



Issue 80 – 30 July 2025

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Guidance and good practice

Home Care – Live in/24-hour Packages

Live in Care and 24-hour care is occasionally assessed to be the best option for a person who would otherwise go to live in a residential care home. Due to the relatively high cost of this option Leicestershire currently commission 15 of these packages (compared with 2800 people currently receiving a home care maintenance package each week across Leicestershire). All the Live in/24-hour packages are commissioned on a time limited basis and will be reviewed within 12 months to establish if it remains the most suitable option for the person.

The review will also involve ensuring value for money for the package and quotes may be requested to framework providers by the Brokerage. The persons wellbeing remains at the centre of any decision making.

Webinar – Tuberculosis (TB) Awareness for Adult Social Care Settings

The next Infection Prevention and Control webinar will take place on Wednesday 6th August 2025, 14:00 – 14:45 – The topic is TB Awareness for Adult Social Care Settings.

Leicester has the highest incidence of TB in England. This webinar aims to raise general awareness about TB for staff working in Adult Social Care Settings.

To book on the 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 two days prior to the event.

Previous Webinars can be accessed via the following links

[Double Bagging of Soiled/Infectious 2022](#)
[Clostridioides Difficile Webinar Sept 23](#)
[Oral Hygiene October 23](#)
[Frailty & Infection November 23](#)
[Managing Respiratory Illness December 23](#)
[Management of Scabies January 2024](#)

[Cleaning & Decontamination Jan 2024](#)
[Diabetes and Infection Feb 2024](#)
[Management of Sharps and Spillages 2024](#)
[MRSA February 2024](#)
[Management of Linen 2024](#)
[Management of Waste in Social Care Settings March 2024](#)
[Management of CRO in Social Care Settings 2024](#)
[Sepsis Awareness 2024](#)
[Urinary Catheter Care 2024](#)
[Reducing Catheter Associated UTIs \(CAUTIs\) June 2024](#)
[Gloves Off](#)

Update on Eligibility for COVID-19 Treatments

The National Institute for Health and Care Excellence (NICE) have updated their guidance on [antiviral treatment for COVID-19](#) which removes some individuals who were previously eligible for treatment and as a result, will therefore no longer be eligible for free Lateral Flow tests.

Learning and development

Positive Behaviour Support (PBS) Provider Network

The next face to face meeting of the Positive Behaviour Support (PBS) Provider Network has been arranged - please see details below.

- Date – Wednesday 3rd September
- Time – 14:00-16:00
- Venue - County Hall, Glenfield, LE3 8RA

The topic for the meeting is restrictive practices, with Louise Clare (Inreach Nurse, Leicestershire Partnership NHS Trust, Mental Health Services for Older People) as the guest speaker.

The network is for care home and supported living providers initially.

If you would like to attend the meeting or be included within the PBS Network please email the team at PositiveBehaviourSupportTeam@leics.gov.uk by Friday 29th August.

Health and wellbeing

Continuous Glucose Monitoring in the Management of Type 2 Diabetes

Residents of care homes in Leicestershire who have Type 2 Diabetes are welcome to participate in a study being run by the University of Leicester, University Hospitals of Leicester and the National Institute for Health and Care Research (NIHR).

The 12-week study will assess the effectiveness of using a continuous glucose monitor aided by a scripted de prescribing algorithm. During the study, doctors will review medications and change them if needed. They will also monitor any changes made using a continuous glucose monitor.

The benefits for care homes to participate, include online training for staff, research nurse support throughout the study, and a £100 gift voucher for participating with payments per resident paid by NIHR.

Please contact the research team directly for information – edmed@uhl-tr.nhs.uk

Healthy Living Toolkits launched

A new set of healthy living toolkits have been launched to help support people with learning disabilities to lead healthier and happier lives.

The toolkits, developed by the Leicester, Leicestershire and Rutland (LLR) Learning Disabilities and Autism (LDA) Collaborative, aim 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 for free download through the Leicester, Leicestershire and Rutland Health and Wellbeing Partnership website.

There are specific versions for:

- People with lived experience: [easy read](#) and a [standard version](#)
- [Family/friend carers](#)
- [Adult social care](#)
- [Care providers](#)
- [GP practice staff](#)
- [Other healthcare professionals](#)

Consultations and research

LSCDG Research – Workforce Needs across LLR

Leicestershire Social Care Development Group (LSCDG) are undertaking research into workforce needs across Leicester, Leicestershire and Rutland.

The purpose of this survey is to gather valuable insights from adult social care providers to help improve service delivery, workforce development, training accessibility, and policy planning.

Your feedback is essential in shaping a more effective and supportive care system. All responses will be treated confidentially and used solely for research and improvement purposes.

Please note this survey needs to be completed by the individual who is responsible for arranging staff training in your organisation. It will only take 5 minutes to complete. Here is the link <https://forms.office.com/e/SCe2c5VDMG>

The survey closes on 15th August 2025.

Events

EMCARE Annual Care Conference 2025 – 16th September

The annual EMCARE Care Conference will be held this year on 16th September 8.30 – 4.30 pm at

Holiday Inn Wigston
299 Leicester Road
Wigston
LE18 1JW

Early bird tickets are £25 each available until 18th August 2025, thereafter £50 until 31st August and £100 for last minute purchases. EMCARE members will receive a refund for their tickets once they have attended the conference.

To purchase tickets [EMCARE Conference Tickets](#)

Nutrition and Healthy Living Network for Learning Disability Care Providers – 2nd October 2025

The first nutrition and healthy living session which is focussed on care providers who are supporting people with learning disabilities will be on Thursday 2nd October, 10.30 – 11.30 via Microsoft Teams.

The session will start to

- Increase awareness of nutritional related concerns and health conditions people with a learning disability are more likely to experience
- Share best practices for delivering good nutritional care and promoting health lifestyles
- Discuss common challenges and practical solutions
- Explore what additional resources or support might be needed
- Build a network to share experiences and learn from one another

To book a place email noor.alrefae2@nhs.net

Industrial action

Delivering safe services during the junior doctors strikes

The British Medical Association has announced further Resident Doctors' strikes starting at the end of July, which means health services are expected to be busier

than normal. Resident doctors will be on strike from **7am on 25 July to 7am on 30 July**.

Please take note of the following guidance which will help you to get the right health care for your residents, 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 care homes and social care 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

Contact your 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

Reminders

Next edition

The next edition of Provider News will be published during week commencing 11 August 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](#)
- [Adults & Communities Engagement Panel Newsletters](#)
- [Leicestershire Social Care Development Group \(LSCDG\)](#)