



Issue 85 – 10 November 2025

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Leicestershire County Council updates

Home Care Packages in the Harbrough Zones

There has recently been a slow response in the picking up of packages in the Harbrough area. As we are entering into winter pressures, please can you consider these packages and pick up wherever possible.

Those Providers with existing packages in the Harbrough area may be particularly interested to build larger care runs in the area. If the slow response continues we will email Providers with existing packages directly to establish if they can consider a package.

Please contact Katie.joondan@leics.gov.uk with any queries.

LLR Care Record: Tackling Winter Pressures

The Leicester, Leicestershire and Rutland (LLR) Care Record joins up the dots between people's health and social care records and could prove vital in helping the NHS and councils manage winter pressures this year.

The LLR Care Record joins up people's health and care records across the NHS and local authorities. It means information recorded about someone's health and care such as illnesses, medications and hospital admissions can be accessed by different people who are directly involved in their care. Hospitals, GPs and other health and care workers have always tended to have separate records - the LLR Care Record allows the data from these to be seen in one place.

Evidence has shown that the LLR Care Record proved particularly useful in helping colleagues discharge patients from hospital, knowing that the right support was

available via social care services. As more data is being added in all the time, the usefulness of accessing the LLR Care Record will only grow.

More than 21,000 staff in LLR health and care providers and East Midlands Ambulance Service have access to the LLR Care Record for direct patient care. It has been rolled out across adult social care in Leicester City Council, Leicestershire County Council and Rutland County Council, and rollout is progressing in Leicestershire Partnership Trust, University Hospitals of Leicester, Patient Care Locally CIC, GP practices, LOROS and Rainbow hospices, and community pharmacies, with further organisations joining soon.

NHS and social care staff are encouraged to incorporate the LLR Care Record into their working lives. Refresher training is available for individuals or teams.

To find out more about the LLR Care Record, visit the LLR Integrated Care Board website - <https://leicesterleicestershireandrutland.icb.nhs.uk/your-care-record/>

To contact the LLR Care Record Programme team, please email: lpt.llrcarerecord@nhs.net

New Leicestershire Carers Strategy

Do you want to get involved in strengthening and improving the carers' offer in Leicestershire?

A new Carers' Strategy for Leicestershire's adult carers is being developed to set out how LCC will work with partners to support the needs of carers. The new strategy will be launched in early 2026.

To ensure we capture the voice of carers a series of online meetings to discuss how we can work together have been organised – dates below.

- Tuesday 4 November, 10:00am – 11:30am
- Wednesday 12 November 2:00pm – 3:30pm
- Tuesday 2 December 10:00am – 11:30am
- Thursday 8 January 2026 10:00am – 11:30am

To book a place, please email carers@leics.gov.uk with the date you would like to attend.

If you are unable to attend one of the meetings, please complete the engagement [survey](#). The survey will close on **11 January 2026**.

Please share and cascade with colleagues and carers who you may be working with.

If you require any further information about the new strategy or engagement events please contact Katie Cheung, Commissioning Officer: Carers, katie.cheung@leics.gov.uk

Safeguarding Adults Week: 17th – 21st November 2025

Every year the [Ann Craft Trust](#) promotes a National Safeguarding Adults Week in November with a different topic of interest. This year the focus is on **Prevention: act before abuse**. The purpose of Safeguarding Adults Week is to dedicate time for organisations to come together to raise awareness of important safeguarding issues nationwide.

To mark the week there are some national and local events taking place and resources being published, details can be found below.

National Events

The Ann Craft Trust are hosting a number of free online seminars and have some online [resources](#) free to download.

- **Monday 17 November - 10:30 am - 11:30 am - [Learnings from gambling in sport – sharing support programme and projects](#)**
- **Monday 17 November - 1:30 pm - 2:30 pm - [Sexuality & relationships in the lives of adults with learning disabilities](#)**
- **Monday 17 November - 4:00 pm - 5:00 pm - [A holistic approach to preventing abuse in sport](#)**
- **Tuesday 18 November - 3:30 pm - 4:30 pm - [Preventing Forced Marriage](#)**
- **Thursday 20 November - [Trust Your Instincts: Physical Abuse and Safeguarding Adults](#)**

Local Events

In addition to this national work the Leicester Leicestershire and Rutland Safeguarding Adults Boards are hosting a number of free online 15-minute spotlight briefings for you to start your day with, just click the links at the correct time to join. Each day will focus on a different topic within prevention please save the links in your diaries to join on the day.

Date and Time	Topic	Presenter	Link
Monday 17 th November 9.15.9.30	Professional curiosity	Madeleine McNeil, Leicestershire County Council Learning and Development Team	Join the meeting now Meeting ID: 330 224 995 161 3 Passcode: 2E7G3mC3
Tuesday 18 th November 9.15.9.30	Hoarding, arson threat, when to make a referral to the fire service for a home safety check and collaborative working.	Javeria Shirazi, Leicestershire Fire and Rescue Safeguarding Team	Join the meeting now Meeting ID: 334 277 836 760 1 Passcode: Mb9WQ7qa

Wednesday 19 th November 9.15.9.30	the local offer of support for scams fraud and doorstep crim	Zina Visa, Leicestershire County Council Trading Standards Team	Join the meeting now Meeting ID: 380 175 335 068 9 Passcode: Y9c7Pu2s
Thursday 20 th November 9.15.9.30	Older adults and domestic abuse	Jo Dyke, Leicester City Council & Cheryl Clegg, Age UK	Join the meeting now Meeting ID: 369 321 400 993 9 Passcode: b5q5uG6Z
Friday 21 st November 9.15.9.30	Domestic Violence Disclosure Scheme (DVDS Clares Law)	Julie Watkins, Leicestershire Police	Join the meeting now Meeting ID: 367 026 764 009 3 Passcode: BP6c6Jj9

We are also hosting our 'What is Adult Safeguarding?' Information Session on **Thursday 20th November at 10am**. Bookings can be made [via Eventbrite](#). Please note this session is for community and voluntary sectors in Leicester, Leicestershire and Rutland only. It will cover topics such as:

- what is adult safeguarding ,
- understanding the categories of abuse,
- how you can identify signs of abuse and
- what to do if you are worried about someone you know or support.

This is achieved through our facilitators talking through a PowerPoint presentation and completing small group exercises with participants. The events last approximately 45 minutes with 15 minutes for questions at the end.

Local resources

For Adult Safeguarding Week we also have an article published in the East Midlands Safeguarding Adults Board (EMSAB) Network newsletter on good practice examples and case studies which will be circulated across our networks during the week.

We are launching a new “MCA What Good Looks Like” resource on the topic of Coercion and Domestic Abuse. This is a short practice guide is to support practitioners alongside our existing [“MCA What Good Looks Like” series](#) which can be found on our procedures website.

Finally, we will be [publishing our local resource pack](#) (updated annually) promoting the “See Something Say Something” campaign on the theme of prevention and domestic abuse in older people.

The Leicester, Leicestershire and Rutland Safeguarding Adults Boards are encouraging people to use the hashtag #SeeSomethingSaySomethingLLR and the Ann Craft Trust are encouraging people to use the hashtag #SafeguardingAdultsWeek on social media to promote the week and events.

Contact: Madeleine McNeil, Senior Learning and Development Advisor
madeleine.mcneil@leics.gov.uk

Health and wellbeing

An earlier start to flu season

With flu circulating earlier than expected, we're asking you to continue sharing these important messages through your networks, newsletters, social media channels, and direct communications with the people you support.

Why get vaccinated?

Vaccination can reduce your chances of being hospitalised by nearly half.

If you do catch flu after vaccination, your symptoms are likely to be milder and you'll recover more quickly.

Protect yourself, your loved ones, your colleagues, and the people we support.

Find out more and check eligibility:

Book and check eligibility at www.nhs.uk/wintervaccinations, via the NHS App, or call 119

Let's do our bit to keep each other safe this winter—get vaccinated and encourage those around you to do the same!

LLR Appliance Prescription Service launch November 10th 2025

From 10th November, a new centralised service called the LLR Appliance Prescription Service (APS) will be managing prescriptions for bladder and bowel appliances instead of some GP practices around the County.

Examples of appliances included catheters (long-term and intermittent catheters), sheaths, leg and night bags and associated ancillary products. However, please note that the Service does not include stoma appliances, incontinence pads or medicines.

Existing prescription ordering arrangements for bladder and bowel appliances should be followed up to and including Sunday 9th November.

What this will mean for Care Home Staff and Residents

Participating GP practices have already registered patients who are currently prescribed bladder and bowel continence appliances with the LLR Appliance Prescription Service.

In the forthcoming week, patients can expect to receive information by email or post about the changes.

From Monday 10th November 2025 onwards, the Appliance Prescription Service will call your care home regarding these patients to introduce the service, answer any questions, and confirm which appliances are needed by residents who use them. The service will continue to contact your home each month to repeat this process, ensuring residents receive their appliances promptly and any issues are identified early.

New patients will be referred into the LLR Appliance Prescription Service by either the GP, secondary care at discharge or following an outpatient appointment or by the District Nursing Team.

Further information

Further information go to our website <https://www.llrapplianceprescriptionservice.org/> contact Freephone 0800 138 8892 or email contact llricb-llr.medicinesoptimisation@nhs.net or prescriptionservice.bhg@nhs.net

Consultations and research

Adult Social Care Survey 2025/26

In January 2026, a postal survey will be sent to approximately 1,800 people receiving services commissioned by Leicestershire County Council, to ask them about their quality of life, the impact that our services have on their quality of life, and their general health and well-being.

This is a statutory annual survey undertaken by all local authorities on behalf of the Department of Health and Social Care. Analysis of the survey is used to inform and support policy and decision making at both the local and national level, and to improve care, services, and outcomes for local populations.

The survey is sent to a sample of people who received a long-term service on a given date, and includes those living in the community e.g., recipients of home care,

day care, or direct payments as well as service users in permanent residential or nursing care placements.

For care homes, some additional checks will be completed in December to check whether your residents have capacity to complete the survey. If you advise that they haven't got capacity, then they can be excluded. Only a random sample of residents will be chosen in the survey, so only some care homes will receive this letter checking capacity.

How can you help?

- If you receive the letter checking capacity in December, please return this in the pre-paid envelope to County Hall
- If you have residents who receive the survey in January, please give them the opportunity to complete this survey, and again return the paperwork in the pre-paid envelope to County Hall

People's views are important, so we want to ensure we can get as many as possible to respond to the survey. Results are anonymous, however if somebody indicates that they feel unsafe then confidentiality can be breached to identify them and follow up any serious concerns.

To request a copy of the survey or if you have any questions please contact:

Natalie Collins, Performance Manager, Business Intelligence Service, Chief Executive's Department, Leicestershire County Council

Natalie.Collins@leics.gov.uk or telephone 0116 3057366.

Adult Social Care Learning and Development Support Scheme (ASC LDSS)

Help shape the future of the Adult Social Care Learning and Development Support Scheme (ASC LDSS). If you didn't know about the scheme or haven't used it yet they would particularly like to hear from you. To find out more go to [Adult Social Care Learning and Development Support Scheme](#)

Events

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 – Tuesday 2nd December
- Time – 13:30-16:00
- Venue - County Hall, Glenfield, LE3 8RA

The guest speakers at the meeting will be Dr Barrett (Consultant Psychiatrist for Adults with Learning Disabilities) and Dr Jaggi (Consultant Psychiatrist). We will be sharing good news stories of how PBS has been implemented with services.

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 28th November.

We look forward to seeing you.

Reminders

Next edition

The next edition of Provider News will be published during week commencing 24 November 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 \(LSCDG\)](#)