

Leicestershire Adult Social Care Provider News



Issue 39 – 23 October 2023

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Guidance and good practice

Autumn booster campaign

Social care staff are still eligible to receive a free flu and COVID-19 vaccination. The seasonal programme provides vital protection to those eligible, the people they care for, and their families over winter, keeping people from developing serious illnesses, and helping to minimise hospitalisations during busy winter months.

The protection offered by each dose of the COVID-19 and flu vaccines reduces over time and therefore it is very important that eligible people take up the offer of the next seasonal dose, in order to receive maximum protection.

All eligible staff will continue to be able to self-declare on the [national booking service](#).

A mobile vaccination unit will be visiting areas around the county and Rutland for [walk-in vaccinations](#).

DHU falls response service

DHU Healthcare runs the service for non-injury falls, and its pilot has recently been extended to 31 March 2024.

It was recently reported that some care homes have struggled to contact DHU on the advertised telephone line for health care professionals. This happens when DHU call operators are busy on other calls which can take up to 20 minutes. There is no call queuing system for this number, so when calling at that point the line will ring out and it will appear that no one is there to take your call. Please persist, but if that fails then a second telephone number is available from 9.00-17.00, Monday to Friday. The number is not for public use and is not published here, but your care home will be emailed a poster with the number for you to print and display in a non-public place.

It is hoped that this will make it easier to refer falls cases into the appropriate service and ease pressure on the ambulance service.

The inclusion and exclusion criteria can also be found on the poster. Please continue to follow your in-house procedures for lifting residents that have fallen and only refer into this service when indicated.

All feedback on the service is welcome and should be directed to Alison Brooks alison.brooks17@nhs.net

Leicestershire County Council updates

Reinforced Autoclaved Aerated Concrete (RAAC)

In [Provider News 36](#) we mentioned the then recently updated evidence about unsafe concrete known as Reinforced Autoclaved Aerated Concrete (RAAC).

Although there is no specific advice for adult social care providers, guidance for building owners or managers is to follow the 4-point approach below advocated by the Royal Institution of Chartered Surveyors (RICS):

- Note that RAAC planks were mainly used from the mid-1950s until the early 1990s, so buildings (or extensions) built before or after this period are unlikely to be affected.
- Ask your district or borough (or where relevant the city) council's building control department whether any similar buildings to yours in the area are known to have RAAC roof or floor planks.
- Check any records about the construction to see if RAAC is mentioned. Be aware that RAAC may not be mentioned even when it was used. Note that certain product names such as Siporex, Durox, Celcon, Hebel and Ytong are indicators of RAAC.
- If you do not know the construction type of a roof but it could be RAAC planks, then the roof should be inspected by a suitably qualified and appropriately experienced professional, such as a chartered building surveyor or chartered structural engineer, who is experienced with this type of construction.

RICS has an [advice and FAQ page](#) which you may find useful.

Scams

Please be alert to scams for your organisations and the people that you support.

If you would like to report a scam, or you have been a victim of a scam, you can get in touch with the following organisations:

- [Action Fraud](#) or call 0300 123 2040
- [Citizens Advice](#) including their Consumer Helpline on 0808 223 1133

Leicestershire County Council has the following available:

- [Scams leaflets and door stickers](#)
- [Trading Standards scams newsletter](#)

Provider conference calls for 2024

The regular Leicestershire County Council [provider conference calls](#) run at the following intervals:

- Home care: currently monthly (1 hour), with an extended strategic session (1.5 hours) once a quarter
- Care homes: currently monthly (1 hour), with an extended strategic session (1.5 hours) once a quarter
- Community life choices: currently monthly (1 hour)
- Supported living: currently every two months (1 hour)

We are currently considering the frequency for 2024, and following initial discussions on some of the conference calls, and views from representative organisations, the proposal for next calendar year is:

- Home care: maintain as monthly (1 hour), with an extended strategic session once a quarter (1.5 hours)
- Care homes: change to bi-monthly (1.5 hours), with strategic matters included
- Community life choices: maintain as monthly (1 hour)
- Supported living: maintain as every two months (1 hour)

The sessions are an opportunity to speak directly to council managers and officers, and for the council to engage directly with you, seeking your views and passing on key information. It is not mandatory to attend every meeting, but care home providers are expected to attend 50% of calls in a 12-month period, as described in your contract.

If you have any thoughts on the arrangements for 2024, please email kate.revell@leics.gov.uk by close of business on 31 October, following which the calls will be scheduled, and the website updated with the meeting details.

Learning and development

LSCDG moving and handling ‘train the trainer’ update

A fully funded update is available for people who have completed the Leicestershire Social Care Development Group (LSCDG) 3-day ‘train the trainer’ course in moving and handling. Refreshers are required every 18–36 months following the initial 3-day training.

This course is designed to refresh and update skills and knowledge in respect of the safe moving and handling of people.

Upon completion of this course, participants will:

- Work within the laws and regulations of moving and handling
- Identify and demonstrate the physical effects of manual handling on the body
- Use principles of safe handling and instruct others to do so
- Identify and correct unsafe client handling practices
- Use safe hoisting techniques and instruct others to do so
- Carry out and demonstrate to others the need for safety checks on equipment
- Carry out, implement and review moving and handling risk assessments
- Demonstrate continued competence
- Have an update on Manual Handling Risk Assessment

The course is running in County Hall Room 141 Glenfield Leicestershire LE3 8RA, 9.30-15.30 on the following dates:

- 28 November 2023
- 19 December 2023
- 14 February 2024

- 13 March 2024

Book [LSCDG Moving & Handling 1 Day Update](#) if you have an account on the Learning Hub.

If you:

- do not have an account, then please [follow these instructions](#)
- have any questions please email lscdg@leics.gov.uk

Safeguarding ‘train the trainer’ 2-day course

A fully funded course is available for managers, supervisors or other staff members in registered and non-registered settings with a responsibility of delivering training, or with the ability and capacity to begin delivering training.

Following attending the course, participants should be able to:

- Identify, discuss and explore the basic competencies of safeguarding adults
- Consider the skills and values necessary to deliver effective training
- Use a standardised set of resources to deliver a basic safeguarding adults course within their own organisation

The course is running at County Hall, Glenfield Leicestershire LE3 8RA, 9.30-16.30 on the following dates:

- 1 and 2 November 2023 – room 101
- 11 and 12 December 2023 – room 173
- 22 and 23 January 2024 – room 173

Book [LSCDG Safeguarding TTT 2 Day Course](#) if you have an account on the Learning Hub.

If you:

- do not have an account, then please [follow these instructions](#)
- have any questions please email lscdg@leics.gov.uk

Consultations and research

Improving access to adult social care training

DHSC is looking for participants for research into the adult social care workforce. They want to better understand how care providers choose, book, pay for, attend and record their training, including any difficulties they sometimes face.

They would like to speak with employers and staff working in the sector, as well as people working in finance, training, learning or professional development.

[Share your organisation's details](#) to arrange a research session.

Next edition

The next edition of Provider News will be published during week commencing 6 November 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.