

# Leicestershire Adult Social Care Provider News



**Issue 59 – 15 August 2024**

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## **Supporting our workforce**

### **Message from Jon Wilson, Director of Adults and Communities, Leicestershire County Council, to care sector colleagues**

I've been extremely saddened to see riots and racist and Islamophobic violence in the last week or so, following the horrific attack which took place in Southport and the spread of misinformation on social media.

I know that seeing this unfold will be impacting many of you in different ways. Across Leicestershire, the care sector is a diverse workforce and I want to help you to feel supported.

I wanted to remind you of the support that is available to you and your staff from our NHS colleagues, through the [LLR \(Leicester, Leicestershire and Rutland\) Academy](#). If you need help, please have a look at the support available:

- [LLR Talking Therapies](#) are available to support you and your teams, even if you just want a safe space to talk. You can self-refer for immediate support.
- Take a look at the [Active Bystander Resources](#) including short videos from leaders.
- Find out [more about the LLR Academy](#), and further LLR Academy programmes & support.

Eliminating discrimination, harassment and victimisation within our communities is something we take very seriously. If you or any of the people you support are targeted in or out of work, I'd urge you to contact the police immediately and reach out to your manager, as soon as possible.

Leicestershire Police are working hard to engage with communities and respond to any reports. They are encouraging residents not to share false information and to only share information supplied by the police or which is known to be true.

I hope that in addition to the disturbing scenes we have seen, you've hopefully seen the images of communities coming together around the country. As care sector employees – we stand together and say no to racism.

Please take a moment to read [the LLR Academy](#) information and see what you can learn – and do - to support your friends and colleagues.

Jon Wilson, Director  
Adults and Communities  
Leicestershire County Council

## **Guidance and good practice**

### **RSV vaccination**

Respiratory syncytial virus (RSV) is one of the common viruses that cause coughs and colds in winter. Infections tend to increase in winter. Groups at high risk include the very young (under 1 year of age) and older adults. Every year thousands of older adults need hospital care for RSV, and some of them will die. RSV can be more severe in people with medical conditions such as heart or lung disease or a weakened immune system.

From 1 September 2024, those who turn 75 and those age 75 to 79 will be eligible for a free vaccine to protect them from RSV. A single dose of vaccine will help to boost protection as you reach an age group at highest risk of serious RSV infection. Unlike the flu vaccine, the RSV vaccine is not required every year.

UKHSA have produced a guide to the RSV vaccine for older adults, which describes the vaccine, the rationale for the programme, who is eligible, as well any possible side effects.

The RSV leaflet for older adults is available to order free of charge. You can order and download it for free using product code [C24RSV01EN](#).

This leaflet is available in a variety of languages, as well as a range of accessible formats: [Audio](#), [Braille](#), [British Sign Language](#) and [Large Print](#). You will need to register for an account to order leaflets.

### **Measles vaccination**

Measles is still spreading in our communities. Please share the details of local [measles pop-up vaccination clinics](#) which offer eligible people the MMR vaccine.

For more information go to <https://leicesterleicestershireandrutland.icb.nhs.uk/nhs-vaccinations/>

## **Leicestershire County Council updates**

### **New adult social care videos**

The Council has recently added nine new information videos to its website. The videos have been created to explain key information on our website in an alternate format that people may find easier to understand.

Video content was provided by our teams and the draft videos were then reviewed by members of the Adults and Communities Engagement Panel. Their feedback helped to develop the final versions.

The new videos available on our website and YouTube channel are:

- [An overview of care options in Leicestershire](#) (YouTube)
- [Paying for residential care in Leicestershire](#) (YouTube)
- [Your care and support plan](#) (YouTube)
- [Who is a carer?](#) (YouTube)
- [Supporting you to stay safe and well when you leave hospital](#) (YouTube)
- [Self-funding your social care](#) (YouTube)
- [Paying for non-residential care](#) (YouTube)
- [Personal budgets and direct payments in adult social care](#) (YouTube)
- [Making top up payments for residential care](#) (YouTube)

To view the videos on YouTube with the captions translated into another language turn on the Subtitles/closed captions (CC), select the Settings cog, English (autogenerated), Auto-translate and finally select a language from the drop-down list.

We're currently looking into options for developing British Sign Language (BSL) versions of the videos.

### **Provider forum meetings for 2025**

The regular Leicestershire County Council [provider conference calls](#) run at the following intervals:

- Home care: monthly (1 hour), with an extended strategic session (1.5 hours) once a quarter
- Care homes: every two months (1.5 hours), with strategic matters included
- Community life choices: monthly (1 hour)
- Supported living: every two months (1 hour)

We propose that the frequency for 2025 remains the same as for 2024.

The sessions are an opportunity to speak directly to council managers and officers, and for the council to engage directly with you, seeking your views and passing on

key information. It is not mandatory to attend every meeting, but care home providers are expected to attend 50% of calls in a 12-month period, as described in your contract.

If you have any thoughts on the arrangements for 2025, please email [kate.revell@leics.gov.uk](mailto:kate.revell@leics.gov.uk) by close of business on 30 September, following which the calls will be scheduled, and the website updated with the meeting details.

### **Flowers and gifts offered to Leicestershire County Council staff**

Some of you have previously shown your appreciation for support you have had from Council officers with flowers or a gift. Whilst we appreciate the sentiment, the Council has a gift policy to avoid conflicts of interest, and staff are not able to accept flowers or gifts of any kind.

In order to avoid any embarrassment please do not make any offer of gifts, including alcohol, chocolates or flowers, to a Council officer. A simple thanks is lovely and just as much appreciated.

Thank you for your understanding.

### **Learning and development**

#### **Restorative clinical supervision for nurses in adult social care**

FoNS (The Foundation of Nursing Studies) is delighted to have been given funding (via Deborah Sturdy, Chief Nurse for Adult Social Care) to offer 1,000 free places to social care nurses on programmes of resilience-based clinical supervision (RBCS), a form of restorative clinical supervision.

#### *What is Resilience-Based Clinical Supervision?*

RBCS is a tried and trusted model of restorative clinical supervision, experienced by hundreds of nurses across the country and beyond. The model's rationale is to increase an individual's ability to respond positively to the emotional and physiological demands of their role.

#### *Programme details*

The programmes are 13 hours (in 5 sessions) over a period of about 12 weeks, online but very interactive. The idea is that the nurses who come on the programme can then offer clinical supervision to other nurses or HCAs in the home. The programmes are aimed at registered nurses and nurse associates in any care setting in England. The programme can be used as part of a nurse's continuing professional development and/or revalidation.

The programme started in January 2024 and now have programmes starting from September 2024 onwards.

#### *Further information*

[General info about RBCS](#)

[Specifics information about RBCS in social care](#)

## **Consultations and research**

### **End of Life Strategy**

The Leicester, Leicestershire and Rutland Integrated Care Board (LLR ICB) is asking for people's views on the care people can expect to receive towards the end of their life.

Working closely with other local organisations, the LLR ICB has developed 'Our All-Age Palliative and End of Life Care Strategy', and is seeking the views of patients, family carers, staff, the public and wider stakeholders, to ensure that the strategy reflects the needs of local people.

The strategy will inform the development of local services in the future, and its purpose is to make sure that people who are in the last stages of their lives receive the care they need to keep them independent for as long as possible, to be comfortable, that their dignity and wellbeing is maintained and that they can die in a place of their choosing and with proper support for families and carers.

People have until Sunday 22 September 2024 to share their views in the following ways

- Visit the [LLR ICB website](#) and complete a questionnaire.
- Email your views to: [llricb-llr.beinvolved@nhs.net](mailto:llricb-llr.beinvolved@nhs.net)
- Telephone: 0116 295 7572 to ask for a paper copy of the questionnaire or to receive information in a different format
- Write to: Freepost Plus RUEE-ZAUY-BXEG, End of Life Engagement, Leicestershire and Rutland Integrated Care Board, Room G30, Pen Lloyd Building, Leicestershire County Council, Leicester Road, Glenfield, Leicester LE3 8TB

## **Events**

### **Leicestershire Learning Disability Partnership Board – conference**

The annual Leicestershire Learning Disability Partnership Board Conference is happening this year on Thursday 19 September 9.30 a.m. – 4.00 p.m. at King Power Stadium, Leicester (LCFC) LE2 7FL, with the theme of Health & Well-being – healthy living and keeping active.

Developed by self-advocates, the day will be jointly delivered with professionals and is focused on those who directly work with, such as support workers, registered managers, people with a learning disability. This is an exciting opportunity to come along for a day of learning, sharing, and networking.

There will be several workshops on offer during the day, all of which have been developed by the self-advocates, covering healthy eating, and activities to improve physical and mental health.

- Workshop 1 - Healthy Eating. Will look at ways to help people to eat healthier, how to understand and compare ingredients such as fat, sugar, and salt. The benefits of preparing cooking from scratch as opposed to microwave meals. Easy read recipes will be available for people to take away and use when supporting individuals.
- Workshop 2 – Activities for Well-being. Will look at activities/hobbies that people can take up that will support well-being. Russell will talk about the activities he does, swimming, cycling, and gardening, and there will be a demonstration of crafts such as knitting/crochet highlighting how hobbies can promote positive mental health.
- Workshop 3 – Movement for Fitness. Active Together will lead this workshop with ideas on how to support individuals to become more active. Suggested forms of exercise that people can do, how you can use technology such as Alexa as a way of undertaking free exercise.

Refreshments and lunch will be provided and there will be a variety of stalls offering information and advice for you to browse.

Due to the popularity of previous conferences places will be restricted to 2 tickets per organisation. Each ticket must be booked individually.

Ticket sales are now open - to book your place go to [Leicestershire County Council LDPB Conference Tickets](#) on Eventbrite.

We look forward to seeing you there!

## **Leicester Pride**

[Leicester Pride](#) is returning on Saturday 31 August, and the council will once again be taking part. The council has a long history of attending Leicester Pride since 2008, and we are proud to show our support for the LGBTQ+ community here in Leicestershire.

We will be representing council staff and services from across departments, with resources available to the general public. Fostering and adoption, working for the council, and the many services offered by our organisation, will be promoted on the day.

## **Industrial action**

### **Delivering safe services during GP collective action**

The British Medical Association (BMA) has announced that its member GPs have voted in favour of taking [collective action](#), starting immediately for an indefinite period of time.

We would like to reassure you that although GPs may choose to make changes to some aspects of how they work, practices will still be open and will still see patients. We are not expecting any change to the support care homes will receive from GP practices and you should continue to liaise with the relevant GP practice for residents in your care as normal. For example, care home ward rounds are expected to continue.

We would like to take this opportunity to remind you about the resources and services to get the right health care for your residents, as quickly as possible.

Own GP practice	The resident's own GP practice should continue to be the first port of call	
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	County 01163050495
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

Please also refer to this [guidance on keeping the emergency department clear](#).

## **Reminders**

### **Next edition**

The next edition of Provider News will be published during week commencing 26 August 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](#)