



Issue 72 – 17 March 2025

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Guidance and good practice

Care Technology

Whilst supporting people if you think the person or carer will benefit from assistive technology, referrals should be made via the customer service centre (CSC) on 0116 305 0004.

When contacting the CSC you will need the following information:

- Persons name and LAS number
- Date of Birth
- Address
- Has the person given you consent to make the referral?
- Are there any immediate risks to the person?
- Is there existing equipment in the home, for example telecare?

Information about [care technology](#) is available for providers, the person in receipt of care and carers on the Council website.

Leicestershire County Council updates

Financial Year End Procedures

The [six-month payment rule for missing actuals](#) will apply for year end and will only be paid by exception. The details of the 6 month rule were published in Leicestershire Adult Social Care Provider News – Issue 58 29th July 2024.

If you have any queries, please contact the Provider Payments team:
clcpayments@leics.gov.uk, slpayments@leics.gov.uk, ehcmpayments@leics.gov.uk

Additional Funding for Whzan Blue Boxes – Join the Connected Care Programme

You may recall that Tara Marshall attended the Provider Forum in May 2024 to talk about the benefits of implementing the Whzan Blue Box in Leicestershire care homes. The Whzan project in LLR has recently been shortlisted for the [LGC Awards 2025](#). Several residential homes across Leicestershire have now joined the scheme and we would like to encourage other homes to join them.

If you would like to view a short film of Whzan in use, click this [link](#). This innovative equipment empowers care homes to better monitor residents' well-being by detecting early signs of deterioration. It records vital observations, weight, and secure photographs, and integrates seamlessly with GP systems and most digital care records, eliminating the need for duplicate data entry. The Whzan Blue Box has been proven to reduce hospital admissions through early intervention, enabling residents to remain in their preferred care setting for as long as possible.

To join the programme, please contact Tara at tara@thesehandsconsulting.co.uk or Colleen Smith at colleen.smith@leics.gov.uk and we will arrange for you to get started. Training will be provided and you will be supported throughout the implementation. If you have any questions or require further assistance, please don't hesitate to get in touch.

Health and wellbeing

New animation for staff working or volunteering in health and social care

Since 2022, anyone in who works or volunteers for an organisation which is concerned with care, health and wellbeing services is part of the local Integrated Care System (ICS). This includes the NHS, local authorities, district councils, other health and care providers and the voluntary and community sector.

But what is an ICS, what does it mean to be part of it and why does it matter?

These are all questions which are answered in a [new animation](#), which has been produced to explain how working together as a system better supports people using health and care services in Leicester, Leicestershire and Rutland.

Funded by the LLR People and Culture Board, the animation was developed with input and feedback from representatives from across the ICS, including UHL, LPT, LOROS, Primary Care, Inspired to Care and Skills for Care, the Home Care Alliance and local authorities.

The animation explains the ICS in a simple and straightforward manner and can be used in a variety of ways for different people:

As part of induction for new staff in any organisation that is part of the ICS.

- With existing staff - during team meetings or other group events – to ensure that they understand how their role and organisation forms part of the ICS.
- At the start of training sessions, workshops or meetings that bring together system partners, to ensure that everyone understands how their roles and organisations form part of the ICS.
- At recruitment events or as part of presentations to schools, colleges and universities to explain what the ICS is to students and young people.
- For people living in LLR, who use health and care services, to support improved understanding of the ICS.

It is hoped that, by having a better understanding of their place within the ICS and the importance of their particular role, staff will also gain a deeper sense of belonging to a wider system and an appreciation of the value of their contribution.

The video can be viewed here: <https://www.youtube.com/watch?v=EVMelsJmxZM>

Nutrition and Hydration Week - 17th to 23rd March 2025

[Nutrition and Hydration Week](#) has taken place every March since 2012.

The purpose of Nutrition and Hydration Week is to bring people together to create energy, focus and fun to highlight and educate people on the value of food and drink in maintaining health and well-being in health and social care.

Information and [resources](#) are available to support activities during the week.

World Oral Health Day - 20th March 2025

[World Oral Health Day](#) is an opportunity to talk about the importance of oral health and the impact it can have on your overall health and wellbeing.

A lesser-known fact is that poor oral health is associated with increasing risk of developing other serious health conditions such as heart disease or diabetes. There is also a greater risk of developing pneumonia, especially for older people living in care homes.

World Oral Health Day aims to empower people with the [knowledge, tools](#) and confidence to secure good oral health.

Reminders

Next edition

The next edition of Provider News will be published during week commencing 31 March 2025. 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 Leicestershire County Council Provider News](#)
- [Leicestershire County Council adult social care provider conference calls](#)
- [LLR Providing Care – resources, advice, signposting](#)
- [Leicestershire and Leicester Inspired to Care – recruitment and retention support](#)
- [Leicestershire Social Care Development Group \(LSCDG\)](#)