

Leicestershire Adult Social Care Provider News



Issue 56 – 1 July 2024

Contents

Contents.....	1
Guidance and good practice	2
Respiratory Infection Guidance	2
Expiration Dates on Personal Protective Equipment (PPE).....	2
Cervical screening videos for people with learning disabilities	2
Summer Preparedness.....	3
Stop! Think fraud	3
Do you stop to check who’s really contacting you?.....	3
Do you automatically trust offers and click on links?.....	4
Do you use the same password for different accounts?.....	4
Do you use 2-step verification?.....	5
Learning and development.....	5
Reminder - Safeguarding Matters Live – 9th July 2024.....	5
Health and wellbeing.....	5
New Non-Emergency Patient Transport Provider from 1 July	5
Reminders.....	6
Next edition.....	6

Guidance and good practice

Respiratory Infection Guidance

The Community Infection Prevention and Control Service (CIPCS) have recently been informed of COVID-19 outbreaks in care homes after staff have tested positive, when testing was not indicated.

Staff or residents displaying symptoms of a respiratory illness should *only* be tested if they are eligible for COVID-19 treatments. [View the eligibility criteria.](#)

For staff or residents who are not eligible for COVID-19 treatments, the advice is to follow the [Respiratory Infection Guidance](#) and avoid contact with others until they no longer have a high temperature and feel well enough to return to work or normal activities.

View the IPC measures to [reduce the spread](#) of viral respiratory infections including COVID-19 in Adult Social Care Settings.

Expiration Dates on Personal Protective Equipment (PPE)

All care providers are advised to review and check the expiry dates on all Personal Protective Equipment (PPE) (e.g., gloves, aprons, face masks) and hand sanitiser.

Many care providers received PPE and hand sanitiser through the Government portal during the Covid-19 pandemic. Although these items have a long shelf life, many of these items are coming up to or have surpassed their expiry date.

Items that have passed the manufacturer's expiry date are not fit for use within Health and Social Care services and should be disposed of. You can find the expiration date on the original packaging by looking for the egg timer symbol.

Please contact the Community Infection Prevention and Control Service (CIPCS) if you have any questions regarding PPE expiration, using the following e-mail address infection@leics.gov.uk

Cervical screening videos for people with learning disabilities

To encourage people with learning disabilities to come forward for cervical screening, two new videos are being promoted to dispel myths and provide reassurance, as part of Learning Disability Week and Cervical Screening Week.

The videos have been produced on behalf of the Leicester, Leicestershire and Rutland (LLR) Learning Disability and Autism (LDA) Collaborative. The first is a myth-busting video which features people with learning disabilities in conversation

with a local GP. The second video shares an experience of a cervical screening appointment, which illustrates what happens and aims to help with the anxiety that people may have.

NHS England have highly praised the videos which are now being shared widely and are suitable for everyone. The videos are available on YouTube via the following links:

- [Cervical Screening myth busting: Questions and answer](#)
- [Cervical Screening myth busting: Cali's story](#)

Summer Preparedness

With summer approaching and many of us wanting to enjoy the sunshine and hot weather, we should make sure we do it safely and remember certain groups of people are more vulnerable than others to heat or ultraviolet radiation. In 2022, 3,300 excess deaths were recorded due to extreme temperatures.

A new [Heat Health alert system](#) has been created by the UK Health Security Agency (UKHSA) in partnership with the Met Office. This will run from 1st Jun to 30th September.

A [user guide](#) for the Weather-health alerting system is available.

Further guidance:

- [Hot weather and health - supporting vulnerable people](#)
- [Beat the heat hot weather advice](#)
- [Heat - health alert action card for health and social care providers](#)

Stop! Think fraud

As part of the Government's ongoing fraud prevention campaign, please find below a useful article provided by Action Fraud. It's worth refreshing your knowledge of these common-sense fraud prevention steps from time-to-time. Please promote these tips with the people who you work with.

Do you stop to check who's really contacting you?

Fraudsters often call or message people, pretending to be from their bank, other well-known and trusted companies, or even someone they know. They can be very convincing, particularly if they've already managed to get hold of some personal information, for example by looking on social media. Having earned their victim's trust, they often ask them to hand over confidential information, make a payment or give them access to their phone or computer.

How to reduce your risk

Never take calls or messages like this at face value – always take time to stop, think and check if the caller or sender is who they say they are.

If you've received a suspicious call or message:

- don't be rushed into a quick decision – think carefully before handing over money, personal details or access to your device – URGENCY should be a fraud red flag to us all
- if you have any doubts, hang up and do not call the number provided
- be aware that fraudsters can spoof phone numbers, so the number that appears on your caller ID may not be proof of who they are
- instead, check with the organisation directly using contact details you know are correct, such as those on a utility bill, official website, on the back of your card or by 159 for banks
- if you get a message from a family member asking you to send money, use known contact details to check if it's real

Do you automatically trust offers and click on links?

"Half-price tickets to a sold-out gig!" "Incredible savings on a last-minute holiday – hurry!" Fraudsters know most people love a bargain, so they use discounts, time pressure and FOMO (fear of missing out) to pressure them into paying out for non-existent deals. Or they urge people to click on links in phishing messages that can take them to a fake website, where the fraudster can steal cash and personal details, or infect the victim's device.

How to reduce your risk

If you see a tempting offer:

- don't be rushed into a quick decision – always take time to stop, think and check if the message, offer or advert is genuine
- don't automatically click a link, particularly in unexpected messages
- if you're not 100% sure, don't use the link to click through – go direct to the organisation's website
- always stay on trusted websites and use the site's recommended payment methods
- avoid paying by bank transfer or virtual currency
- think carefully before you hand over any money or personal details

Do you use the same password for different accounts?

Lots of people use the same password for multiple accounts, such as email, bank account and social media accounts. Less to remember, right? But imagine if a fraudster gets hold of that password. Now they can access all of their victim's online accounts.

How to reduce your risk

Choose a different password for each account. Too difficult to remember them all? You can keep track of passwords using a [password manager](#), or by using [three random words](#) to make them more memorable.

You should:

- never choose a password that features names, places and numbers that are personal to you
- choose a different password for each account that is strong and hard to guess but if you can't change them all at once, prioritise your email account

Do you use 2-step verification?

Even if someone has chosen strong and unique passwords for their email and bank accounts, there's always a risk – however small – that a fraudster could get hold of them. If they do, there's nothing to stop them accessing those accounts to steal money and other personal details.

How to reduce your risk

[Setup 2-step verification](#) (2SV) on your most important accounts, such as email and social media. 2SV works by asking for more information to prove your identity when you're logging into an online account. It's one of the most effective ways to protect your online accounts from criminals.

[Find out more.](#)

Learning and development

Reminder - Safeguarding Matters Live – 9th July 2024

The next Safeguarding Matters Live will take place on Tuesday 9th July 2024, 1.00pm-3.00pm. 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](#).

Health and wellbeing

New Non-Emergency Patient Transport Provider from 1 July

EMED Patient Care is the new provider of non-emergency patient transport services (NEPTS) for people living in Leicester, Leicestershire, and Rutland from 1 July 2024. This includes transport for patients undergoing haemodialysis, bariatric patients and

people who are at the end of their life, as well as for routine discharge and outpatients.

Patient transport services support people to attend planned medical appointments at facilities providing NHS services. Most patients should travel independently by private or public transport, with the help of relatives or friends if necessary. NHS-funded patient transport is reserved for when the patient's medical condition means they would struggle to safely attend their treatment independently or they are expected to have severe side effects following treatment that would impede their ability to do so.

This service is available to any patient (and escort, if applicable) registered with a Leicester, Leicestershire, or Rutland GP practice, provided they meet the eligibility criteria.

See more [information on the service](#), including booking information and eligibility criteria.

Reminders

Next edition

The next edition of Provider News will be published during week commencing 15 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](#)