



Issue 31 – 29 June 2023

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The future of adult social care

NHS patient safety initiative in LLR shortlisted for national award

A patient safety initiative established across Leicester, Leicestershire and Rutland (LLR) has been shortlisted at this year’s [HSJ Patient Safety Awards](#) which recognise safety, culture and positive experience in patient care at a national level. The LLR Integrated Care Board (LLR ICB) has been shortlisted in the category Patient Safety Pilot Project of the Year, for their collaborative approach to managing risk and governance in urgent and emergency care.

Actions supported by the system in LLR to balance the risk across urgent and emergency care have resulted in a reduction in ambulance handover delays and

improved response times in the community. Patients are assessed by multidisciplinary teams to keep them at home, where appropriate, with support from community staff, reducing the need for hospitalisation, and there has also been an improvement in the process of patients being discharged from hospital when they are medically fit to do so, with fewer waits for packages of care to be arranged.

[See the full list of finalists for the 2023 HSJ Patient Safety Awards.](#)

Guidance and good practice

Fire safety in care homes

Thank you to Sanjay Bulsara, Fire Protection Team Leader and Jonathan Billington, Fire Protection Inspecting Officer from Leicestershire Fire and Rescue Service (LFRS) for their presentation on fire safety to the Leicestershire care home [provider call](#) on 5 June. The presentation served as a reminder of the responsibilities of care home providers and of good practice, and you are strongly encouraged to consider the slides and the linked videos which have been circulated by email to care home providers.

You can access fire safety guides here:

- [LFRS – care home advice](#)
- Gov.uk – [fire safety guidance for those with legal duties](#) and for [care homes](#)

LFRS are pleased to answer questions on firesafety.advisors@leics-fire.gov.uk.

Activity coordinators network

We would like to explore the possibility of developing a local (LLR) forum hosted by Skills for Care for workers in social care who are involved or interested in the delivery of meaningful activities for the people you support. We are aware that CQC has raised the issue of meaningful activities in recent inspection reports, and it is envisaged this forum will equip staff to develop their skills and knowledge in this area.

This link for County providers will take you to a short [questionnaire](#) - please share this with your staff teams in order that we can gauge whether a regular meeting to share good practice and things that have worked well would be of interest to you and some members of your staff team. Please encourage staff to complete it before 4 August.

This invitation will be going out to services across Leicester, Leicestershire and Rutland and we hope it will be a valuable opportunity for services to come together to discuss challenges and opportunities for developing further the support already happening in this area.

Warm homes scheme

The Warm Homes Service aims to alleviate fuel poverty and to help local households stay healthy and maintain affordable warmth.

Warm Homes Support Officers can give advice on the following and more:

- Improving energy efficiency in the home
- Signpost/refer to grants available for energy efficiency measures
- Heating and hot water controls
- Debt management
- Energy bill discounts
- Behaviour change
- Draughtproofing
- Dealing with damp

The service also facilitates funding for energy efficiency measures and delivers projects in collaboration with District Council partners as part of the Green Living Leicestershire partnership.

The service operates throughout the year providing residents with advice via telephone.

Sign up to the Warm Homes newsletter to receive occasional updates of new schemes or initiatives that support energy efficiency improvements and affordable warmth at home. For more information and a range of resources visit:

- [Home energy grants](#)
- [First Contact Plus – your home](#)

Individual or professionals can make a referral via the [First Contact Plus website](#) 'make a referral' button at the top of the page.

Contact details for the scheme are 0116 305 2524 and warmhomesinfo@leics.gov.uk.

Data security and protection toolkit deadline – reminder

If you have an NHS Mail account, have access to any NHS digital records, have SystemOne access or your contract is with the NHS, it is important to republish the [Data Security and Protection Toolkit](#) in the current year so it is up to date. The deadline is 30 June 2023.

EMCARE is delivering a [free programme](#) to support all local care providers registered with CQC across LLR, including workshops and one-to-one sessions.

For more details, please contact the DSPT Project Coordinator & Support, Better Security Better Care programme, admin@emcare.org.uk, 07369 200247 / 0116 482 6669.

Leicestershire County Council updates

Block contracting in care homes

As explained on the June care home [provider call](#), we mentioned that the Council is considering the notion of block arrangements for a number of older people's care home beds in Leicestershire.

As part of exploring this we want to speak to providers to help to shape our approach and also to gauge the appetite of the market for block beds. These would be for long term adult social care funded placements.

Things that we would like to discuss with providers include:

- Bed rate levels
- Discount options
- Void levels and considerations
- Payment mechanisms and terms
- Level of need of people
- Size of blocks per home
- Allocations processes
- Duration of block arrangements
- Timeline of block beds e.g. immediate capacity and secured capacity in the future

If you are interested in being part of a one-off meeting around this then please respond to Amber O'Connor on Amber.Oconnor@leics.gov.uk to register for the session, which will focus on both residential and nursing provision for older people. The link for the meeting was sent to older people's care homes on 27 June 2023.

Care Professional of the Year awards

Nominations are open for this year's Care Professional of the Year awards. This year the Inspired to Care team has increased the categories to make sure that all aspects of our sector can be celebrated equally. This includes the Local Initiative award which has been put together to thank local businesses that are supporting adult social care, which could be for something as simple as your local chip shop giving your staff a discount to offering your staff free eye tests.

Find out how to [submit your nominations](#).

Market Position Statement published

Leicestershire County Council's adult social care [Market Position Statement \(MPS\)](#) has been revised and moved to a new and more easily updated web format. The

web pages summarise supply and demand in the County, describing current services and plans for the future.

The information within it will be reviewed every six months as a minimum, so that people and organisations using it can be assured that it is up to date.

Six-month payment rule in home care

As explained on the May home care [provider call](#), 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.

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](#)

Automatic responses and home care call off

The call off process for home care packages is based on the best offer received and not the fastest response. All offers that are received within the time window (30 minutes for urgents, 60 minutes for community requests), are considered.

All providers must ensure that they read the referral before making an offer. The automated response will not take into consideration any nuances of the available package such as specific call times, and we will disregard any automated replies.

Retracting offers in home care

Please ensure that offers made on available home care packages are within the zones you wish to work within before the offer is made. We have seen a rise in offers being made and subsequently retracted because the home address is not in a zone that the provider either wants to work in or has an established run.

Offers that are retracted create frustration for other providers who are available to take on that package, as well as for people requiring the service and their families.

Please check the package is within a zone you want to work in before submitting the offer.

Learning and development opportunities

Managing deterioration

The Managing Deterioration Programme aims to reduce the:

- Number of 999 calls
- Number of hospital conveyances
- Average length of stay following hospital admission

Connecting Together is about the SBARD tool (Situation, Background, Assessment, Recommendation, Decision) which can be used in any care setting so staff can record information to help them if they are calling for advice or assistance from somewhere.

An event is being held on Thursday 29 June 2023, 14:00 – 15:30 sharing examples and best practices to your place – [register here](#).

Training is available for care homes on managing deterioration – book using the links below.

Older age care home training:

- [Tuesday 4 July 2023 at 14:00 - 15:45](#)
- [Wednesday 26 July 2023 at 14:00 - 15:45](#)

Learning disability care home training:

- [Tuesday 11 July 2023 at 14:00 - 15:45](#)
- [Thursday 27 July 2023 at 14:00 - 15:45](#)

Supporting people with a learning disability to lead good lives

The Flourishing Lives Tour is based on the findings from a National Institute for Health and Care Research (NIHR)-funded project, exploring how people with learning disabilities can be better supported to lead good lives. Organisers spoke

with 72 people with learning disabilities and family carers, and then organised a learning community with support workers, people with learning disabilities, provider managers, family carers and academics.

A [one-hour session on 30 June, 13.30-14.30](#) is led by two people with learning disabilities - Rebecca Spalding and Beth Richards, and two family carers - Angeli Vaid and Alan Spalding. Also on the panel is Sara Ryan, Professor of Social Care, Manchester Metropolitan University.

[Research](#) was based on the idea that the key to wellbeing is about having the opportunities to do the things that people really love to do, even if they choose not to do them on a particular day. Three key things can help to living a flourishing life: confidence, belonging and thinking ahead. They also found people should be supported to try new things.

Health and wellbeing

DWP launches Pension Credit campaign

The Department for Work and Pensions (DWP) has launched a new campaign to encourage pensioners to check their [eligibility for Pension Credit](#), ahead of plans to launch an 'invitation to claim' mailing trial this summer. The DWP has partnered with charities and stakeholders on the initiative, which will look to tackle some of the myths that may stop people apply for Pension Credit, such as how having savings, a pension or owning a home are not necessarily barriers.

People are being encouraged to speak to those they know or support to check if they could be eligible for this vital extra support, which is the key gateway benefit that opens the door to many other entitlements – including cost of living support, council tax reductions, free TV licences, dental and optical support and more.

LLR health and financial wellbeing resources

The Health and Wellbeing Partnership have produced a number of resources to help health and social care staff to look after their health and wellbeing at work.

This [webpage](#) provides information, resources and signposting to enable individuals to quickly find support at the right time should they need it.

Consultations and research

DHSC consultation: visiting in care homes, hospitals and hospices

DHSC has launched a [consultation](#) seeking views on introducing secondary legislation to protect visiting as a fundamental standard across CQC-registered settings so that no one is denied reasonable access to visitors while they are resident in a care home, or a patient in hospital or a hospice.

The deadline for responses is 11.59pm on 16 August 2023.

Loughborough University research opportunity – care homes wanted

Researchers at Loughborough University are currently undertaking a project funded by the Rosetrees Trust. They are looking for interested care homes to take part in a piece of research involving an applied theatre technique called Reminiscence Theatre to see whether it can improve the amount of food residents eat during mealtimes. The study will involve

- A familiarisation session, where staff and residents can meet the research team.
- A typical activity session run by staff.
- A food-based Reminiscence Theatre session run by a trained theatre practitioner

After each activity session, residents will eat a typical dinner and researchers will measure how much they eat and enjoy the food. Each session will last between 1 and 2 hours, and the care home will receive at least a £50 voucher for taking part in the study.

To take part, staff and residents should be able to provide fully informed consent. If you might be interested and think you could help, please contact Dr Chris McLeod via c.mcleod@lboro.ac.uk by 24 July 2023.

Commemoration, Celebration and Awareness Raising

Learning Disability week: 19–25 June

[What is Learning Disability Week? Easy Read.](#)

This year was all about busting myths about living a life with a learning disability, showing the world the incredible things that people with a learning disability achieve. For further information go to [Mencap - Learning Disability Week](#).

Windrush Day 75: 22 June 2023

Thursday 22 June 2023 marked the 75th anniversary of the arrival of the passengers of the [HMT Empire Windrush](#) to the UK, and the contribution and achievements of the Windrush generation and their descendants.

[Find out how you can mark the event locally.](#)

Co-production week 2023: from 3 July 2023

Monday 3 July is the start of Co-production Week! Hosted by the Social Care Institute for Excellence (SCIE), it celebrates the collaboration of people who draw on care and support with people who work in care and support to design and develop better ways of doing things. Co-production Week will showcase co-production in

action and inspire the active involvement of everyone in the pursuit of improved care and support.

The theme of this year's Co-production Week is 'Co-production in the real world'. [See the full schedule of activities](#) from SCIE and Think Local Act Personal (TLAP) including videos, podcasts, case studies, blogs and more.

Coronavirus assurance safety scheme extended to September 2023

The [NHS and Social Care Coronavirus Life Assurance Scheme](#) provides financial support for the families of eligible social care and health staff who died performing frontline work during the peak of the pandemic. The scheme closed to new claims on 31 March 2022.

Through the scheme, a lump sum payment of £60,000 is made to the colleague's estate, regardless of their salary. The scheme is non-contributory, meaning there is no cost or liability to staff or employers.

An additional period, for claims in respect of deaths which occurred on or before 31 March 2022, has been extended to 30 September 2023. Employers have an active role in submitting claims and are urged to do so for the benefit of families, partners, and dependants and to honour their colleagues' memories.

[See scheme information for employers](#)

Industrial Action

National Education Union – strike action

Members of the National Education Union (NEU) - England's biggest teaching union - will be holding national strikes on 5 and 7 July.

Junior doctors – strike action

New strike dates have been announced for all junior doctors in England for 13–18 July.

Please see [Provider News 30](#) for further guidance.

NHS consultants – strike action

Senior hospital doctors in England have voted to strike on 20 and 21 July. Further information will be communicated when it is available.

Next edition

The next edition of Provider News will be published during week commencing 10 July 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.