

# Leicestershire Adult Social Care Provider News



## Issue 52 – 10 May 2024

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

### **Connected Care**

An initiative to improve healthcare for residents in care homes across Leicester, Leicestershire, and Rutland (LLR) has been shortlisted for the 2024 HSJ Digital Awards, recognising innovative digital projects which transform care delivery, enhance efficiency and improve patient outcomes.

The Connected Care Programme was developed jointly between the LLR Integrated Care Board, Leicester City Council, Leicestershire County Council and Rutland County Council, using a health budget. The programme uses remote technology to reduce avoidable hospital admissions for residents of care homes, by enabling staff to recognise deterioration early, escalate their worries and concerns and receive a timely response from a health professional. This has meant that care home residents in LLR are enabled to live as well as possible for as long as possible.

Following the thorough judging process, the Connected Care Programme was shortlisted, with an announcement on a winner in the category to be made on 6 June 2024.

Find out more about how the project makes a difference by watching [this video](#).

We will supply more information about how you can get involved in the project in a future Provider News.

## **Guidance and good practice**

### **Providing Care website**

Please take a look at the LLR [Providing Care](#) website and the regularly-updated resources that it holds. It is being developed to be even more useful for all types of adult social care services.

A comprehensive [care home resource pack](#) is available on the site.

Please use the '[contact us](#)' function to suggest ways in which the website can be further strengthened.

### **COVID-19 vaccination consent forms**

As vaccination teams begin to visit care homes to vaccinate residents, please ensure all necessary [consent forms](#) are in order beforehand. Having the forms properly completed and organised prior to the visit helps to make the vaccination process as efficient, quick, and smooth as possible ensuring that all individuals eligible for the vaccine can receive it in a timely manner.

If there are any questions or concerns regarding the completion of the consent forms, please do not hesitate to contact [healthprotection@leics.gov.uk](mailto:healthprotection@leics.gov.uk)

### **Safeguarding Matters newsletter**

The latest issue of [Safeguarding Matters](#) is available now.

This, and [prior issues of Safeguarding Matters](#), can be found on the Safeguarding Board website.

If you have any queries, please do not hesitate to contact the Safeguarding Partnership Business Office via [lsppo@leics.gov.uk](mailto:lsppo@leics.gov.uk).

### **DHU falls response service**

DHU Healthcare runs a falls response service for non-injury falls, and its pilot has recently been extended to 31 March 2025.

It was 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 the line will ring out if operators are on other calls and it will appear no one is there to take your call. Please persist, but if this 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 you will be emailed a poster with the number for you to print and display in a non-public place.

It is hoped 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 who 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](mailto:alison.brooks17@nhs.net)

### **Locking cooker valves**

Cadent has a free Locking Cooker Valve service, available to help vulnerable individuals feel independent in their homes, while reassuring loved ones who will have the ability to safely control the use of gas.

For autistic people, or people living with Dementia or cognitive impairment, they may be entitled to a Locking Cooker Valve service performed by one of Cadent's qualified gas engineers.

[Find out more and apply for this service.](#)

## **Leicestershire County Council updates**

### **Bosworth Medieval Festival - Community Board**

Bosworth Battlefield Heritage Centre's big event this summer is the much-loved Medieval Festival with capacity crowds, re-enactors, living history and lots of activities and side shows for families.

The Participation Team of Culture Leicestershire at the Council is looking to coordinate a small group of volunteers to form a Community Board and is particularly

keen to include people with accessibility needs who would be willing to try the event and provide feedback.

#### *What?*

The Community Board is a group of volunteers who help improve events and exhibitions at Bosworth Battlefield Heritage Centre. Our not-so-secret shoppers!

#### *Why?*

Diversity, access, and inclusion are words that really mean something to us, and we want to address and challenge the barriers that people face that we have identified in our Access Policy.

#### *Who?*

We are particularly keen to hear about people's experiences as members of underserved communities, to gather feedback and make recommendations around key themes including:

- Expectations before the event
- What works / what doesn't work
- Value for money
- Accessibility for disabled people
- Opportunities for new, diverse audiences
- Opportunities to make the event feel more inclusive
- Changes we can realistically achieve

#### *How?*

We recruit people to join the panel and meet them before the event. We chat about their expectations and discuss things they might look out for. The panel of volunteers attend events and exhibitions for free and record their individual experiences through notes, drawings, photos, and film – whatever is appropriate for them, and attend discussion groups after the event.

#### *When?*

The next event will be the Bosworth Medieval Festival on 17 and 18 August 2024.

#### *Want to know more?*

If you would like to be involved in a Community Board at Bosworth or want to know more, please contact Esther Shaw, Community Participation Worker on [esther.shaw@leics.gov.uk](mailto:esther.shaw@leics.gov.uk)

### **Provider portal logon issues**

Some providers are having difficulty accessing the provider portal following a recent change to log in arrangements.

Queries are being worked through in order and you can be assured that you will receive a response.

If you need to contact the team, please email [ascproviderportal@leics.gov.uk](mailto:ascproviderportal@leics.gov.uk). Thank you for your patience.

## **Learning and development**

### **Sector-based Work Activity Programme (SWAP)**

Inspired to Care have been working along-side government funded training provider, Pet-XI, to help job seekers upskill by obtaining level 2 qualifications in health and social care.

Delivered face-to-face by qualified health and social care tutors, in various locations across Leicestershire, the level 2 takes 10 days to complete and includes a guaranteed interview from Inspired to Care providers, as well as a careers and opportunities workshop delivered by a member of the Inspired to Care team.

Our most recent cohort consisted of 9 learners, out of which 4 went on to receive offers of employment from one of our provider members. The feedback from both the employer and the learners was hugely positive. The employer found the candidates to be engaged and of a high standard, while the learners left the process with a desire to pursue a career in adult social care.

[Find out more about the SWAP programme and level 2 course.](#)

If you would like to register your interest in becoming an end employer to offer guaranteed interviews, then please email the team at [inspiredtocare@leics.gov.uk](mailto:inspiredtocare@leics.gov.uk)

### **Learning disability health needs training**

LPT is running learning disability health needs training via MS Teams on the following dates:

- Wednesday 5 June 2024, 10.00-12.30
- Wednesday 4 September 2024, 13.00-15.30

The sessions are for care providers, residential and day services, support workers and supported living providers.

They will cover the role of social care staff in relation to the health needs of people with learning disabilities as well as:

- Expectations of an LD annual health check
- Supporting access to cancer and non-cancer screening programmes
- STOMP (stopping the over prescribing of medication for people with learning disabilities and or autism)
- The role of specialist learning disability health services. Who to contact and when

To book a place contact [lpt.pcln@nhs.net](mailto:lpt.pcln@nhs.net)

## **GoLearn! 'Have a Go' month – June 2024**

This June the GoLearn! team are celebrating Have a Go Month!

Have a Go Month is organised by the Adult Learning Service and is an opportunity to celebrate lifelong learning in Leicestershire. We are offering over 50 free adult learning tasters and events in venues across the county.

If you think you may know of people who would like to participate in adult learning courses, please consider sharing a link to our events page, which is <http://www.golearnleicestershire.ac.uk/events>

Have a Go tasters are free for anyone aged 19 and over and are taught by specialist tutors from across the GoLearn! programme. The tasters are an opportunity to try your hand at a new skill, explore our venues, and talk to the team about upcoming courses for 2024/25 academic year.

Interested in joining a Digital Skills, English, maths or ESOL course this year? Know someone who might be? GoLearn are also offering 'Skills for Life Roadshow' this June where learners looking to gain qualifications to support them in finding or progressing into employment can discuss their learning goals for 2024/25.

Visit us online to explore the [complete range of events](#) available this June. If you would like to speak to a member of the team about our events, please email [LALS.ParticipationTeam@Leics.gov.uk](mailto:LALS.ParticipationTeam@Leics.gov.uk).

## **Opportunities**

### **Non-regulated support tasks – provider views sought**

A market survey has recently been emailed to providers across all support groups regarding options to deliver support that excludes personal care.

The survey is available on the [ProContract portal](#).

In this market engagement, Leicestershire County Council would like to explore delivery options for people with eligible social care needs, who do not require any personal care and are therefore classed as not needing to be provided by a CQC registered organisation. Please note that in these situations, employed staff and volunteers will continue to require vetting through the Disclosure and Barring Service (DBS).

The types of tasks include (but are not limited to) any non-regulated activities for example ordering groceries, preparing meals and drinks, cleaning a person's home, laundry and sitting services.

The Council is seeking views from the market prior to a potential procurement exercise. It is currently anticipated that a tender may be advertised within the next 12 months and once implemented may have a 12-month duration as a pilot.

By expressing an interest in this soft market testing you will get access to our online survey. The responses you provide will inform the Council when deciding whether to proceed to procurement, and how to structure and design the service.

## **Data tracking**

### **Capacity tracker reminder - window open**

Please ensure that you complete the mandatory national capacity tracker during the current monthly reporting window (8-14 May) and thereafter.

You may find the following links useful:

- The [capacity tracker](#)
- Register [another capacity tracker user](#)
- For system support and guidance, please contact NECS Capacity Tracker Support Centre - 0191 691 3729 or [necsu.capacitytracker@nhs.net](mailto:necsu.capacitytracker@nhs.net) (open Monday to Friday from 8.00-17.00, excluding public holidays)

## **Health and wellbeing**

### **Navigating menopause as an autistic / neurodivergent person: challenges and coping strategies – 10 July**

The menopausal transition can be particularly challenging for those who struggle to cope with unpredictable change, which may include some autistic people. In a [webinar on 10 July](#), Rose Matthews and Rachel Moseley will draw on lived experience and research to talk about menopause from a neurodivergent angle. Why might it be more challenging for neurodivergent people - and what can they do to empower themselves during this life stage?

## **Consultations and research**

### **Snap survey – overseas workers**

The Council is keen to understand the current position of all our contracted home care providers with regard to overseas workers.

To help us with this we are asking home care providers to complete [this survey](#).

The information will be used to help us be best prepared to support providers and people using the services.

### **Healthwatch research**



In the last [Provider News](#), we reported that Healthwatch Leicestershire and Healthwatch Leicester are asking for people to share their experiences and opinions on supported living services, and would like to connect with people via their supported living provider.

Healthwatch is still looking for people to be involved. Complete a survey or share your feedback directly with the Healthwatch team:

- [The person using supported living survey](#)
- [Relative / carer survey](#)

If you would like an easy-read paper copy of the survey, please contact Healthwatch at [enquiries@healthwatchll.com](mailto:enquiries@healthwatchll.com) or call 0116 257 4999.

Call Healthwatch on 0116 257 4999 if you would like to talk to their team to share your feedback. All responses will be treated confidentially, and personal information will be kept secure under data protection regulations.

### **Social care research project webinar – 21 May**

VAL is working in partnership with Loughborough University, who are undertaking some [research into social care preferences](#). As part of this partnership working they are hosting a webinar so that the researchers can introduce their project and can facilitate discussion.

To ensure that the project's results are relevant and informative, they are currently looking to have third-sector organisations and other stakeholders with an interest in social care reform feed into the research design.

[Book here](#).

## **Awards**

### **Care Professional of the Year Awards – October 2024**

Join us in celebrating excellence in caregiving! [The Care Professional of the Year Awards](#) recognise those who go above and beyond to provide exceptional care. We're calling for sponsors to support each category, from best newcomer to lifetime achievement. Your sponsorship ensures recognition for these dedicated professionals.

Additionally, we're seeking judges who understand the importance of compassionate caregiving. By joining our panel, you'll help honour those who make a difference in the lives of others. Together, let's shine a spotlight on the individuals who embody the highest standards of care. [Sponsor a category or join as a judge today!](#) Don't forget to [nominate](#) while you are there!

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

### **Mental Health awareness week – 13-19 May**

Mental Health Awareness Week is taking place from 13 to 19 May. The theme this year is 'Movement: Moving More for our Mental Health'.

A resource pack is available from [Mental Health Awareness Week | Active Together \(active-together.org\)](https://www.active-together.org)

## **Thank you for #CelebratingSocialCare**

Throughout April we were #CelebratingSocialCare and asking everyone to join in. The campaign focused on taking the time to talk about the positive impact made by those working in social care and the amazing achievements of those being supported.

It's been incredible to see social care in the spotlight. From those who shared stories about their career in social care and why they love it, to the wonderful activities and days out that have taken place, bringing a smile to so many, and those who simply wanted to say thank you.

If you haven't had a chance to check out the celebratory moments from across the sector, you can find them now by searching #CelebratingSocialCare on social media or visiting the [Skills for Care website](#).

## **Reminders**

### **Next edition**

The next edition of Provider News will be published during week commencing 20 May 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](#)