

Leicestershire Adult Social Care Provider News



Issue 55 – 19 June 2024

Contents

The future of adult social care	2
Telehealth in care homes - HSJ finals for LLR entry	2
Guidance and good practice	2
Direct payments – new factsheets	2
UTIs and catheter care.....	2
COVID-19 vaccinations in care homes	2
Leicestershire County Council updates	3
Requesting a change to current support plan	3
Backdated charges notice.....	3
Learning and development	3
Safeguarding Matters Live – 9 July 2025	3
IPC webinar series: September–December 2024	4
Data tracking	4
Digital Social Care Records (DSCR).....	4
Capacity tracker	5
Awards.....	5
Nominate for the Care Professional of the Year Awards 2024!.....	5
Commemoration, celebration and awareness raising.....	6
Numeracy Day celebrations – 24 May 2024	6
Local Attraction Offer for Carers.....	6
Industrial action.....	6
Delivering safe services during the junior doctors strikes.....	6
Impact on emergency and care services.....	7
How you can help.....	7
Discharge of patients with COVID-19 from hospital	8
Reminders	9
Next edition	9
Useful links	9

The future of adult social care

Telehealth in care homes - HSJ finals for LLR entry

The [Whzan telehealth](#) system brings primary care into care homes, giving staff a stronger voice and enabling swift clinical responses to concerns. It was a finalist in the 'Connecting Health and Social Care through Digital' category of the HSJ Digital Awards this month.

In LLR, it aims to enhance proactive care by using telehealth, integrating personal care planning, and freeing up time for timely decisions. This approach seeks to bridge language and behavioural gaps between health and social care, ensuring a smoother, safer transition throughout life using a unified language.

Following the success of the pilot, this programme is now being extended to reach more homes providing a bigger voice both verbally and digitally, over 14,000 observations have been taken resulting in early recognition of deterioration and enabling people to receive treatment at home. Staff feel more confident and families are reassured.

Tara Marshall from [These Hands Academy](#) is supporting the implementation. You can access more information on the [Provider care.net](#) website. Contact Colleen Smith at colleen.smith@leics.gov.uk or Tara Marshall at tara@thesehandsconsulting.co.uk for more information about how your care home might benefit from having a Whzan Blue box.

Guidance and good practice

Direct payments – new factsheets

People who are eligible for a direct payment can arrange their support directly with a personal assistant or care organisation of their choice, instead of the council arranging services for them.

Our Engagement Panel of people who use services recently revised a series of 10 factsheets for people who choose a direct payments option. The factsheets explain how direct payments can be used and outline the responsibilities involved. These updated factsheets can be found on the Council's website at [Direct payments | Leicestershire County Council](#)

UTIs and catheter care

The Harrogate Community Infection Prevention and Control Team have developed a number of free downloadable resources for care homes relating to UTIs and catheter care. These can be found at [UTI Resources](#).

COVID-19 vaccinations in care homes

Please contact healthprotection@leics.gov.uk to arrange another vaccination 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.

Leicestershire County Council updates

Requesting a change to current support plan

To help our duty teams manage their workload the Customer Service Centre (CSC) have agreed to make changes to their current process when providers request a change to the current support plan.

As of the 17 June 2024 our CSC will require supporting documents prior to processing the request to increase / amend the current support plan. Please use the professional portal, selecting requesting an assessment to raise the request and attach the relevant documents i.e. care logs, call times, moving and handling assessments. Once the CSC have the information a decision will be made to either transfer the case into the care pathway for consideration and action or declined and the outcome delivered.

Should the provider choose to call without supporting documentation the request will be declined and the process reiterated.

Allocated workers will require supporting documentation to consider changes to the support plan. Our staff will make these requests directly with the provider, providing their own contact details to prevent work being sent through the CSC unnecessarily. Please can providers ensure this information is readily available to Council staff, sent securely ideally the same day or within 24 hours of the request being made to minimise the delay in applying amendments.

If you have any questions, please feel free to contact Kelly Wright, Head of Service Home First Kelly.wright@leics.gov.uk

Backdated charges notice

The County Council has 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 ongoing charges going forward.

As you are 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.

Learning and development

Safeguarding Matters Live – 9 July 2025

The next Safeguarding Matters Live will take place on Tuesday 9 July 2024, 1-3pm. It will share information in relation to the safeguarding of adults and children including procedure and guidance updates, resources to support practice and reflection on learning from reviews and audits.

It is open to all staff across the multi-agency partnerships for adults and children. You do not need to register – [join the call](#).

IPC webinar series: September–December 2024

The County and Rutland IPC team are continuing with their series of short webinars called 'IPC Basics'. These are short IPC refreshers aimed at staff working in adult social care who have an interest in Infection Prevention & Control such as IPC champions, care staff etc. All are welcome and you can attend as many sessions as you wish.

The following webinars have been arranged:

Wednesday 18 September 2:15-3pm - All about Audit

Why audits are important in maintaining safety and improving the quality of care. How to undertake an IPC audit in adult social care settings.

Wednesday 16 October 2:15pm- 3pm - Tuberculosis

What is Tuberculosis and how it is managed in community settings.

Wednesday 20 November 2:15- 3pm - The importance of Oral Hygiene in reducing infections.

The link between poor oral hygiene and infections and how you can support your service users to maintain good oral hygiene.

Wednesday 18 December 2:15-3pm - Scabies

What is Scabies, how does it spread and its management in adult social care settings.

To book on a webinar email infection@leics.gov.uk or contact 0116 305 5121.

You will need to provide an email address in order that the link to the webinar can be sent to you 2 days prior to the event.

Previous Webinars can be accessed via following YouTube Links:

- [Management of Clostridioides difficile in Adult Social Care Settings](#) September 2023
- [The importance of Oral hygiene](#) October 2023
- [Frailty and Infection](#) November 2023
- [Managing Respiratory Illness in Adult Social Care Settings](#) December 2023
- [Management of Scabies in Adult Social Care Settings](#) January 2024

Data tracking

Digital Social Care Records (DSCR)

Many of you will have already taken advantage of the funding available to social care providers to implement a DSCR.

For those organisations yet to take up this offer, funding will not be available after 28 February 2025. This may seem a way off, but the programme locally is keen for as many providers as possible to allocate the funding well before this.

The Programme Team will be writing to individual providers in the coming week that are yet to sign up to remind them how to sign up and get both funding and support to select and implement a DSCR system.

For further information please contact the programme team directly at lpt.lhisdscradmin@nhs.net

Capacity tracker

The reporting window periods until March 2025 are, inclusive:

- 8 July 2024 to 15 July 2024
- 8 August 2024 to 14 August 2024
- 8 September 2024 to 16 September 2024
- 8 October 2024 to 14 October 2024
- 8 November 2024 to 14 November 2024
- 8 December 2024 to 16 December 2024
- 8 January 2025 to 14 January 2025
- 8 February 2025 to 14 February 2025
- 8 March 2025 to 14 March 2025

The enforcement process, the expectations and the reporting window periods will remain the same (BAU) for 2024/25 and the above up-to-date guidance reflects this.

Further information can be found on [guidance for providers on data collection](#) which was updated April 2024.

Top tips for providers are:

- No annual re-set from 1 April 2024.
- Update/refresh Capacity Tracker as soon as the window opens; fewer reminders
- Attend training sessions to get a better understanding of the system and how to quickly update your information.
- Peak holiday period – remember to ensure arrangements are in place to complete updates as Capacity Tracker cannot be updated from abroad.
- Ensure additional users are registered on Capacity Tracker to cover periods of absence. [Register for a Capacity Tracker account](#)

Awards

Nominate for the Care Professional of the Year Awards 2024!

Nominations close next week on 26th June, and we need your help to celebrate the exceptional care professionals in our community. A few categories, including Supported Living Professional, Diversity Champion, Dignity Champion, and

Operational Staff Member (domestic, maintenance, laundry, etc) have few nominations at the moment.

Recognise the dedication and hard work of those who make a difference every day. Our simple and quick nomination process ensures you can easily show your appreciation and support.

- Deadline: 26 June
- Nominate here: [Inspired to Care awards](#)

Don't miss the opportunity to honour the heroes in these crucial roles. Nominate today and help us celebrate excellence in care!

Commemoration, celebration and awareness raising

Numeracy Day celebrations – 24 May 2024

Free Multiply numeracy sessions are still available from Forever Savvy for Leicestershire's Community Life Choices providers. If you haven't yet booked in your free two-hour session with up to 4 of your service users at your location please get in touch.

- [About Multiply](#)
- [National Numeracy](#) - Charity empowering the UK with numbers

Please contact Amanda Phelps for more information via email amanda@foreversavvy.co.uk

Local Attraction Offer for Carers

Carers who can produce evidence of their carer's passport will have free admission from 17 June to 31 August 2024 to

- 1620 House with tea/coffee PLUS cake (on first visit) and
- Bosworth Battlefield with tea/ coffee (on first visit) (excluding 17 and 18 August)

The ticket will be valid for 12 months from the date of issue. The local attraction offer is aligned with the Council Carers Strategy.

To register for a carers passport, please contact VASL: Support for Carers on 01858 468543 or visit www.supportforcarers.org and quote FREEPASS 2024. Offer is valid until 31 August 2024.

Industrial action

Delivering safe services during the junior doctors strikes

The British Medical Association has announced further Junior Doctors' strikes starting at the end of June, which means health services are expected to be busier than normal. Junior doctors will be on strike from 7am on Thursday 27 June to 7am on Tuesday 2 July.

Please take note of the following guidance which will help you to get the right health care for the people who you support, as quickly as possible.

Impact on emergency and care services

The industrial action will affect emergency and care services, due to reduced staffing and services will be busier than normal. Christmas day levels of cover will be in operation on strike days.

We know that you are already doing everything you can during this busy time to ensure good quality services and may have concerns about the impact of the upcoming industrial action when services are already busy.

In addition to the arrangements that have been put in place to make sure that care homes remain supported during this time, there are things that you too can check to ensure that only clinically essential referrals are made to 999 or 111 for the duration of the industrial action and proceeding 24 hours.

Please see below updated information, resources and services which will help support adult social care providers and workers during the industrial action.

How you can help

At this time of potentially high demand on services, please review your business continuity plans to ensure that they cover:

Staffing

- The ability to update staff availability on an ongoing basis
- Mutual aid relationships with other providers and other branches within your own business
- Key local authority contacts contained within your plan

People who use your service

- Risk rating ('RAG' or red-amber-green rating) according to people's support needs – if you know someone is unwell or is more susceptible to illness which may require support from an ambulance
- Informal support available to each person – such as family, friends, and neighbours – remind them their assistance is vital so other people can continue to receive support
- Using alternatives to an ambulance. This could include the falls service where someone can come and assess a person and decide if an ambulance is needed
- Up to date GP details so this is your first port of call in the event of someone being unwell.

Alongside business continuity plans, please refer to the NHS Leicester, Leicestershire and Rutland's [guidance on keeping the emergency department clear](#) by using alternative support services to help facilitate health concerns during this period.

Local system plans in place to support adult social care providers:

Own GP for generally unwell patients		
Urgent / Acute home visiting service	Via own GP first port of call or DHU Health Care Professional Line (HCP)	DHU HCP line 0300 323 0672
Night Nursing Service	22.00 to 08.00	DHU HCP line 0300 323 0672
Health Care Professional line	24/7 alternative to 111 to support into most appropriate local service	DHU HCP line 0300 323 0672
Crisis Response Urgent Falls Response Service (Accepting referrals from all nursing and care homes in Leicester, Leicestershire and Rutland, plus referrals from other health and care staff in Leicestershire and Rutland locations only)	08.00-20.00 Monday to Sunday	DHU HCP line 0300 323 0672
Two-hour Crisis Response Service- Social care, Leicester City, Leicestershire County Council & Rutland Social Care (home care)	Agreement to refer directly into 24/7	City- 01162211515 County- 01163050495 Rutland- Duty line is 01572 758341 and out of hours is: 0116 2551606
Two-hour Crisis Response Service	Nursing & Therapy 08.00-22.00	0300 300 1000
Mental health Central Access Point (CAP)	24/7 Mental Health Triage	0808 800 3302

Discharge of patients with COVID-19 from hospital

IPC guidance relating to the discharge of patients from hospital to a care home can be found in the [IPC in adult social care: acute respiratory infection](#) guidance.

Routine testing of asymptomatic individuals prior to discharge from hospital into care homes is no longer required. Symptomatic individuals should still receive a COVID test less than 48 hours prior to discharge. In addition, testing may still be undertaken, based on local risk assessment by the hospital together with the care home, for example during outbreaks.

Care Homes may still accept patients who are either awaiting a result or are confirmed positive (via PCR or LFT) and are still within their isolation period, if the

home is able to isolate and safely care for the individual as per appropriate transmission-based precautions.

Please note if care home residents test positive for COVID-19 they should be supported to stay away from others for a minimum of 5 days after the onset of respiratory symptoms. After 5 days, the individual can return to normal activities if they no longer have a high temperature and feel well enough to do so. COVID-positive patients should avoid contact with those eligible for COVID-19 treatments for 10 days after a positive test (e.g. immunocompromised etc).

The isolation, PPE requirements and testing regimes when caring for COVID-19 positive individuals should be followed as per the [acute respiratory infection guidance](#).

For additional IPC support, please contact infection@leics.gov.uk or 0116 305 5121.

Reminders

Next edition

The next edition of Provider News will be published during week commencing 1 July 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.

Useful links

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