



Issue 91 – 13 April 2026

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Guidance and good practice

Window Restrictors

Following recent incidents where people have exited care homes via a window, from both the ground floor and first floor, please can you review your window restrictors are fitted in accordance with the Health and safety in care homes HSG220 and as per manufacturer’s instructions. This includes windows where a person would have to climb on furniture or other items to access them. If there are windows without restrictors please assess any risks to others living at the home.

Homecare for Leicestershire Performance Indicators

The link for home care key performance indicator submissions has been updated. Please use this link for all future submissions
 - <https://lccsurveys.leics.gov.uk/s/rse6vv>

Reminder of when submissions are due:

November - January data is due in February

February – April data is due in May

May – July data is due in August

Leicestershire County Council updates

Hospital Discharge

There is an increase in people who are medically fit for discharge over the weekends. It would be beneficial for people to be discharged once they are ready to be so to reduce the time they are staying in hospital. To support hospital discharges it is important we are able to reach a decision maker within your organisation over the weekends to facilitate this.

Leicestershire Nutrition and Dietetics Service referrals

Referrals must be sent securely to the Nutrition and Dietetics service as they contain patient confidential information. To ensure that referrals (and any confidential queries) are sent securely, we ask that they are sent in either of the following ways:

NHSmail (use an nhs.net email address)- this is the preferred option. All care homes should have access to NHSmail (nhs.net email account). If you are having issues accessing this, please seek support from the following link: [NHSmail Support and Guidance – Leicestershire Health Informatics Service](#).

If you do not think you have access to an NHSmail account, further information on how to do this is here: [Starter guide for Social Care providers – NHSmail Support](#).

They can accept emails from certain accredited domains, such as bupa.com. Please see link to website that has information on this: [The secure email standard - NHS England Digital](#).

Via Egress Portal- Egress is a secure email service. Information on how to register for an Egress account, open, read and send encrypted emails can be found here: [Accessing Encrypted Emails Guide for non-NHSmail users](#).

If you have any issues with sending referrals or receiving emails securely, please contact us on the details listed below.

Emails: lpt.dietitiansphcadmin@nhs.net

LNDS office number: 0116 222 7170

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 10th June

Time – 13:30-16:00

Venue - County Hall, Glenfield, LE3 8RA

The topic for the meeting will be co-production and the guest speakers will be CQC.

To reserve a place at the meeting, please complete the following form - [Positive Behaviour Support \(PBS\) Provider Network - Sign Up \(June\) – Fill in form](#). Please note, spaces are limited and are on first come first served basis.

Opportunities

Guidance for user-led organisation on training fund applications

Guidance has been published for user-led organisations who wish to apply for funding towards training for individual employers with respect to adult social care and their personal assistants.

The guidance outlines the criteria and process for accessing user-led organisations funding in the financial year 2026 to 2027. The funding will be delivered by the NHS Business Services Authority on behalf of DHSC and will replace the user-led organisations and the individual employers funding schemes previously delivered by Skills for Care.

Further information will follow. User-led organisations can see a grant determination letter outlining funding conditions and eligibility requirements to claim funding here: [grant determination letter](#).

[User-led organisation training fund: a guide for claimants - GOV.UK](#)

Health and wellbeing

New same day GP appointment service – information and toolkit

From 1 April 2026, patients registered with GP practices in Leicestershire will have access to new same-day GP appointments during evenings, weekends and bank holidays. These appointments will offer longer consultation times and provide more consistent availability across the county, helping people get the right care quickly for urgent but non-life-threatening health needs.

These new appointments will replace urgent care centre services previously provided in Coalville, Enderby, Hinckley, Market Harborough, Lutterworth and Melton.

[Find out more about the improvements.](#)

Commemoration, celebration and awareness raising

Commemorating the COVID-19 Pandemic

The COVID-19 Commemorative programme honours the lives lost and pays tribute to the sacrifices made by so many. It reflects on the extraordinary acts of service, courage and kindness demonstrated right across the UK during this difficult time.

The [UK Commission on Covid Commemoration](#) was established to consult on how we can commemorate the lives lost in the COVID-19 pandemic, recognise the sacrifices made by so many in support of our public services and mark this distinctive period in our history at a national and community level.

Since the publication of the report of the UK Commission on Covid Commemoration, significant activity has been undertaken in communities to memorialise the impact of the COVID-19 pandemic, including the creation of a number of COVID-19 memorials. These have been in the form of statues, tree planting initiatives, plinths, plaques and many more.

To recognise and highlight these existing memorials and enable the public to find the memorials closest to them, a [COVID-19 memorials map](#) and a [list of COVID-19 memorials](#) has been developed. This map and list may not currently include every COVID-19 related memorial. Memorials will continue to be added to the map and list.

#CelebratingSocialCare returns for its 5th year!

This April, the [Skills for Care #CelebratingSocialCare](#) returns and they want you to get involved.

They are showcasing and supporting the great work happening across social care year-round, but since 2022 they have been dedicating the month of April to shouting that little bit louder about how amazing social care is and encouraging everyone to join in the celebrations.

Join the celebrations by sharing your good news stories and achievements on social media using #CelebratingSocialCare

Reminders

Next edition

The next edition of Provider News will be published during week commencing 11 May 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](#)