



Issue 87 – 8 December 2025

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Season's Greetings from the Director of Adult Social Care

I would like to extend my appreciation for your flexibility and resilience to continue to provide support to those who need it most. Your determination, and your dedication to the people you care for does not go unnoticed and we are extremely grateful for all your efforts. Although services will continue to run over the festive period and many staff will be working, we sincerely hope that you and your teams will have some time to rest and recharge, even if it is short.

Kind regards and warmest wishes for the festive season and New Year.

Jon Wilson Director of Adults and Communities.

The future of adult social care

System pressures

University Hospitals of Leicester and the wider health and social care system are currently experiencing pressures relating to hospital discharge. There is likely to be increased demand for discharges in the run up to Christmas and the forthcoming resident doctor strikes expected between 17-22 December.

Thank you for doing everything you can to support discharges and people who require support in a timely way, during a period when your staff rotas can be challenging. The assistance that you may be asked to provide includes but is not limited to:

- discharge from hospital to short term home care whilst Leicestershire County Council reablement support becomes available
- providing home care for people at the end of their period of reablement

- discharge from hospital into care homes

We want to ensure that people are discharged to the right services to meet need in a timely manner. We would be grateful if you could make managers available to be contacted in the evenings and at weekends to facilitate this.

Guidance and good practice

Controlled Drugs

A [poster](#) has been designed to print and discuss with staff, affixing to your staff noticeboards, and placing in your Controlled Drugs (CD) registers to act as a reminder to everyone about incidents and concerns relating to CDs, which MUST be reported to NHS England.

The poster shows some examples of incidents which could occur in Care Home settings but is not an exhaustive list.

To report CD incidents to NHS England, you must do so on-line via the National CD Reporting Programme, accessed via www.cdreporting.co.uk if you haven't used it before you may need to register first, but this is a quick and easy process and enables reporters to choose their own password for future use. The CD Reporting Programme also holds other resources and information about CDs which may be useful to you.

The NHS England East Midlands CD Team can be contacted via england.midlandscd@nhs.net or by telephone on 07714 777 667.

Leicestershire County Council updates

Inflationary Fee Uplift

Providers will remember that the Council's inflationary fee uplift for the current financial year was publicised in January 2025, several months earlier than in previous financial years. We have received positive feedback from providers about the earlier notification and about the accelerated timescales for the implementation and we are hoping to replicate those timescales for the next financial year.

We have already started work to determine the Council's inflationary fee uplift for 2026/27 and would encourage care providers to submit any comments or concerns about the fee uplift and the implementation process to feereview@leics.gov.uk

Gifts to Leicestershire County Council Staff

At this time of year some of you have previously shown your appreciation for support you have had from Council officers with a gift. Whilst we appreciate the sentiment, the Council has a gift policy to avoid conflicts of interest, and staff are not able to accept gifts of any kind.

To avoid any embarrassment please do not make any offer of gifts, including alcohol or flowers, to a Council officer. A simple thanks is lovely and just as much appreciated.

Thank you for your understanding.

Winter Pressures

Useful links for winter preparedness for staff and providers:

- <https://leics.sharepoint.com/sites/adultsandcommunities/SitePages/plan-for-adverse-weather.aspx>
- Road closures - <https://one.network/>
- Gritting roads - <https://www.leicestershire.gov.uk/roads-and-travel/road-maintenance/gritting-and-travel-this-winter>
- <https://www.theaa.com/driving-advice/seasonal/winter-checklist>

Change/ updates to email addresses

The Commissioning and Quality team are receiving frequent requests to add email addresses for communications which are not in the name of our contracted / CQC registered provider names but in the name of a subsidiary or sister/parent company.

To work in line with data protection responsibilities and due diligence we are asking that these requests are sent from the nominated person as specified in your contract with LCC.

Learning and development

Understanding The Oliver McGowan Training Offer Live Webinar 10th December 2025 - 1pm to 2pm (MS Teams)

The LSCDG is excited to invite you to a live webinar. This session is designed to ensure everyone understands the Oliver McGowan Mandatory Training (OMT) offer, what it involves, and the steps required for all providers to remain compliant.

The webinar will also cover funding opportunities through LDSS, guidance on ASC-WDS, and provide clarity on how social care staff can access the training. Plus, there will be a question and answer session and insights from guest speakers.

The guest speakers are Charlotte Dickens – Integration & Transformation Manager (LLR – ICB) and Nat Riley – Skills for Care Locality Manager (Midlands).

This is a great opportunity to get your questions answered and ensure your organisation is fully prepared to meet compliance requirements.

Date: 10th December 2025

Time: 1:00 PM – 2:00 PM

To join on the day click on this Teams link [Join the meeting now](#)

Meeting ID: 352 255 842 779 55

Passcode: iX7nf6GR

Alternatively email lscdg@leics.gov.uk and they will add you the meeting invitation

Sponsorship Webinar 15th December 2025

Aston Brooke Solicitors invite you to their upcoming webinar on Monday 15th December, 1-2pm. Sponsors across the UK are currently experiencing significant delays in receiving *Undefined Certificates of Sponsorship (CoS)* from the UKVI. These delays are creating understandable anxiety and frustration for both sponsors and migrant workers.

Join the webinar to learn:

- How to avoid delays in CoS allocations
- What steps to take when a migrant's leave is expiring and no CoS allocation is available
- The purpose and advantages of DASS letters
- Judicial Review on delays
- How to safeguard a migrant's permission to stay in the UK under Section 3C of the Immigration Act 1971, ensuring they can continue working legally

Please email km@astonbrooke.co.uk to register your interest.

Safeguarding Matters Live Briefing

The next Safeguarding Matters Live Briefing will take place on Thursday 11th December 2025 at 9.30am - 12.00 noon.

The briefing will focus on -

- Working with transient families – strengthening safeguarding practice across boundaries
- Child and Adolescent Mental Health Service (CAMHS) – who they are and what they do
- Live Safe – a partnership initiative with the aim to empower young people
- Project Echo – a project from Safelives alongside Living Without Abuse, putting the voices of survivors at the heart of local responses to domestic abuse
- PEGS (Parental Education Growth Support) – which aims to reduce the impact of Child to Parent Abuse by supporting parents and professionals

The briefing is open to all staff across the multi-agency partnerships for children and adults. [Join the meeting by clicking this link.](#) You do not need to register.

Publications

Autumn Controlled Drugs Newsletter

The latest edition of this [newsletter](#) is dedicated to Care Homes and information for them about controlled drugs.

Health and wellbeing

Supporting residents through Pre-Transfer Clinical Discussion and Assessment (PTCDA)

The PTCDA service operates from 9am to 6pm on weekdays, and 8am to 6pm at weekends, providing expert clinical advice and support to help residents receive safe, appropriate care in their usual place of residence wherever possible.

The PTCDA service has two main components: a consultant telephone advice line (for clinical staff to call before residents are moved) and a GP visiting service. Calls to the PTCDA are made by clinicians who have already seen the patient face to face – such as paramedics, GPs, or advanced clinical practitioners.

If you are concerned about a resident, please contact their usual GP first (during working hours). If out-of-hours help is needed, contact EMAS or DHU, who can contact the PTCDA as appropriate. The PTCDA service does not take direct calls from care homes.

Consultants coordinating PTCDA calls can arrange community-based care options, including:

- GP visits by frailty-trained PTCDA GPs
- Remote prescriptions
- Access to the Frailty Same Day Emergency Care (SDEC) Unit or the Frailty virtual ward
- Admission to community hospital beds
- Signposting to community services

In most cases, residents may remain in the care home with community input. Up-to-date care plans, ReSPECT forms, and proactive discussions with families will ensure the care received reflects each resident's wishes.

Consultations and research

New Carers' Strategy for adult carers in Leicestershire

Leicestershire County Council is developing a new Carers' Strategy for Leicestershire's adult carers to set out how the council will work with partners to support unpaid carers needs. The new strategy will be launched in early 2026.

The council is asking unpaid carers to help them shape the support available, by joining a meeting to discuss how to develop the new carers' strategy. The meeting will be held on Thursday 8 January 2026, between 10am – 11:30am.

Please email carers@leics.gov.uk if you would like to attend. If you are unable to attend the meeting, you can still make your voice heard by completing the [Leicestershire New Carers Strategy - carers engagement survey](#).

Reminders

Next edition

The next edition of Provider News will be published during week commencing 5 January 2026. 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 \(LSCDG\)](#)