



Issue 81 – 1 September 2025

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Guidance and good practice

Fraud Awareness – Care Providers

[Social care fraud](#) is fraud perpetrated against councils and other public bodies, which involves people dishonestly obtaining social care funding that they are not entitled to. This can be direct or indirect and anyone can commit social care fraud.

Fraud is estimated to cost the public sector £40 billion annually Loss to local government is estimated to be £7.8 billion Adult social care is a high-risk area of fraud due to the fact it is means tested and is a high spend area for local authorities.

Reporting fraud

If your concern is in relation to:

- Council Tax fraud - please contact the relevant Council Tax authority, e.g. [district council or unitary authority](#).
- Benefit fraud (e.g. Housing Benefit, Universal Credit) - please contact [National Benefit Fraud](#)
- Undeclared earnings - please contact [HM Revenue & Customs](#)
- Energy theft - please contact [Stay Energy Safe](#)

If you have any concerns about suspected fraud or improper financial conduct in relation to a Leicestershire County Council service, you can:

- Use our online [fraud report process](#) , which allows anonymous submissions
- Email the 'Reporting Fraud' mailbox directly – fraud@leics.gov.uk

Leicestershire County Council updates

Emergency Alert Test – 7 September

The UK government is testing the Emergency Alerts system on **Sunday 7 September 2025 at 3pm**. Compatible mobile phones and tablets will receive an alert, make a loud siren-like sound and vibrate. You will not need to take any action.

The Emergency Alerts system is used to warn if there's a danger to life nearby, including extreme weather. Regular testing ensures the system is functioning correctly, should it need to be used in a life-threatening emergency.

There are Government assets that you may find useful, including an [Easy Read PDF explainer](#), [copy for vulnerable adults](#), and [posters of various sizes](#) you may wish to display in your setting.

Find out more at gov.uk/alerts

Whzan and Consent

For care homes using the Whzan / Connected Care technology, you should ensure that consent is gained from each person, or that there is a MCA / best interest decision in place, for the ongoing monitoring required for the tool.

Please note that whilst this may appear to differ from the position of other local authorities promoting the technology, Leicestershire County Council's position reflects the law

Learning and development

Caring for those with CPE/CRO - Webinar

Regional NHSE are reporting that across the East Midlands care home and domiciliary care providers are refusing to accept individuals with Carbapenemase Producing Enterobacteriaceae (CPE) also known as CRO. In most cases these individuals are colonised with the organism and standard infection prevention precautions are suffice after a risk assessment. For further information about caring for those with CPE/CRO please see the short [webinar](#) or read more information [actions to contain carbapenemase producing enterobacterials cpe](#)"

Language Training Webinar – 15th September

Communication is essential for building relationships, resolving conflicts, enhancing teamwork and achieving success in both personal and professional settings.

A webinar is available for Social Care providers and staff across England to learn more about language training and resources available to support people who do not speak English as their first language or fluently on **Monday 15th September 2025 13:00 - 14:45**.

Guest Speakers include:

1. Lingly.ai - Solutions to the frontline language barrier with Ai-powered tools that test and train real workplace communication skills
2. Recruitmatch - A series of English language training for international/displaced workers to refine their understanding of the language
3. English Unlocked - Supporting training staff whom English is their first language in how they can better communicate and understand those whom

they may work or support who speak English but not fluently (understanding the impact of slang and idioms)

There will be time for questions during the session.

[Click here to book your place on this webinar!](#)

Publications

Use of VAT grouping within the care industry – FAQ

HMRC have produced a FAQ document that should be read in conjunction with [Revenue and Customs Brief \(RCB\)](#). If you have any questions please contact HMRC as per the instructions in the RCB and FAQ document.

[Local Authority and NHS Integrated Care Boards FAQ Pack August 2025 use of VAT grouping within the care industry](#)

Safeguarding Matters – 3rd July 2025

The new [Safeguarding Matters](#) is now available focused on domestic abuse and safeguarding.

Opportunities

Nurse Prescribing Pilot

A training opportunity has arisen for nurses within ASC (**nurses working in nursing homes or dual registered care homes**) to undertake Independent Prescribing course.

LLR Integrated Care Board has been tasked to submit an Expression of Interest (EOI) to take part in this training pilot, if selected.

Before the LLR ICB can submit the EOI, they need to be sure that ASC nurses will be willing to take this opportunity, so need to confirm there is interest from providers and nurses within the sector to take part.

Can you please respond to fran.oloto@nhs.net to confirm your interest before the close of play on **12th August 2025**.

Consultations and research

LSCDG Survey

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.

Thank you in advance for completing the survey if you would like more information about the training offer by LSCDG please visit the website www.lscdg.org

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](#)

The Future of Social Care: Powered by TEC, Driven by People Event – 30 September

This unique event supported by Livity Life brings together leaders, innovators, and care professionals to explore how people-first approaches, supported by the latest technology enabled care (TEC), are shaping a more responsive, sustainable and empowering future for social.

The event will explore compelling case studies, best practices in AI, and effective strategies for integrating TEC across social care settings.

The event is free of charge to attend and will be held at **Reach Conference Centre in Derby**.

Places will be limited so to secure a place please [register your interest](#) as soon as possible.

Reminders

Next edition

The next edition of Provider News will be published during week commencing 22nd September 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 \(LSCDG\)](#)