

# Leicestershire Adult Social Care Provider News



## Issue 54 – 7 June 2024

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## Guidance and good practice

### Supporting people to register to vote

Many care home residents, and those who receive home care, vote by post or proxy. However, if you support anyone to vote at polling stations, please make sure they bring photo ID for the General Election on 4 July. The deadline to register to vote is 11:59pm, Tuesday 18 June 2024.

Anyone without a form of accepted photo ID can apply for a [free Voter Authority Certificate](#). They must do this by 5pm Wednesday 26 June.

[Download and print resources](#) for staff and volunteers working with people.

### COVID-19 vaccinations in care homes

Please contact [healthprotection@leics.gov.uk](mailto:healthprotection@leics.gov.uk) to arrange another visit to your care home if required, listing the number of residents that are eligible and willing to be vaccinated. Visits will take place until 30 June.

### Critical fuel users update

The [National Emergency Plan for Fuel \(NEP-F\)](#) 2024 has been updated and issued by central government. Category 1 responders, which includes critical domiciliary care workers, are expected to be self-reliant in fuel.

A critical domiciliary care worker is defined as 'a contracted provider of social care within the home to individuals with critical needs, whose life would be under threat if that care were disrupted'.

It is the responsibility of local authorities, liaising with their Local Resilience Forum (LRF) and local providers, to identify vulnerable persons and critical care workers through strategic or tactical co-ordination. This process may take into consideration:

- medications
- support machines and equipment
- risk of deconditioning
- safeguarding needs
- access to wider support networks and carers
- dependencies
- location

All organisations should implement specific business continuity plans in circumstances where reduced fuel usage is required and consider the following (although please note this is not an exhaustive list):

- Consider noncritical tasks for people
- Review of calls times for critical tasks and how these could be condensed to reduce travel
- Review of runs which can be converted into walking / cycle runs
- Consider other available support for people
- Communication to people you support in the event of fuel shortage
- [Safe storage of fuel](#)

[Further information and guidance are available.](#)

### **Advice for people on safety in an emergency**

An emergency can be caused by a variety of incidents, natural, deliberate actions, or accidents. They can happen quickly and be over in a few hours or they can develop and continue over the course of several days, months or sometimes longer. During an emergency some disabled people may need extra help, so it is advisable to have some form of plan in place to prepare for and deal with such incidences.

A website has been created giving advice on how people can take simple steps to protect themselves from various risks with specific advice for disabled people and carers. [Further information and guidance is available here](#)

### **Leicestershire County Council updates**

#### **Delegated healthcare tasks**

Person-centred, safe and effective delegation of healthcare activities to adult social care workers can enable people to have more choice and control over their support, and is an opportunity for the health and social care system to provide a better experience of care and support.

A delegated healthcare task is an activity that a regulated healthcare professional, such as a nurse or occupational therapist delegates to a care worker or personal assistant.

In Leicester, Leicestershire and Rutland, the Framework for Integrated Personalised Care (FIPC) governs delegated healthcare tasks.

There are some key messages associated with this which are applicable to all providers in Leicester and Leicestershire:

- Tasks can only be delegated where appropriate training has been delivered and a worker has been signed off as competent to undertake the task. Training must be delivered by a health professional and cannot be a nurse in your employment.
- In carrying out delegated healthcare you must ensure that the workers carrying out the relevant packages of care are trained and competent in the relevant task(s). This applies to those workers delivering the task for the individual.
- You need to be sure there is a representative from health, or from a health team, who you can contact if you need support and who will retain the clinical oversight.

When you accept the person into your service you need to be clear with the broker / social worker / community support worker that you have points 1–3 covered. If you do not, then that particular task cannot be provided by you, as the registered provider and will need to be carried out by a health colleague (either until staff have been trained or you have staff trained and available to deliver those tasks).

Please see the [Skills for Care website](#) for resources including principles for delegated healthcare tasks and a video overview, and a useful [decision tree](#) for social care providers.

### **Long term residential and nursing block contracts**

Following discussions in 2023, see [Provider News – Issue 31](#), we plan to progress our work on long term block bed contracts. The use of block bed contracts can offer improved financial stability for care homes and cost-effective placements for the council.

If you would like to explore this option in relation to your care home, please email [feereview@leics.gov.uk](mailto:feereview@leics.gov.uk)

### **Backdated charges notice**

The County Council have recently become aware of several people who are in receipt of chargeable care and support services without a financial assessment on record. Many of these individuals will recently have received a financial assessment and will shortly receive a letter explaining the outcome of their assessment, any backdated charges owed and any charges going forward.

As a provider of related services, we want to make sure you are aware that some of the people in your care may receive this letter. If you or the person you are providing care to, has any concerns or questions, please contact our Financial Assessment Team on 0116 305 7474.

### **Allocated worker look-up – reminder and update**

The CSC receive many calls where the person who is the subject of the call has a worker allocated to support them. This is frustrating for callers, who are often holding for periods of time before then being redirected to the allocated worker; it also blocks the Customer Service Centre (CSC) phone lines and results in longer wait times.

There is a tool available on the Council website (on this page [Contact Adult Social Care](#)), allowing you to check whether the person you are calling about has a current allocated worker; to use the tool you need to know the LAS number for the person, which should be available on any correspondence, assessments, or support plan you have been sent. This has now been enhanced to allow you to look up an allocated worker by using the person's NHS number too. Please use this service before contacting the CSC to ensure you are getting through to the correct person first time.

### **Learning and development**

The government is introducing the new [Adult Social Care Training and Development Fund](#). This fund allows eligible adult social care (ASC) employers in England to claim various levels of reimbursement for upskilling their workforce. ASC employers can receive reimbursement for:

- Care skills funding, including the newly developed Level 2 Adult Social Care Certificate
- Revalidation funding

This initiative fulfils a key commitment from the People at the Heart of Care white paper, which outlines a 10-year vision for adult social care. It aims to increase funding for learning and development and create thousands of new training opportunities.

This guidance provides details of the government's offer before the launch of the digital online claims service, helping the adult social care workforce and ASC employers plan their training and development for the 2024-2025 financial year.

The fund consists of two elements:

- Care skills funding
- Revalidation funding

Reimbursement claims will be processed through a digital online claims service, set to go live in summer 2024.

## **Consultations and research**

### **Physical activity and wellbeing residents' survey 2024**

Be in with a chance of winning one of 15 x £20 gift cards by completing the [Physical Activity and Wellbeing Residents' Survey](#) 2024! Active Together, alongside local authority physical activity teams and other physical activity, sport, and wellbeing partners, would like to understand how you feel about being active, your current habits and your future intentions. This will help us identify what support and opportunities are needed in our communities to assist you and other residents lead healthy active lives.

The closing date to complete the survey is midnight on Sunday 14 July 2024.

### **Online survey – overseas workers**

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

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

The information will be used to help us be best prepared to support providers and people using the services. Please submit your response by 14 June 2024.

### **Palliative and end of life support services questionnaire**

As you may be aware, work is underway on the proposed 5-year LLR end of life strategy. Six workstreams have been set up to focus on the identified priorities for the strategy.

One of the priority areas is around service provision, access and equity. To start that work, the ICB is leading a service mapping exercise in LLR to identify what services are out there – we would like to know about the support services available out in communities across LLR. To help us with this, we would really appreciate your support by completing this brief [questionnaire](#).

## Awards

### Care Professional of the Year Awards 2024

Nominations are closing on 26 June 2024 for this year's Care Professional of the Year Awards, so please do get your nominations in. We actively encourage those using services also to nominate. There are 16 categories this year to cover as many roles and provider types as possible - something for everyone! [Nominate now](#).

## Commemoration, celebration and awareness raising

### Carers week – 10-16 June

[Carers' week](#) is an annual campaign to raise awareness of caring, highlight the challenges unpaid carers face and recognise the contribution they make to families and communities throughout the UK. It also helps people who don't think of themselves as having caring responsibilities to identify as carers and access support.

This year the theme is 'putting carers on the map', highlighting the invaluable contributions of carers across the UK and ensuring their voices are heard.

### Learning disabilities week – 17-23 June

Monday 17 June to Sunday 23 June is Learning Disability Week, celebrating and uplifting the voices of people with learning disabilities. It is an opportunity for people to understand what life is like for people with learning disabilities, celebrating their contributions to society and making others aware of the issues they face.

This year's theme is 'Do you see me?', all about being seen, heard, and valued. Mencap have provided statistics about people with learning disabilities in their [manifesto](#), and [resources](#) for anyone who would like to get involved.

[Watch a video of Ellie Goldstein](#), the first cover model of British Vogue with Down syndrome, speaking with Mencap about busting myths.

### Happy Pride month - June

June is known internationally as Pride Month, held in anniversary of the Stonewall riots on 28 June 1969. The riots started in response to police raids on gay spaces, such as the Stonewall Inn in New York. They evolved into a protest against discrimination against the LGBTQ+ community, becoming a joyous celebration of identity too.

This month, we celebrate love, diversity and the strength of the LGBTQ+ community. Inspired to Care are thrilled to announce the new [Diversity Champion](#) category for the Care Professional of the Year Awards 2024! If you know an exceptional individual or organisation within Leicestershire's adult social care sector who goes above and beyond to create an inclusive environment for staff and people who use services, [nominate them today!](#) The closing date is 26 June 2024.

## Industrial action

Junior doctors are planning a five-day strike from 27 June. Further information will follow when available in a future newsletter.

## Reminders

### Next edition

The next edition of Provider News will be published during week commencing 17 June 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](#)