



## Issue 32 – 13 July 2023

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

### **Leicester, Leicestershire & Rutland Care Record**

The LLR Care Record is a portal platform containing information from all the partners in the Care Record; at the moment the partners are the three local authorities, University Hospitals of Leicestershire, Leicestershire Partnership Trust, GPs, and Virtual Wards. Future partners will include EMAS, the Red Cross equipment service, and pharmacies. Some partners are already using the record and the others, including Leicestershire County Council’s adult social care services, will be providing, and viewing data very soon.

The information provided by local authorities will be our CPLIs, either those that are active, those that are planned, or those that have ended within the last 12 months. This means that if you are providing a service to someone and that service was commissioned by Leicestershire (or Leicester City or Rutland), all the partner agencies will be able to see your involvement with that person.

The biggest risk will be the timeliness of CPLIs being on the system; while there is a big push in the local authority for this to improve, it will also be helpful if providers check that CPLIs they expect to be present (via the Provider Portal) are actually present (if not you can discuss with the commissioning worker); and conversely if you are no longer supporting someone, that the relevant CPLI(s) are no longer showing. Thank you for your support with this.

### **Skills for Care adult social care workforce report July 2023**

Skills for Care (SFC) has published its ‘Size and structure of the adult social care workforce in England’ report. You can find the full report on the [Skills for Care](#) website.

Key findings include:

- The total number of posts in the adult social care sector in 2022/23 was 1.79 million (up 0.5% from 2021/22).
- Of these, the number of filled posts was estimated at 1.635 million, and the number of posts that employers were actively seeking to recruit somebody to (vacant posts) is 152,000.
- In 2021/22, Skills for Care workforce estimates showed a decrease in the number of filled posts. Overall, the decrease was around 4% (60,000 posts). In 2022/23, the number of filled posts increased by 1% (20,000 posts).
- The vacancy rate had risen to 10.6% in 2021/22 (164,000 vacancies), the highest rate since records began in 2012/13. However, in 2022/23, the rate decreased to 9.9% 152,000 vacant posts in total.

SFC is grateful to all the social care providers who update their data in the [ASC-WDS](#) online system. Without those contributions, the data included in the report wouldn't be possible.

This newest report comes ahead of SFC's more detailed 'State of the adult social care workforce in England' report which will be released in October.

## **Guidance and good practice**

### **Falls decision tree**

A tool to assist in decision making when someone has had a fall can be seen on the [ProvidingCare](#) website.

### **Progress on health checks for people with learning disabilities**

Collaborative working across Leicester, Leicestershire and Rutland (LLR) has led to a huge increase in the number of people with learning disabilities receiving their annual health checks over the last year. LLR is now second in the whole of the Midlands (and in the top 10 in England) in terms of the number of annual health checks completed. Two years ago, LLR was one of the lowest performing areas in the country.

People who have not had their annual health check are being encouraged to arrange theirs as soon as possible. Health checks are absolutely vital to help ensure people with learning disabilities are receiving the care they need, and problems are found early so they can be resolved. LLR is also second in the Midlands for the number of Health Action Plans completed. Additionally, in a [recent case study from NHS England](#), the region is now in the top-third for performance in the country for supporting people with learning disabilities, achieving all targets set.

### **Laundry double bagging process**

On reviewing practices within adult social care settings, the Community Infection Prevention and Control Service (CIPCS) has found a common theme of staff not following or knowing the correct process and best practice for handling soiled or infected linen.

All linen that is soiled (had contact with blood or body fluids) or has come from source isolation bedrooms, needs to be double bagged to be safely transported to the laundry. This double bagging process involves the linen being placed into a water-soluble (dissolvable) bag. This is then placed into an outer plastic (non-permeable) bag.

This process will reduce the risk of infectious micro-organisms being transmitted around the home, during transportation to the laundry. Please see [this short YouTube video](#) produced by the CIPCS demonstrating the correct procedure.

## **Changes to the shingles vaccination programme from 1 September 2023**

Shingles is a viral infection which causes a very painful rash. This rash can occur anywhere on the body; it usually looks like a single area of blisters on the left or right side of the upper body. Shingles is caused by the same virus (varicella-zoster) as chickenpox. Even if an individual has had chickenpox earlier in their life, they can still get shingles.

Shingles is not life-threatening, however being vaccinated will help lower the risk of contracting shingles. Currently, people are eligible for the shingles vaccine from 70 years to 79 years. At present, there are two vaccines Shingrix (non-live vaccine) and Zostavax (live vaccine). Shingrix will replace Zostavax.

From 1 September 2023:

- Shingrix will be given as 2 doses – the dosing intervals will differ for immunocompromised and immunocompetent people.
- Individuals previously eligible for Zostavax will continue to be offered the same vaccine until that stock runs out and then they will be offered Shingrix.
- Individuals who have been vaccinated with Zostavax (given as 1 dose) should not be revaccinated with Shingrix.
- Shingrix can be administered alongside other vaccines.
- All immunocompromised individuals aged 50 years and over (with no upper age limit) will be eligible for Shingrix and only need two doses of Shingrix. The programme aims to give this cohort of individuals their first dose within the first year of this programme. The second dose will be given between 8 weeks and 6 months after the first dose.
- Immunocompetent (those who are not immunocompromised) individuals' eligibility will change from 70 to 60 years of age for the routine cohort, phased over 10 years.
- The GP practice will contact individuals when they are eligible for the shingles vaccine and will discuss which vaccine will be given at time of vaccination. Both vaccines are safe, and individuals should accept the vaccine that they are offered.

For more information, visit [Shingrix vaccination programme from 1st September 2023](#) and [NHS - shingles vaccine overview](#)

## **Data tracking**

### **Care data matters**

In February, the Department for Health and Social Care published '[Care Data Matters: a roadmap for better data for adult social care](#)' that sets out the plan for transforming adult social care data.

Data matters in social care. It matters for making sure people get the right care, for planning how care is organised and for joining up health and social care services around people. It can make lives better and, ultimately, can save lives.

The roadmap is published as a first draft, as DHSC want it to be shaped by everyone touched by social care. To make sure the right data is collected, held, and shared, DHSC are seeking views from you via a [live feedback form](#), which is live until 31 July 2023.

Using responses and the messages heard through engagement sessions, DHSC will publish a final version of Care Data Matters by the end of 2023.

Thank you to those who have already engaged with DHSC or submitted responses to the feedback form.

### **Enforcement of data submission**

As advised in previous editions of Provider News, the Health and Care Act 2022 requires CQC-regulated adult social care providers to submit data via the capacity tracker by the 14<sup>th</sup> day of every month. [Read the formal notice](#).

DHSC has offered support and advice to providers who have not provided the information required, and have advised that they will now be moving to enforcement action, the process for which can be viewed on the [GOV.UK website](#).

DHSC and Leicestershire County Council are extremely keen that providers do not face enforcement action, and you are therefore strongly encouraged to complete the tracker as per the requirement by the deadline each month.

## **Health and wellbeing**

### **Wellbeing Wednesdays podcasts**

Wellbeing Wednesdays provide a dedicated space for staff to explore practices that enhance wellbeing. The latest podcast and blog for 2023/24 is accessible via this [Youtube link](#) for all staff across the LLR health and social care system.

Self-care is essential for providing excellent care to others. This session explores the transformative effects of breath awareness, with future sessions examining another aspect of self-care.

## **Consultations and research**

### **Consultation on learning disability and autism training**

The Department of Health and Social Care has launched a [consultation](#) on the Oliver McGowan Code of Practice on statutory learning disability and autism training. Improving the care and treatment of people with learning disabilities and autistic people is a priority for the Government.

The finalised code will support CQC-registered health and social care providers to meet the legal requirement introduced by the Health and Care Act 2022, making sure staff receive learning disability and autism training appropriate to their roles. The consultation runs for 12 weeks, closing 19 September 2023. [Respond to the consultation](#).

## **Commemoration, celebration and awareness raising**

### **Celebrating 75 years of the NHS 1948 - 2023**

Thursday 5 July marked [75 years since the NHS was founded](#). With its founding, the social care sector, as a collaboration of care providers, services, and professionals, also came into being.

Social care colleagues have been as much a part of the NHS success story as their clinical counterparts - bridging the gap between clinical and community settings and providing personalised, empathetic care. In many ways, social and clinical services are co-dependent, each one needing the support of the other.

In two special blog posts to mark the anniversary, Chief Nurse for Adult Social Care, [Deborah Sturdy](#) and Chief Social Worker for Adults, [Lyn Romeo](#), applaud every care and NHS colleague for their continued dedication. The challenges the health and care sector faces have never been greater, but continued collaboration can only benefit those most in need of care.

The anniversary is being celebrated with events and activities across Leicester, Leicestershire, and Rutland (LLR).

- The [NHS Big Tea](#) is encouraging members of the public and other organisations to host their own Big Tea party, to celebrate the NHS and raise funds for NHS charities.
- [School talks initiative](#), staff from the LLR ICB sharing their experiences in schools across LLR, to inspire children and young people to consider a career in the NHS.
- [The Heart of the Nation](#) exhibition at Leicester Museum and Art Gallery shows the history of those who came to Britain from overseas to work in the NHS to life through photography, film, oral histories, and an immersive experience that brings together singing and storytelling and opened on 30 June.

People can search for 'Leicester's hospitals' and 'NHS Leicester' on social media along with the hashtag #NHS75. More information on NHS75 is available at [NHS birthday](#).

## **Disability Pride Month – July**

July is Disability Pride Month, which brings the disabled community into the spotlight. It is an opportunity to hear from disabled people, and to elevate their voices, on disability rights locally and internationally.

Throughout July, people with disabilities can celebrate the Pride month by using the hashtags #DisabilityPride and #DisabilityPrideMonth.

Read information about being a [Disability Confident Employer](#), and about the [Mindful Employer Charter](#).

## **Industrial action**

### **Junior doctors 13–18 July and NHS consultants 20 & 21 July**

Junior doctors and consultants from the local hospitals are expected to take part in industrial action during July, which will affect emergency and care services at a time where staffing will already be impacted by the start of the school holidays locally. This means there is likely to be reduced staffing and services will be busier than normal. Junior doctors will be on strike from 7am on Thursday 13 July until 7am on Tuesday 18 July. Consultants will be on strike from 7am on 20 July until 7am on 22 July.

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 adult social care providers 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 providers and social care workers during the industrial action.

### **How you can help**

At this time of potentially high demand on services, 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	22.00 to 08.00	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)	08.00-20.00	DHU HCP line 0300 323 0672
ICRS Falls Response (Leicester city patients only) 13 to 18 and 20 to 22 July	Agreement to refer via the Unscheduled Care Coordination Hub (UCCH) 09.00–18:30	0791 803 4591
Two-hour Crisis Response Service- Social care, Leicester City, Leicestershire County Council & Rutland Social Care (home care)	Agreement to refer directly into 24/7	City - 01162211515 County - 01163050495 Rutland - duty line is 01572 758341 and out of hours is: 0116 2551606



Two-hour Crisis Response Service	Nursing & Therapy 08.00-22.00	0300 300 1000
Mental health Central Access Point (CAP)	24/7 Mental Health Triage	0808 800 3302

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 24 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](mailto:enquirylinequality&contracts@leics.gov.uk).