

# Leicestershire Adult Social Care Provider News



## Issue 44 – 12 January 2024

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## **New year wishes from the Director**

I would like to take this opportunity to wish you and your teams a Happy New Year. I hope that you managed to take some time out to relax over the festive period.

I know that you will go into 2024 with the same level of commitment to making a positive difference to people's lives and supporting your staff, and I thank you for that.

Jon Wilson, Director of Adults and Communities, Leicestershire County Council.

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

### **'Bring your own device' action research**

EMCARE will be working on a pilot to research Bring Your Own Device (BYOD) in social care.

CQC registered provider staff may be using personal devices, or company devices. Providers may be concerned that whilst they have the Data Security and Protection Toolkit (DSPT) and policies in place to cover BYOD, they do not believe it covers all aspects of the risks involved with BYOD and have asked for additional support.

The programme will work with providers to consider BYOD policies, processes, procedures, devices, apps and software to ensure cyber security. This could include geo-fencing, personal devices, tracking, removal of apps/software, and stopping accessing of apps/software.

The programme will help you to manage data and cyber security risks better, providing the assurance needed to allow you to share information securely and effectively, leading to joined up and better quality of care. Further information will be shared in this newsletter.

## **Guidance and good practice**

### **International recruitment webinar recording**

A recording of a webinar on [what to expect from a home office inspection](#) is now available.

### **Frailty and infection**

Some useful links on frailty and infection are given below.

- [The Frailty Hub](#) – British Geriatrics Society (updated January 2023)
- [Sepsis and Ageing](#) - The Sepsis Alliance
- [Sepsis and Long-Term Care](#) – The Sepsis Alliance
- [Immunisation against infectious disease](#), The Green Book - UKHSA
- [Barriers to Healthcare for people with a Learning Disability during the Pandemic](#) - Mencap

### **Winter vaccinations**

If you missed the 14 December deadline to book your seasonal vaccinations online, please don't give up trying to get vaccinated. You can still attend local NHS vaccination centres, including [local pharmacies](#) and walk-in sites until 31 January 2024.

People accessing adult social care deserve to be protected from winter viral infections, and vaccination helps prevent flu and COVID-19 outbreaks this winter.

All care staff are encouraged to protect themselves and those they care for, at home and at work and deliver better outcomes for everyone.

### **Type 1 Diabetes in care homes**

A national position statement on Type 1 [diabetes in care homes](#) has been published.

The LLR health and social care system is currently reviewing the recommendations. If you wish, you can respond to the statement using the email address given in the document.

## **Leicestershire County Council updates**

### **One week left to comment on the Council's toughest ever budget**

There's one week left for residents and businesses to give their views on Leicestershire County Council's 'toughest budget'.

People have until next Wednesday (17 January) to [feed back on proposals](#) which include investing £127m more to meet growing demand, mainly in social care, and an extra £113m to cover inflation and the National Living Wage increase. The plan also forecasts a budget gap of £85m by 2028 after planned savings.

A three per cent Council Tax increase for core services is planned for next year, generating £11m for front line services. A further £7m will be raised from a two per cent increase in the adult social care precept.

Up to £12m of reserves are proposed to be used to help balance the books next year.

### **Important: change of out-of-hours number**

With immediate effect, there is a new out-of-hours contact number for adult social care: 0116 305 0888. This replaces the previous Emergency Duty Team number (0116 255 1606), which is being taken out of service.

Callers to the new number will be greeted with the following message:

"Thank you for calling the Leicestershire County Council Adults Out of Hours Service.

Please listen carefully to the following options. If you are calling to request an assessment under the Mental Health Act or you are reporting an allegation of abuse or harm to a vulnerable adult, please press 1.

For all other enquiries please press 2.”

As is currently in place, safeguarding and referrals for Mental Health Act assessments will be diverted to the out of hours service hosted by Leicester City Council. All other calls will continue to be picked up by the Crisis Response Service (CRS).

During usual business hours (Monday – Thursday 8.30am to 5.00pm and Friday 8.30am to 4.30pm), the number will divert to the Customer Service Centre (0116 305 0004).

### **DoLS: end of eFax service**

Some care homes in Leicestershire submit Form 1 Standard Urgent referrals for DoLS via fax using eFax. The current service agreement ends on 28 February 2024 and the eFax server will be closed before this date.

You must no longer send referrals / communications via fax and instead use one of the below methods:

- Email: [dols.team@leics.gov.uk](mailto:dols.team@leics.gov.uk)
- [Website](#)

The fax number has been removed from the Council website, emails and letters.

## **Learning and development**

### **IPC webinar recordings**

Since September 2023 several webinars have been run by the IPC team on various subjects. If you were unable to attend, please see below links to those webinars for you to view via YouTube.

- [Management of Clostridioides Difficile - September 2023](#)
- [The Importance of Oral Hygiene in ASC Settings - October 2023](#)
- [Frailty & Infection - November 2023](#)
- [Managing Respiratory Illness - December 2023](#)

A further resource of [ReSTORE2 Mini Training](#) has been produced by the NHS.

### **Free IPC webinar on scabies management – 24 January**

The next free IPC webinar will take place on Wednesday 24 January, 14.15-15.00 on the subject of management of scabies.

To register contact [infection@leics.gov.uk](mailto:infection@leics.gov.uk) and a link to the webinar will be sent to you.

### **Introductory adult safeguarding information session – 31 January**

A one-hour introductory course, '[What is Adult Safeguarding?](#)', is being offered on 31 January, 13.30-14.30 by the [LLR Safeguarding Adults Board](#).

The session will cover:

- What is adult safeguarding?
- What is abuse and neglect?
- Signs of abuse and neglect
- What to do if you have concerns

### **Midlands activity provision network – 25 February**

The new Skills for Care (SFC) activity provision network will provide a learning space for staff involved in facilitating meaningful and stimulating activities with the people they support. The network will have a particular focus on the following topics:

- Supporting people with limited mobility
- Increasing the use of digital tools
- Developing skills and career progression for activity coordinators

The theme of the first meeting on 15 February, 14.00-16.00, will be ‘innovation’, involving Ned Palmer, Peripatetic Operations Manager at CQC, who will be sharing the latest insights into innovative practice in providing meaningful activities in residential and non-residential care services. There will also be peer speakers and opportunities for asking questions and discussion.

This network is open to anyone working in adult social care who would like to increase their knowledge and skills relating to activity provision.

Book your space now at [Skills for Care](#).

### **Free data security and protection eLearning**

A free eLearning course available for all staff working in adult social care services in England.

Care providers can use this course to improve and assess their staff’s knowledge of data protection and cyber security – including their individual responsibility to keep information safe. The course meets the training requirements within the Data Security and Protection Toolkit (DSPT).

This is the only free eLearning resource on this topic specifically designed for social care staff. The scenarios reflect situations that staff face within adult social care settings – including care homes, supported living, home care and community services. It covers all client groups, and all staff with access to personal data.

[View the presentation about the eLearning, read the guides, or get straight to the course.](#)

## **Data tracking**

### **DHSC data collection reporting window ends 15 January**

There are still a few care home and home care providers yet to update the [Capacity Tracker](#) to comply with the DHSC Data Collection Reporting Window (January 2024).

Please update the tracker by close of business on Monday 15 January.

## Skills for Care annual workforce report

Skills for Care has recently published its annual workforce report for LLR based on data submitted by providers through the Adult Social Care Workforce Data Set (ASC-WDS) from March 2022 to March 2023. The following information is available:

- [Workforce intelligence dashboard](#)
- [Retention research data](#)
- [ASC-WDS web pages](#)

## Health and wellbeing

### Launch of 'Your Wellbeing Timetable'

[Your Wellbeing Timetable](#) has been launched, a timetabled series of free support sessions promoting physical and mental wellbeing, available to health and social care colleagues across the East Midlands.

Consisting of over 250 support sessions each month, Your Wellbeing Timetable delivers a series of workshops, webinars, courses, activities, and dedicated colleague-support cafés; delivering advice, support, and useful information to help keep colleagues healthy, safe and well in all aspects of life.

The timetable is brought to you via a combined support offer from Joined Up Care Derbyshire (JUCD) Wellbeing and Stronger Together, who are collaborating on a suite of solutions to support health and social care staff across the East Midlands, to complement existing local support services.

The launch of Your Wellbeing Timetable provides a wealth of inclusive wellbeing support to improve the health and wellbeing of the collective workforce. Sessions are delivered virtually across the timetable and many of the sessions are recorded to support those who are not able to attend at a set time. All support sessions are provided free for colleagues, and they are designed to suit all levels and abilities with options and modifications offered to suit.

Listed below is a roundup showcasing some of the support sessions available as part of Your Wellbeing Timetable:

- Short activity sessions, making exercise accessible for all
- Healthy eating and nutrition
- Long COVID-19 facilitated peer support
- Menstrual health collective
- Psychological support
- Coping with loss, bereavement support
- Support for colleagues living with a health condition and/or hidden disabilities

Your Wellbeing Timetable will be refreshed each quarter to bring you a wide range of up-to-date services, resources, and information to best meet your health and wellbeing needs.

## **Golden Games physical activity programme for older adults**

Golden Games is an activity programme combining traditional games with physical activity. Typically aimed at older adults, it can be accessed by any setting in which adults come together such as care settings, residential homes, and community groups.

For more information on the benefits of undertaking physical activity for people in later life, how to purchase a Golden Games pack and access to free resources go to the [Active Together Golden Games Website](#).

## **Helping older people to cope with depression**

Supporting and helping to improve the health of older adults who receive our support is paramount. Depression is a common condition with a real impact on older adults' wellbeing.

A new e-learning resource has been developed to help those supporting older adults to recognise the symptoms and have conversations that may initially feel quite daunting. The full learning can be accessed by [logging into the NHS Learning Hub](#). The videos and podcasts developed as part of this learning can be accessed from [YouTube](#) and [Spotify](#).

## **Commemoration, Celebration and Awareness Raising**

### **Diversity calendar 2024**

The [Diversity Calendar 2024](#) is now available to download, print off and display. This colourful calendar provides a month-by-month guide of dates throughout the year to celebrate, reflect and commemorate achievements.

## **Reminders**

### **Next edition**

The next edition of Provider News will be published during week commencing 22 January 2024. 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).

### **Useful links**

- [Current and past editions of Provider News](#)
- [Provider conference calls](#)