

Leicestershire Adult Social Care Provider News



Issue 89 – 16 February 2026

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Guidance and good practice

Home Care Absence Forms

Finance Operations (Fin Ops) would like to thank providers who send prompt and accurate absence forms. It is important that Leicestershire County Council receive these forms as the information enables FinOps to:

- Update system records to ensure service users are charged accurately and in a timely manner.
- When an absence occurs, the information you submit enables FinOps to apply the correct financial adjustments.

Accurate start and end dates are important. Once an end date for the absence has been confirmed, please return the completed absence form to:

financehomecare@leics.gov.uk

Finance Operations will validate and process overdue payments and also generate correct invoices to people using services to avoid back dated charges.

If you require support to complete an absence form or if you have any queries, please contact the Fin Ops Team on (0116) 3052359 or email financehomecare@leics.gov.uk

Oral Nutritional Supplement (ONS) Replacement in Care Homes

On 1st September 2025 the Leicester, Leicestershire and Rutland Oral Nutritional Supplement Replacement in Care Homes Scheme was launched.

Thank you to all the care homes who have sent referrals and queries to our team. As the scheme has been up and running for a few months, we wanted to highlight some of the key points to ensure are included in a referral to our service (Leicestershire Nutrition and Dietetic Service).

- Please complete all sections of the referral form. Section 4- Reason for referral is sometimes being missed and this information is crucial to help us triage so please ensure you complete this.
- Please remember to attach a copy of a detailed 3-day food and fluid chart and a copy of the resident's current MAR chart.
- If 'Yes' has been ticked for 'Have meals been fortified every day for at least one month?', please ensure there is evidence of this on the food chart. The same applies to nutritious snacks and nourishing drinks.
- If 'Yes' has been ticked for 'Have homemade supplements been offered twice per day for at least one month' please evidence this on the food and fluid chart and ensure the homemade supplement is listed on the MAR chart as requested on the care home malnutrition management pathway.

Overarching ONS replacement document:

[ONS-Replacement-in-Care-Homes-Overarching-Document.pdf](#). This includes detailed information about the scheme, including the Care Home Malnutrition Management Pathway, the homemade supplement recipes, Care Home to Dietetics Direct Referral form etc.

- **Homemade supplement drinks**- these can be found on pages 10 and 11 of the overarching document.
- **Care Home Malnutrition Management Pathway**- pages 5 and 6 of the overarching document.
- **Care Home to Dietetics Direct Referral form**- pages 22-24 of the overarching document.

You also have access to (please click hyperlink) [Training slides](#) and a [Recorded training webinar](#). – this is a 25-minute webinar.

Online training: Improving Community Adult Nutrition (I-CAN) training is available on our website and can be accessed here: [LNDS - Nutrition E-Learning](#). Please note this e-learning training is being updated to reflect the new pathway in care homes.

Face to face training: if you would prefer face to face training, we will be delivering this in due course. If you are interested, please email us and we will add you to our waiting list and be in contact.

Rejected referrals

If your referral has been rejected, we will email you to inform you it has been rejected with the reasons why and we will then close the referral. If a referral is still required, e.g., it may be that we require further information from yourselves, then please send a new referral form with all the required information attached to the email.

Feedback:

[Evaluation form for STAFF](#)

[Evaluation form for Resident/Family](#)

Please email lpt.dietitiansphcadmin@nhs.net if you have any further queries regarding the scheme.

What is Burkholderia stabilis, and why should I check my first aid kit?

The UK Health Security Agency have recently published “What is Burkholderia stabilis, and why should I check my first aid kit?” on their UK Health Security Agency blog.

Burkholderia are a type of bacteria found naturally in the environment, including in soil and water and Burkholderia stabilis is one species within this group. While many people never encounter problems with this type of bacteria, it can cause serious infections particularly in vulnerable individuals.

Certain non-sterile alcohol-free wipes have been linked to [a recent outbreak of Burkholderia stabilis in the UK](#). Affected products have been withdrawn from sale, but some may still be found in first aid kits or in people's homes. For further information on the products affected please visit –

<https://ukhsa.blog.gov.uk/2026/02/05/what-is-burkholderia-stabilis-and-why-should-i-check-my-first-aid-kit/>

Learning and development

UK Visa and Immigration Webinar

Care providers across the UK are now facing a level of UK Visa and Immigration (UKVI) scrutiny unlike anything seen before. A newly established UKVI department is actively targeting the care sector, and many organisations are unaware of the serious implications this could have for their sponsor licence and workforce.

To support providers during this critical period, East Midlands International Recruitment is hosting a free webinar on 23rd February 2026 at 2pm, featuring specialist guest speaker Kashif Majeed from Aston Brooke Solicitors. This session is designed to give you the clarity, guidance, and practical steps you need to stay compliant and protect your organisation.

What the Webinar Will Cover

- What the new UKVI department is doing and why care providers are being targeted
- The most common compliance issues currently triggering enforcement action
- How to respond effectively to UKVI information requests
- Practical steps to strengthen your internal compliance processes
- When and how to seek legal support to protect your sponsor licence

Follow the link to register to attend the webinar: [Registration link](#)

If you have any queries, please contact info@eastmidscare.co.uk

Better Security Better Care, exploring Data & Cyber Security Support

Better Security, Better Care (BSBC) is a national and local programme that helps adult social care providers keep information safe and complete the Data Security and Protection Toolkit (DSPT). Currently available only to CQC-registered providers, the programme is being considered for potential expansion to non-registered care and support organisations. The National Care Forum's Digital Team is leading a research project, funded by the national BSBC programme, to understand whether non-registered providers would benefit from this support and how best to engage them.

Working with local networks, including local authority commissioners, the team will run online group discussions and interviews to gather insights. If there is interest, new resources and a pilot support offer will be developed with two local support organisations in April 2026.

The project is now seeking non-registered care and support providers willing to take part in the research and they need your help in connecting with providers. Any non-registered care providers wanting to be involved, should contact Heather.Taylor@nationalcareforum.org.uk for further information

Adult Social Care topic workshops

Leicestershire County Council are running a programme of workshops. The workshops will be available for providers of all services, including Residential and Nursing, Homecare, Supported Living, Extra Care and Community Life Choices. The workshops will be an opportunity to look at the requirements for contractual compliance as well as good practice recommendations. The workshops will be interactive with activities and an opportunity to work together and learn from each other. Providers will also be able to participate and co-produce the workshops and identify areas they wish to focus on and shape in the future sessions.

The workshops and dates are listed below; the first workshop will be based at County Hall with future venues or TEAMS options to be advised of at a later date.

Audits in Care Settings – 12th March 2026 10-12pm at County Hall, Glenfield, Leicester, LE3 8RA

Please use this link to book onto the workshop - [Topic Forum - Sign Up – Fill in form](#)

Save the date for future workshops

- Introduction to Positive Behaviour Support (PBS)- 18th June 2026- time and venue to be confirmed
- Person Centred Support – 10th September 2026- time and venue to be confirmed
- Record Keeping- 3rd December 2026- time and venue to be confirmed

If you have any questions, please contact Heather Dalby (Provider support manager) on Heather.Dalby@leics.gov.uk

End of Life Training

LOROS (Leicestershire Organisation for the Relief of Suffering) are offering the following training events -

End of Life Care for Support Workers – 20th March (For Health and Social Care: Health Care Assistants (HCA) & Domiciliary care Support Workers)

This study day provides health and social care support workers with an introduction to supporting people and those important to them towards the end of life.

Talking About Dying – 12th March

This 1-Day intermediate level communications skills study day aims to increase confidence and skills in having conversations about dying. Those working within Leicester Leicestershire & Rutland who are Registered Health care professionals or Support workers who have undertaken a Tier 1 Communication Skills training and are working at an advanced level in End of Life or Palliative Care (if you do not meet this criteria please get in touch with us at lpdc@loros.co.uk and we will be happy to recommend a more suitable course).

Prioritising Care for the Dying – 26th February and 15th April (One Day Course for Registered health care practitioners)

This study day provides registered professionals with the essential building blocks to support patients and their families at the end of life.

All courses can be booked via www.loros.co.uk/training

Consultations and research

Call for Input on FFP3 Fit-Testing Capacity

The Department of Health and Social Care (DHSC) is seeking views from the adult social care sector to help strengthen the [UK's capacity for FFP3 respirator fit testing](#).

There is a legal requirement for workers using FFP3 masks to be fit tested, but current capacity across health and social care is limited. DHSC is gathering insights on challenges and potential solutions, including innovative digital or AI-enabled approaches. DHSC are holding 3 roundtables to explore current issues and future solutions (dates below) and inviting stakeholders to complete a survey - responses will be confidential and used to shape DHSC's work.

[Survey link](#) to complete by 2 March.

Roundtable dates – register [here](#) for the following dates

- Tuesday 17 February 2026.
- Tuesday 24 February 2026, 10am–12pm
- Wednesday 25 February 2026, 11am–1pm
- Thursday 26 February 2026, 1pm–3pm

Care Home Linen Survey - can you help De Montfort University?

De Montfort University (DMU) are inviting a small number of care homes (8–10) to take part in a national education audit led by DMU in collaboration with the Infection Prevention Society (IPS). These audits will occur across February and the first half of March 2026.

The study focuses on improving infection prevention and control (IPC) standards related to laundry management in care homes. Participation will involve a registered nurse visiting your care home to carry out a structured audit of laundry practices for educational purposes. This will be followed by access to the DMU–IPS *Guidance for the Safe Management of Linen* and associated training materials. A follow-up re-audit will then be undertaken to support learning and quality improvement.

Taking part will provide your care home with valuable insight into how current laundry practices align with IPC standards and offer practical support to strengthen compliance and staff confidence. All audit findings will be completely anonymous, with no individual care home identifiable in any reports or publications.

This study is designed to support care homes, not inspect them, and aims to contribute to safer environments for residents and staff through evidence-based guidance and education.

If you would be interested in taking part or would like further information, please contact Rachel Price (registered nurse) on rachel_price01@yahoo.co.uk

Latent TB Survey

UKHSA and LLR NHS Integrated Care Board are undertaking a short survey about Latent TB aimed at all care homes across Leicester, Leicestershire and Rutland (LLR).

This short questionnaire will be available to complete from the 2nd February until the 23rd February

Aim of the questionnaire

The aim of this questionnaire is to collect information on care workers' knowledge of the TB screening services available to them and to understand why they may not be accessing these services. It's also an opportunity for UKHSA to learn how many care workers may benefit from TB screening. The results of this questionnaire will hopefully help improve TB screening services locally and so help ensure more people are treated for TB.

Here is a link to the survey - [Latent TB Survey](#)

If you have any questions please contact the project lead, Dr Jimmy Grayburn via j.grayburn@nhs.net

Reminders

Next edition

The next edition of Provider News will be published during week commencing 16 March 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 Provider News](#)
- [Provider conference calls](#)