

# Leicestershire Adult Social Care Provider News



**Issue 46 – 8 February 2024**

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

### **New animation explains workings of our integrated care system**

An [animation](#) has been launched this week to explain the workings of Leicester, Leicestershire and Rutland’s (LLR) Integrated Care System (ICS) and the valuable roles of its people, in providing joined up health and care services to local people.

Primarily aimed at new recruits and people working in the NHS, local authorities, district and borough councils, other health and care providers and the voluntary and community sector, the animation is also an excellent source for anyone who wants to understand the collaborative workings of our local ICS.

The animation explains how working together as a system, we better support people using health and care services in LLR.

### **LLR ICB Chair opportunity**

The LLR Integrated Care Board (ICB) is looking to [recruit a Chair](#). The closing date at the time of publication is 25 February 2024.

## **Guidance and good practice**

### **Measles**

As you may be aware, we are seeing an increasing number of people with measles in the Midlands, with some cases occurring in Leicester and Leicestershire. Most of those affected to date have been in children who have not had their MMR (measles, mumps and rubella) vaccine.

The best way to prevent measles is through vaccination. Two doses of MMR vaccine will give you the best protection. By getting the MMR vaccine, you not only protect yourself and the vulnerable people you work with, but you also help to protect families and friends. The MMR vaccine is free and given as 2 doses of a single injection.

If you are unsure whether you are protected from measles, you can check the NHS app, or contact your GP. If you or your family members have missed one or both doses of MMR vaccine, contact your GP surgery to arrange an appointment.

### **Acute Respiratory Infection (ARI) including COVID-19 guidance**

The Infection Prevention and Control in adult social care: COVID-19 supplement has been removed and replaced with [guidance on Acute Respiratory Infection \(ARI\)](#). The [PPE requirements](#) have also been updated.

The guidance is consistent with the approach of managing COVID-19 in line with other ARIs, made possible by high vaccination coverage, high immunity amongst the population, and increased access to COVID-19 treatments.

It can be difficult to distinguish between COVID-19, flu and illness caused by other respiratory viruses by symptoms alone. This may be more difficult among those receiving care. Adults with cognitive conditions such as dementia may have a reduced ability to recognise or communicate when they feel unwell, and older adults often do not present with the common symptoms of ARI if they have flu or COVID-19. It is therefore important to consider the possibility of ARI if there is a sudden deterioration in physical health or mental ability, with or without fever, in the absence of a known cause.

Because it can be difficult to distinguish between COVID-19, flu and illness caused by other respiratory viruses, it is advised a clinical review of the service user is undertaken if symptoms persist for longer than expected, and in cases of rapid deterioration or life-threatening symptoms, no delay should be made in contacting the GP, NHS 111 or emergency services as appropriate.

### **Care home providers – flu vaccination visits**

The winter flu vaccination programme is due to end in March 2024. For any care home resident who has missed having a flu vaccination, and would like to have it, there is still time to take up the offer. Please contact the Health Protection team [healthprotection@leics.gov.uk](mailto:healthprotection@leics.gov.uk) by close of business on 16 February and we can request a vaccination revisit to the care home.

### **International recruitment support**

#### ***Support for providers employing overseas workers***

LinCa is the regional lead for the international recruitment grant. They have set up a [website](#) with information to support you, and can be contacted at [info@eastmidscare.co.uk](mailto:info@eastmidscare.co.uk).

The Home Office has suspended, and in some cases, revoked a provider's certificate of sponsorship (COS) for the following reasons:

- Overseas workers must not be employed as agency or bank workers. This is not seen as a genuine vacancy.
- The 40 hours per week cannot be shared across providers. The first 40 hours must be with the employer who is sponsoring the overseas worker.
- It is not acceptable to average out the 40 hours per week over time.

If you offer 40 hours per week but the overseas worker is unable to work the full hours, HMRC has recommended that you document this. Should the overseas worker continue to be unable to work the full 40 hours per week please advise them that you will have to inform the Home Office. A possible outcome of this is that they could be deported for contravening the sponsorship rules.

Read more about [UK visa sponsorship for employers](#). Should you need further support please contact the national [Business Help desk](#).

### **Support for overseas workers**

Northeast Lincolnshire CVS has been contracted, via the International Recruitment grant, to provide support for your overseas workers. Find out more.

### **Addressing inequalities - Learning Disability and Autism Health Equity Network event – 28 February**

An LLR [Learning Disability and Autism Health Equity Network](#) is being established. A [health equity event](#) is being held on 28 February, 9.30-16.30 at the NSPCC National Training Centre where we'll:

- explain why health equity is a key priority for the LDA Collaborative and why a health equity network is needed.
- focus on the role neighbourhood leads and others can have in recognising health inequalities.
- highlight the role of Health Equity Champions and how they address the challenges faced in your neighbourhoods; and
- our future vision for the Learning Disability and Autism Health Equity Network and how you can play a key role.

You'll get the opportunity to meet experts by experience, parents and carers and hear about the type of support they want and what's already working for them.

We'll also provide examples of the range of people, services, organisations, and businesses that could become Health Equity Champions to support people with a learning disability. This includes hairdressers, dance companies, libraries, leisure centres, scout groups, mental health neighbourhood cafes and faith centres.

### **Home Office information on right to work**

The home care provider conference call this week featured a presentation on right to work checks from two Home Office staff. They have shared a number of useful links:

- [Right to work checks: employer guidance](#)
- [Code of practice on preventing illegal working: civil penalty scheme for employers](#)
- [Checking a job applicant's right to work](#)
- [Right to work checklist](#)

- [Guidance on Identity Document Validation technology](#)
- [Use the Employer Checking Service](#)
- [Reporting immigration crime](#)
- [Illegal working penalties: code of practice for employers](#)
- [Avoiding discrimination: code of practice for employers](#)

You can ring the Preventing Illegal Working Helpline on 0300 790 6268.

## **Leicestershire County Council updates**

### **Updated budget proposals published**

In [Provider News 44](#) we invited you to respond to the consultation on the Council's toughest ever budget.

Updated budget proposals have now been published setting out the council's four-year plan for investment, savings and the Council Tax increase for next year. They will be discussed by the [council's cabinet](#) on Friday (9 February) before being considered at a meeting of the county council on 21 February.

### **Framework for Integrated Personalised Care – training model review survey**

The Framework for integrated Personalised Care (FIPC) was jointly developed by partner organisations operating across Leicestershire, Leicester, and Rutland and as of 1 October 2022 replaced the Health and Social Care Protocol 2014 (HSCP). We are now reviewing the current delegated health care training offer to better support providers in accessing the training and the delivery to enable a more flexible and robust training design.

A survey has been jointly developed and will be live for all our providers to help provide information and feedback which will contribute to the re-design of the delegated healthcare training model.

Please complete this [short survey](#), available until 19 February.

We will continue to provide regular updates as the development progresses and will invite providers to relevant workshops where applicable.

If you have any queries or questions, please don't hesitate to contact the Project Lead [naina.karadia@leics.gov.uk](mailto:naina.karadia@leics.gov.uk) or [FIPCQueries@leics.gov.uk](mailto:FIPCQueries@leics.gov.uk).

### **Adult social care survey 2024**

All local authorities are required to undertake an annual survey of people who use adult social care services, and this will be carried out in Leicestershire over the next few weeks. People who may potentially receive a questionnaire are those aged 18 or over and who receive services such as home care, community life choices, or have a direct payment. It also includes people in permanent residential or nursing care. Around 2,000 people have been randomly sampled from the Council's records and were sent a questionnaire on 1 February.

The questions are set nationally, and completion is voluntary, although a reminder is sent three weeks after the original questionnaire where individuals haven't responded, which is required by the national guidance.

Findings from the survey are the source for eight indicators in the national adult social care outcomes framework (ASCOF), and cover topics such as people's quality of life, social contact, finding information and feeling safe.

You can see an example of the report and the questionnaire on the [NHS Digital publication page](#).

### **Packages of home care transferring from providers to HART for reablement**

There are occasions where packages of home care need to move into the HART reablement service. Where HART are picking up packages from providers a notice period of up to 48 hours will be given.

The reablement episodes are being treated in the same way as hospital admissions and discharges where the existing provider will be offered the return package in the first instance. If this is not possible the package will be put on the await care for offers to be made in the usual way.

### **Residential contract consultation**

The residential contract will be sent out in mid-March for consultation with providers. We will be setting up events so you can feed back any comments or speak with officers from the Council.

If anyone would like the contract documents sending to an email address which is different to the ones on the mailing list, please email [Natalie.X.Smith@leics.gov.uk](mailto:Natalie.X.Smith@leics.gov.uk) by Friday 16 February 2024.

### **Ratby and Kirby Muxloe major gas incident – thank you**

Thank you to providers impacted by the major gas incident earlier this month. Your hard work in ensuring that people still received support despite the challenging circumstances, and in providing feedback to the Council in managing the incident, is hugely appreciated.

## **Learning and development**

### **Relationships and sex education community of practice session – 28 February**

Supported Loving's Community of Practice is for anyone working with people with learning disabilities and/or autistic people delivering relationships and sex education, formally in groups or informally within a job role.

Each month they take a topic to discuss and reflect upon what are the challenges and what has worked, and positive approaches. February's month's topic is [how to develop relationships](#).

### **Webinar: The science of male mental health – 29 February**

The NHS, Leicester City Council and Active Together are hosting a webinar to look at male mental health. A male mental health expert and TEDx speaker, Ryan Parke, will share findings from ground-breaking studies and connect the dots between mental health, wellness, and goal setting in men.

The online event will take place on Thursday 29 February at 19.00.

The 90-minute webinar will cover:

- Why factors such as relationship status and sporting results impact male mental health
- Steps men can take to improve their mental health, physical health, and life expectancy
- Which misunderstood hormone is vital for male wellbeing and how to naturally increase it
- How your organisation can sign up to become a Mental Health Friendly Place
- Warning signs to be aware of – in ourselves and in the men that we care about

[Book your place.](#)

### **Good support for trans people and/or autistic people webinar - 3 April**

Lorne Power from the Trans Social Work Practitioner Network shares some practical advice for trans-inclusive practice with people with a learning disability and/or autistic people based on their work developing the Brighton and Hove Autism Strategy, their emerging PhD research and their lived experience as a trans social worker in a specialist learning disability team. [Book for the webinar](#), which is taking place on 3 April, 14.00-15.00.

## **Opportunities**

### **‘Made with care’ national recruitment campaign**

‘Made with Care’, DHSC’s national adult social care recruitment campaign, is here to support you in filling vacancies. The campaign emphasises the rewarding nature of care work, whilst also addressing the barriers to applying which some candidates experience.

There are lots of free and easy ways care organisations can benefit. To find out how, [visit the dedicated website](#).

There are also plenty of opportunities for organisations to get involved and shape the future of this recruitment drive, including chances to feature in the adverts and to share your valuable feedback.

### **Digital Social Care Record Programme funding available**

Funding for the Digital Social Care Record is still available – until 15 March.

### **What is the Digital Social Care Record?**

- A Digital Social Care Record (DSCR) allows the digital recording of care information and care received by an individual, within a social care setting, replacing traditional paper records.
- DSCRs are person-centred and enable information to be shared securely and in real-time with authorised individuals.
- These records will play an important role in joining up care across social care and the NHS, freeing up time spent by care workers and managers on administrative tasks whilst equipping them with the information they need to deliver care.
- They are the platform on which other remote care tools can integrate and can enable the greater personalisation of care planning that focuses on the individual.

### **Benefits of a Digital Social Care Record**

- Efficiency: Simplify data entry, retrieval, and updates
- Accuracy: Minimise errors through standardised electronic records.
- Collaboration: Facilitate seamless communication among care providers.
- Accessibility: Enable secure remote access to essential information.
- Person-centred care: Personalised records aid tailored care plans.
- Effortless documentation: Simplify daily reporting and progress tracking.
- Data-driven insights: Extract trends for improved decision-making.
- Renewed focus from CQC on the need for electronic records to support efficient and secure data sharing. Electronic record keeping is seen as a key area of development for organisations seeking to attain and maintain the good and outstanding rating.

### **Financial support available**

To support care homes, home care and supported living providers NHS England have made funds available in the form of grants. The grants are:

- Time limited – applications close on 15 March. Further grant funding may be made available subject to approval by NHS England.
- Must be match funded by the ICS and providers.
- Grant is limited to solutions from the NHSE Assured List of solutions.
- Funding is not available for retrospective implementations prior to 1 April 2022.
- To access the grant, providers must have achieved DSPT standards met status.
- Grant can only be used to cover software licencing (first year only), associated hardware, and software implementation costs.
- A grant can be applied for on a per site level. If you have multiple sites each site can be eligible for a grant.

Grant funding must be matched by the providers. Grants are based on the following sizing criteria:

Care home bands (no of beds)	1-25	26-40	41-60	60+
Max grant available	£ 2,750	£ 3,250	£ 4,500	£ 5,000



Home care bands (no of people using service)	1-25	26-40	41-60	60+
Max grant available	£ 3,250	£ 3,750	£ 4,750	£ 5,500

Grants will be provided for up to 50% of the total invoice cost or the maximum banding whichever is reached first.

**Key contacts, resources, and support:**

A team is based within the Leicestershire Health Informatics Service (LHIS) who are available to support grant applications. To start your application today please contact the team on:

- [lpt.lhisdscradmin@nhs.net](mailto:lpt.lhisdscradmin@nhs.net)

In addition, please use the following link to review the solutions available on the NHS Assured supplier list:

- [Assured solutions for digital social care records | Digitising Social Care](#)

To support you in choosing a solution you can use the following links below to better understand social care records and review the assured suppliers using the tool to filter products to meet your organisation’s needs:

- [Getting digital social care records | Digitising Social Care](#)
- [Find assured solutions for digital social care records | Digitising Social Care](#)

Please don’t hesitate to get in contact to discuss any grant funding applications. Please email: [lpt.lhisdscradmin@nhs.net](mailto:lpt.lhisdscradmin@nhs.net)

**Health and wellbeing**

**LLR menopause awareness service**

On behalf of NHS and Public Health in LLR, Age UK Leicester Shire & Rutland are working to raise awareness of the menopause. For further details on the work being carried out, useful information and local events, support groups check out their website at [Menopause Awareness Raising Service](#)

**‘Help Us, Help You’ NHS Talking Therapies**

The NHS is encouraging anyone struggling with feelings of depression, or anxiety such as excessive worry, panic attacks, social anxiety, post-traumatic stress, or obsessions and compulsions, to seek help through NHS Talking Therapies services. These are effective, confidential and free treatments delivered by trained clinicians, online, on the phone, or in person.

If you’re struggling with feelings of depression or anxiety, seeking help through an NHS Talking Therapies service can be one of the best steps you can take to overcome mental health issues and get back on track.

You do not need to have a diagnosed mental health problem to refer yourself to an

NHS Talking Therapies service. Getting support as soon as you start having difficulties can help to reduce their impact.

For those whose first language is not English, talking therapies can be delivered through multi-lingual therapists or through confidential interpreters, and in British Sign Language (BSL) through [SignHealth's NHS Therapies for Deaf People service](#).

Your GP can refer you for NHS Talking Therapies, or you can [refer yourself online](#).

## **Consultations and research**

### **Equality, Diversity and Inclusion strategy for 2024-2028**

The council's equality, diversity and inclusion strategy for 2024-2028 is being discussed as part of the [agenda for Cabinet](#) on Friday 9 February. The proposal is that the strategy will go out for consultation, if approved. Look out for details on the website so that you can [have your say](#).

### **Young voices on health**

If you're 11 to 25 years old and live in Leicester, Leicestershire or Rutland, your local [NHS wants to listen to you and hear your experiences of healthcare services](#) and understand what matters most to you.

Sharing your views and opinions will help local health and care services understand what young people need, so that better care can be delivered, improving the lives of 11-25 years old.

We also want to hear the views of families of 11 to 25 years old and staff who provide services to them.

An easy read survey is available as well as an easy read version for family members.

## **Awards**

### **Show some love for social care: Care Professional Awards 2024!**

As we celebrate Valentine's Day, we are thrilled to announce the launch of nominations for the Inspired to Care's [Care Professional of the Year awards 2024](#) on 14 February. This Valentine's, let's 'show some love for your staff'.

Nominate those exceptional care professionals who have demonstrated unwavering dedication, empathy, and excellence in providing care. Join us in celebrating these unsung heroes, whose commitment to making a difference in the lives of others deserves the spotlight. Together, let's honour and recognise the heartfelt contributions of those who go above and beyond in the field of care and support.

## Commemoration, celebration and awareness raising

### Race Equality Week - 5-11 February

This week (5-11 February) is [Race Equality Week](#), a UK movement to address race equality at the workplace. This theme for this year is #ListenActChange, to galvanise allies to listen to BAME voices and act to bring about lasting change.

The [5-Day Challenge](#) was created for Race Equality Week, bringing in five 5-minute challenges to encourage reflection and combat racism. This year's 5-Day Challenge looks at the following topics:

- [Microaggressions](#)
- [Different cultures](#)
- [Public praise](#)
- [A culture of belonging](#)
- [The Big Promise](#)

The Council has signed up to the [Race at Work charter](#) and is committed to becoming an anti-racist organisation.

### LGBTQ+ History Month - February

February is LGBTQ+ History Month, bringing to light stories from LGBTQ+ people from the past, and their impact on the world today.

This year's theme for the History Month is #UnderTheScope, celebrating LGBTQ+ people's contribution to medicine and healthcare, both historically and today. It is also an opportunity to examine how accessible healthcare is for the LGBTQ+ community, and what can be done to improve people's experiences.

LGBTQ+ History Month UK have compiled resources for this month's theme, including [educational videos](#) on the lives of Sophia Jex-Blake, Cecil Belfield Clarke, Margaret Stacey, Ewan Forbes, and George Ward (aka Cherry Valentine).

Watch out for a week of Inspired to Care social media posts celebrating LGBTQ+ history during week commencing 19 February.

## Reminders

### Next edition

The next edition of Provider News will be published during week commencing 19 February 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](#)