 to 21 May 2023..... 6

International nurses' day.....	6
Industrial Action.....	6
Possibility of future strikes in health and education settings	6
Next edition	6

Guidance and good practice

Medication in home care

Medication support was a topic of conversation on the recent Leicestershire home care provider forum. Here are a few reminders:

- 'Administration' means the physical act of preparing and handing someone their prescribed medication
- 'Prompting' means the verbal act of reminding to take medicines
- Providers should only support the administration of medication from compliance aids filled by a pharmacy or dispensing GP

Care professionals with the appropriate training (Level 2 Medication) can support with the administration of medication from original containers dispensed and labelled by a pharmacist or dispensing GP.

Stop, challenge, protect - anti-fraud campaign

Take Five is a national campaign that offers straightforward advice to help us to protect ourselves from financial fraud. This includes email deception and phone-based scams as well as online fraud – particularly where criminals impersonate trusted organisations.

Many people may already know the dos and don'ts of financial fraud and scams – that no-one should ever contact them out of the blue to ask for their full PIN or full password, or ever make them feel pressured into moving money to another account. The trouble is, in the heat of the moment, it's easy to forget this.

After all, trusting people on their word is something everyone tends to do instinctively. If someone says they're from your bank or a trusted organisation, why wouldn't you believe them? Take Five urges you to stop and consider whether the situation is genuine – to stop and think if what you're being told really makes sense.

- **STOP** - Taking a moment to stop and think before parting with your money or information could keep you safe.
- **CHALLENGE** - Could it be fake? It's ok to reject, refuse or ignore any requests. Only criminals will try to rush or panic you.

- PROTECT - Contact your bank immediately if you think you've fallen for a scam and report it to Action Fraud.

The [Take Five website](#) discusses lots of different types and scams, and we would urge you to read up about them, and to share the information with other people, including people you support. Raising fraud awareness, and through us all developing a scepticism that not all is what it may seem, can be an effective defence against us being scammed, either in our professional or our personal lives.

Leicestershire County Council updates

Six-month payment rule in home care

From 1 November 2023 any home care hours submitted for payment that are over 6 months old will not automatically be paid. Instead, providers will be asked to submit these via a form, and they will only be paid by exception, such as where payment has not been made due to an error by the Council.

The form and full guidance will be provided nearer the November implementation date. This note is to ensure you have sufficient time to reconcile your payments through good financial housekeeping.

This process ensures that payments and accounts are as timely as possible. The process is described within your contract in Schedule 5 Rates and Payments.

Reminder – how to use the portal

Contracted providers should have access to the portal where you can access the following:

- Notifications from the Council
- Remittances
- Raise queries about missing CPLIs or changes needed to CPLIs

If you do not have access to the portal or there have been changes to staff within your organisation please [complete the e-form](#).

There are some useful self-help videos on how to use the portal on YouTube:

- [How to load a file](#)
- [How to load a file with errors](#)
- [How to submit a message](#)
- [How to use reports on the provider portal](#)

Learning and development opportunities

Learning disability health training – 14 June 2023

Leicestershire Partnership NHS Trust is running an interactive virtual training session via Teams on Wednesday 14 June 2023, 10am–1pm for provider services, support workers and healthcare support workers.

The session will cover the role of social care staff in relation to the health needs of people with learning disabilities as well as:

- Expectations of a learning disability annual health check
- Supporting access to cancer and non-cancer screening programmes
- STOMP (Stopping the over prescribing of medication for people with learning disabilities and or autism)
- The role of specialist learning disability health services - who to contact and when

To book a place or to discuss the training content, please contact lpt.pcln@nhs.net

Opportunities

Funding opportunity – Tech for Better Care

The Health Foundation has launched an exciting new [£2m programme](#) which will explore the potential for using technology to enable care at home and in the community.

The first phase is targeted at care providers for up to six projects of £30,000 each initially.

Applicants can [register on Eventbrite](#) for an information call at 15:00 on 31 May 2023 and submit their early-stage idea via [website form](#) for feedback by 22 June 2023.

The final deadline for applications is 17:00 on 29 June 2023.

Home care service – Leicester

Leicester City Council is carrying out soft market testing and holding an online market engagement event on 31 May 2023 to inform the recommissioning of the home care service for Leicester City Council and ICB.

Please contact procurement-asc@leicester.gov.uk for more details and the questionnaire, and to book for the virtual 31 May event.

Data tracking

Reminder – MSIF workforce survey for relevant providers

On Thursday 11 May we emailed residential and nursing care, home care and supported living providers asking them to complete a brief email survey in relation to the Market Sustainability and Improvement Fund (MSIF) which was announced at the autumn statement in November 2022. The primary purpose of the fund is to support local authorities to make improvements to services, build capacity and improve market sustainability. More information can be found in the [MSIF guidance](#).

The council will use the fund to increase provider fees, per the commentary in its [Market Sustainability Plan](#) published in March 2023, and to reduce wait times. To access the funding the council must report certain workforce information to the DHSC by 24 May using data gathered from providers.

Residential and nursing care, home care and supported living providers are therefore asked to complete a short online form providing basic information about the staff employed in April 2023, together with the number of staff joining in that month and the number of staff leaving. Headcount of employed staff only should be counted, whether full time or part time, and agency staff must not be counted for this exercise.

The form is short and should only take a few minutes to complete, and can be found at [ASC Market Sustainability and Improvement Fund Survey](#)

Please complete the form by Friday 19 May at 6.00pm. Thank you for your help.

If you have any questions, please email feereview@leics.gov.uk

Commemoration, Celebration and Awareness Raising

Dementia awareness week – 15 to 21 May 2023

[Dementia awareness week](#) (15 – 21 May), run by the Alzheimer's Society, this year is focusing on early diagnosis.

Partners across Leicester, Leicestershire and Rutland are getting together to raise awareness of dementia so that we get the best possible outcomes for people's experience during referral, diagnosis and treatment of the illness.

Councillor Christine Radford, cabinet member for adults and communities for Leicestershire County Council, said: "We are pleased that the [Living Well with Dementia Strategy](#) has made significant achievements in improving the quality of life for people living with dementia and family and friends who support them.

"Help including the one-to-one Dementia Support, information sessions following diagnosis, benefits advice, memory cafes and social groups, informal carer learning, digital support and information packs is available, and we recognise how important this support is for anyone affected by a dementia diagnosis."

Read the [Council's guide to support in the county](#), including the Leicestershire and Leicester [Dementia Support Service](#).

Key messages for care and health staff during Dementia Awareness Week and beyond are:

- The number of people living with dementia from diverse ethnic backgrounds is expected to double by 2026
- People from diverse communities often face delays in dementia diagnosis and barriers to services
- Delivering culturally competent dementia care can improve patient experience

You can support the objectives of the week by:

- Completing the new [free e-learning module](#) to support increased knowledge of how care can be improved for people from diverse communities throughout the dementia care pathway
- Reading the new [guide on intercultural dementia care](#)
- Using the new [activity booklets](#) within appropriate care settings

Mental health awareness week – 15 to 21 May 2023

This week marks mental health awareness raising, this year on the subject of anxiety. [Read more about this year's theme](#), including understanding and coping with anxiety, and see [details of local events](#).

International nurses' day

Friday 12 May was International Nurses' Day and Deborah Sturdy has shared her [heartfelt thanks and support](#) to social care nurses.

Industrial Action

Possibility of future strikes in health and education settings

Please be aware of the possibility of future strikes in health and education settings and plan accordingly. We may not always be able to warn you of specific dates, but previous Provider News bulletins contain information on what to consider to reduce disruption to your services and support the health and social care system.

Next edition

The next edition of Provider News will be published during week commencing 29 May 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.