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Guidance and good practice

Leicestershire and Rutland DHU urgent falls response service

The Leicestershire and Rutland DHU Urgent Falls Response Service has now been extended until 31 March 2024. Health and social care professionals can refer people to the service seven days a week between 08.00 and 18.00.

The service continues to be for people who are resident in Leicestershire or Rutland who have fallen on the floor and cannot get up, and who have no suspected serious injury. A clinician and a health care assistant will attend in a vehicle equipped with lifting and patient handling equipment, along with medications commonly used in urgent care.

Who can refer

- EMAS
- 111/CNH
- Nursing and residential care home staff
- GPs or staff based within practices including practice nurses
- Health visitors
- Midwives
- Community nurses
- Adult social care workers
- Home care workers
- Community occupational therapists and physiotherapists
- Social prescribers
- Care navigators or care coordinators
- Pendant alarm providers

How to refer

- Referrals will be accepted seven days a week, 365 days a year, between 08.00 and 18.00.
- To refer a person please telephone LLR DHU HCP line on 0300 323 0672. Please note this number is not for public use.

Referral criteria

All people residing within Leicestershire and Rutland who have fallen within a non-public residence and are unable to get up either independently or with assistance of bystanders can be referred.

Exclusion criteria

The below lists examples of people not appropriate for the service. Cases will be triaged on an individual basis and so this list is not exhaustive:

- Anyone in a public place
- No longer on the floor
- People located outside of Leicestershire County and Rutland (including Leicester City residents)
- Head injury and on anticoagulants
- Obvious bony injury
- Severe uncontrolled haemorrhage
- Witnessed loss of consciousness at any time pre or post fall
- Signs of CVA or seizures as a consequence of injury
- Fall from height above 2 metres

Please note: if it is clear from the Respect form or advanced care plan that the person is not for admission then a referral may still be made and the clinician will assess whether a visit is appropriate.

In the absence of a Respect form or advanced care plan a health or care professional or EMAS may refer if they believe a visit may be in the person's best interest. The DHU clinician will assess whether a visit is appropriate.

What happens when a person is referred?

- A non-clinical member of staff will take demographic details and ask a number of questions.
- A clinician will review the referral within 15 minutes to ensure the referral is safe and appropriate. Where necessary they will call the person or referrer to clarify any information.
- We aim to visit appropriate people who have been referred post-triage within 2 hours. Once the clinician is satisfied that it is safe to do so, the team will assist the person off the floor and carry out any further assessments as required.
- If there are any underlying medical problems or any injuries these will be treated and managed as appropriate. The clinician will make any onward referrals as required.
- If the service is at operational capacity and any delays in responding are likely to be detrimental to the person's wellbeing, you will be informed of this position and options will be discussed as appropriate.

For any queries or questions about the service, please contact the ICB service lead Ali on alison.brooks17@nhs.net

Unpaid carer leave entitlement

The Carer's Leave Act 2023 received Royal Assent in May 2023 and the law will be enacted in April 2024, by which time employers need to be prepared to deliver changes to the way they offer support to all unpaid carers in their workforce.

- The Act introduces a new and flexible entitlement to one week's unpaid leave per year for employees who are providing or arranging care for a relative or dependant
- This will be available from the first day of the employee's employment
- The Act allows employees to take the leave flexibly for planned and foreseen caring commitments
- The Act provides the same employment protections to employees taking this leave that are associated with other forms of family-related leave, meaning they will be protected from dismissal or any detriment because of having taken time off.

Leicestershire County Council updates

Workforce Fund

The [Market Sustainability and Improvement Workforce Fund](#) was announced in late July. Further information on its allocation in Leicestershire will follow in a future Provider News.

Learning and development opportunities

Workforce Development Fund

LSCDG is pleased to announce that the 2023-2024 [Workforce Development Fund \(WDF\) is now open for applications.](#)

LGO complaints webinar

On Monday 25 September, the Local Government Ombudsman will be delivering its [biennial event sharing learning from its investigations into adult social care complaints](#). The event is for private social care providers as well as local authority commissioners or managers of adult social care provision.

The webinar will cover:

- How you and your organisation can harness the benefits of good complaint handling to improve services
- The importance of good record keeping and what good practice looks like
- How to provide redress to people who use services and their families when things go wrong

The webinar will feature the new Ombudsman, Paul Najsarek discussing the annual view of adult social care complaints as well as special guest speakers from the Ombudsman and care sector.

Aging without children and later life equality

The number of people in the UK ageing without family support is increasing and will continue to do so.

Join Think Local Act Personal, Ageing Without Children and Community Catalysts on 28 September, 11.30-14.00 for a [free online event](#) exploring aging without children in the context of later life equality.

Constipation and people with a learning disability

Constipation can be a life-threatening issue for people with a learning disability who are at heightened risk from complications if it is left untreated. In fact, 23% of people with a learning disability who died in 2019 had constipation as a long-term condition.

People with a learning disability may be less likely to recognise the symptoms of constipation and less able to communicate their symptoms, increasing the risk of serious consequences.

NHS England has published [resources on constipation](#) for carers and those who work with those in the community with a Learning Disability.

Data tracking

Care data survey

DHSC would like to hear from you about what you need when it comes to accessing adult social care information, data, and insights through a [survey](#). They have set out some questions to understand more about the challenges you are facing and how access to existing data could support you in your role in the adult social care sector.

The survey will close on 11 August 2023.

Industrial action

Junior doctor strike 11-15 August

Junior doctors are due to go on strike from 7am on Friday 11 August until 7am on Tuesday 15 August.

Please see [Provider News 32](#) for useful information.

Next edition

The next edition of Provider News will be published during week commencing 21 August 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.