



## Issue 78 – 23 June 2025

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## **Guidance and good practice**

### **Reminder for Home Care Providers – Time Windows**

For packages that are not time critical or where specific needs around timings have not been identified, it is expected that the Provider will make an offer indicating whether they can meet the requested calls within the time windows detailed below:

Morning/breakfast call - 07.00 – 10.30am

Lunch call - 11.30am – 2.00pm

Tea call - 4.00 – 6.00pm

Evening/bedtime call - 7.30 – 10.00pm

The Broker will consider offers (for both urgent and non-urgent packages) from Providers which fall within these time windows and are based on suitable start dates.

The Provider must negotiate the on-going specific call times directly with the person requiring the service during the initial assessment and as part of their subsequent care delivery. The person receiving the Service must agree the timings of the calls based on their preferences and needs. There must be sufficient time between calls to ensure that needs are met appropriately, including administration of medication and meal support.

## **Publications**

### **Fraud Awareness – Care Providers**

The latest [Fighting Fraud & Corruption Locally](#) is now available to read.

## **Opportunities**

### **WorkWell Support Service**

WorkWell is a FREE support service in Leicester, Leicestershire and Rutland to help you start, stay and succeed in work.

The service is available to people with a disability or health condition who need support:

- to stay in work
- to manage a condition in order to return to work from sickness absence
- to start work

Find out more or to Self-refer at [thejoyapp - workwell](#)

## **Health and wellbeing**

### **Healthy Living Toolkits**

A new set of healthy living toolkits developed by the Leicester, Leicestershire and Rutland (LLR) Learning Disabilities and Autism (LDA) Collaborative are now available. The aim of the toolkits is to address longstanding health inequalities and improve outcomes for people with learning disabilities through better nutrition, hydration and physical activity.

The full set of [toolkits](#) are now available to download for free.

## **Events**

### **EMIR Support Skills Summer Conference – 16<sup>th</sup> July 9.30 – 3.00 pm**

Tickets are now live for the East Midlands International Recruitment Supporting Skills Summer Conference. This is a fantastic opportunity for providers, international employees, support agencies, exhibitors to come together as part of the International Recruitment Project. This year the event will focus on Support Skills.

**16<sup>TH</sup> July 2025 between 0930-3pm @Hilton East Midlands.**

Lunch included along with refreshments, and the cost is FREE for providers and international staff and Local and Regional invited support elements. Book your [tickets](#).

### **Learning Disability Week 16<sup>th</sup> – 23<sup>rd</sup> June**

This years Learning Disability Week took place 16<sup>th</sup> – 23<sup>rd</sup> June with the theme ‘Do you see me’, challenging the barriers people with a learning disability face and celebrating the things people with a learning disability bring to society. Further information and resources can be found using the following links.

[Mencap - learning disability week](#)

[Identifying early signs of worsening health in a person with a learning disability](#)

[Cancer screening report easy read](#)

[Having a smear test - An easy guide about a health test for women aged 25 - 64](#)

[Health Leaflet](#)

[Easy read health leaflets and films](#)

[How to wash your hands. A step by step guide](#)

[Easy read flu vaccine information](#)

[Easy read health resources - Locally and Nationally](#)

### **Safeguarding Matters Live – 3<sup>rd</sup> July 9.30 – 12.30**

The next Safeguarding Matter Live will take place on Thursday 3<sup>rd</sup> July, 9.30 am – 12.30 pm. The focus of this event will be Domestic Abuse and Safeguarding. This will be a hybrid event with the offer of attendance in person at City Hall, Leicester or online.

The briefing is open to all staff across the multi-agency partnerships for children and adults.

The aim of this event is to share information in relation to domestic abuse and safeguarding, including information to support practice and reflections from national and local learning. Provisionally, the topics to be considered will be:

- The LLR offer from Domestic Abuse services (FreeVa, LWA, Women's Aid, Panaghar)
- The impact of domestic abuse on children and Local Authority work to encourage parents to better understand the impact
- Domestic abuse and older adults
- Economic Abuse and the Domestic Abuse Act
- The MARAC process
- Understanding the pathways – where does domestic abuse sit with safeguarding
- Transnational Marriage Abandonment
- Mental Capacity Act and coercive control

You will need to register using the links below to attend in person or online.

[To attend in person](#) at City Hall

[To join online](#)

## **Reminders**

### **Next edition**

The next edition of Provider News will be published during week commencing 7 July 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](mailto:enquirylinequality&contracts@leics.gov.uk).

### **Useful links**

- [Current and past editions of Leicestershire County Council Provider News](#)
- [Adults & Communities Engagement Panel Newsletters](#)
- [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 \(LSCDG\)](#)