

# Leicestershire Adult Social Care Provider News



## Issue 2 - 24 June 2022

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### The future of adult social care

#### Refreshed Care Technology service launched

Leicestershire County Council launched its refreshed Care Technology Service on Monday 25 April, and has had a busy and successful first six weeks:

- 280+ referrals

- 111 installations
- 200+ pieces of equipment installed
- 65-70% of referrals result in a 24/7 monitored response service being provided
- 20% of referrals are for adults under 65 years of age

Top outcomes being sought include:

- Support and reassurance for the person
- Support and reassurance for the carer
- Reduced impact of falls
- Prevent hospital admission or facilitate discharge
- Support with medication compliance

The service is already making a difference and we will share further information in future issues.

## **Guidance and good practice**

### **Continued caution required amid rise of COVID-19 infections**

With the number of outbreaks in LLR care settings, and transmission rates in the population increasing, we would like to remind all providers of the importance of following good practices introduced during the pandemic.

Keeping up to date with booster vaccination requirements, maintaining good hand hygiene and the wearing of masks all continue to offer staff and the people we care for, protection against COVID-19. Find out about the latest [vaccination clinics](#) taking place.

You may be aware that hospitals have removed mandatory wearing of face masks. Despite this decision by health colleagues, we continue to follow national government guidance around the wearing of the face masks whilst in adult social care settings. Care home residents are particularly at risk of COVID-19 due to where they live - vulnerable residents have frequent contact with staff, other residents, visitors, thus increasing the risk of transmission. You can review the [COVID-19 supplement to the infection prevention and control resource for adult social care](#) on the government website.

Where to go for further information:

Leicestershire County Council's Health Protection Team can be contacted by email at [healthprotection@leics.gov.uk](mailto:healthprotection@leics.gov.uk), or visit [Leicestershire County Council's resource pages](#) for more information about infection prevention and control.

To get in touch with Leicester City Council's Health Protection Team email [c19publichealth@leicester.gov.uk](mailto:c19publichealth@leicester.gov.uk) or visit [Leicester City Council's website](#) for further information.

You can contact Rutland County Council's RISE Team by emailing [risecareproviders@rutland.gov.uk](mailto:risecareproviders@rutland.gov.uk) or visit [Rutland County Council's website](#) for further information.

## **Making Every Contact Count in home care**

Making Every Contact Count (MECC) is an approach to improving the health of the population that everyone can use - using conversations we must encourage and help people to make healthier lifestyle choices. You do not need to be an expert in health to have a simple chat which could make a significant and lasting difference for someone in preventing further ill health and improving their health and wellbeing.

MECC is about using your day-to-day contact with individuals as an opportunity to encourage and deliver key health messages to improve their physical and emotional wellbeing and provide those opportunities to signpost to local services that could help.

Across LLR we are embedding MECC within our practices and upskilling our staff in having a healthy conversation and becoming more aware of those local services that can support your conversations.

- There is training to support this, which can be accessed through the Healthy Conversations Skills website.
- There is an eLearning module that gives a basic understanding of why it is important to 'make every contact count' and then a 3-hour virtual or face to face healthy conversation skills practical training that looks more into the skills, philosophies, and signposting elements, with the aim of increasing the confidence and competence of these conversations.

We encourage home care providers to access this training to support and increase knowledge and awareness.

[For further information go to the Healthy Conversations Skills website](#), or alternatively please email Melissa Maiden at [melissa.maiden@leics.gov.uk](mailto:melissa.maiden@leics.gov.uk).

## **Supporting the vulnerable before and during a heatwave**

During a heatwave, when temperatures remain abnormally high over more than a couple of days, it can prove fatal. Heatwaves can happen with little warning and illness and death can occur within the first couple of days, so it is best to make the following preparations before high temperatures are forecast.

Severe heat is dangerous to everyone, but there are certain factors that increase an individual's risk during a heatwave, which include:

- Older age, especially those over 75 years old, or those living on their own and who are socially isolated, or those living in a care home.
- Chronic and severe illness including heart or lung conditions, those on certain medications, diabetes, renal insufficiency, Parkinson's disease or severe mental illness.

- Inability to adapt behaviour to keep cool: babies and the very young, having a disability or mobility problem, being cared for in bed, alcohol or drug abuse, having Alzheimer's disease; people who already have a high temperature from an infection.
- Environmental factors and overexposure: living in a top floor flat, being homeless, activities or jobs that are in hot places or outdoors and include high levels of physical exertion.

There are a range of mild to severe health impacts especially when temperatures remain high for prolonged periods ranging from heat cramps to heatstroke and respiratory and cardiovascular illness.

It is therefore important that providers and others involved in health and social care work together during periods of increased heat, to ensure that we are:

- Prepared and raising awareness of staff, volunteers, customers, service users, and the wider public of the potential risks and consequences and providing them with information.
- Have identified and taken particular care of at risk/vulnerable individuals (people using services, staff, customers).
- Have considered the physical environment to reduce the impact of heat exposure (both indoors and outdoors) providing resources and best practice information.

Below are some resources to help you plan what to do in the event of a heatwave. [Eight summer and heatwave advice sheets](#) which include six essential summer checks, risks posed by a heatwave, guidance for staff and carers, guidance for staff working in a kitchen environment, general guide for staff, guide for social care providers who care for people in their own homes, general premises, facilities and catering information, and road, vehicle and passenger transport information.

[The government's Heatwave Plan for England](#) contains advice relevant for providers about how to beat the heat and stay safe in hot weather, and there is also a 'keep cool at home' checklist which may be useful.

[Heatwave health advice from NHS.](#)

[Health-related air pollution advice from Defra.](#)

[Heat-health watch from the Met Office.](#) You can register or make amendments to existing registrations by emailing the Met Office at [enquiries@metoffice.gov.uk](mailto:enquiries@metoffice.gov.uk) providing your name, organisation and email address.

### **Smoke and carbon monoxide alarm requirements in social homes**

The Government's proposals to mandate smoke and carbon monoxide alarms in social homes and regulations - The Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022 - have been laid in draft before Parliament. The House of Commons and the House of Lords will now debate the regulations, and if both Houses approve them, they will come into force on Saturday 1 October 2022.

Detail on the proposals and what providers will need to do can be found alongside the consultation response on the [Government's website](#). A new 'burdens assessment' will be carried out to assess the impact of enforcing these measures and before these regulations come into force, more guidance will be provided by the Government.

## **Learning and development opportunities**

### **LSCDG opportunities**

The Leicestershire Social Care Development Group (LSCDG) aim is to support the workforce development for adult social care providers across Leicester, Leicestershire & Rutland. The offer includes a fully funded training plan. [Sign up to their mailing list](#) to be kept in touch with all the latest news. For further information visit the [Leicestershire Social Care Development Group website](#).

### **Mental health first aider training**

The LLR Wellbeing Hub (co-ordinated by LLR NHS) are offering free MHFA training for any individuals working in adult social care across Leicester, Leicestershire and Rutland.

There are two courses on offer:

- Mental Health First Aid Adult – a two-day course being delivered online or face to face.
- Mental Health First Aid Refresher – is for anyone who has undertaken MHFA Adult two-day training in the past three years and is being delivered online or face to face.

If you would like to attend, please fill out this [mental health first aider expression of interest](#) form and identify if you care a trained first aider, instructor or someone who is interested in future MHFA training or require refresher training. Please return the form to [mhwb.hub@nhs.net](mailto:mhwb.hub@nhs.net).

## **Data tracking**

### **New powers for DHSC to acquire information from all regulated care providers**

The Health and Care Act introduces new powers for DHSC to acquire information from all regulated adult social care providers in connection with the provision of adult social care in England.

Please read the [letter to adult social providers](#) from DHSC setting out the upcoming changes to data collection and providing detail on the information to be submitted via the Capacity Tracker from 31 July 2022.

### **Capacity Tracker provider training sessions**

Following requests, 30-minute training sessions via MS Teams have been set up for providers who are new to the Capacity Tracker, or who need clarification on information they should be inputting.

The sessions will cover how providers can register and log on to the Capacity Tracker, where to update their information, and how to find additional help.

Simply click on the relevant link below to join the training session.

Care home provider session:

- Tuesday 28 June, 2pm – 2.30pm - [click here to join the meeting](#)
- Tuesday 12 July, 2pm – 2.30pm - [click here to join the meeting](#)

Home care provider sessions:

- Thursday 30 June, 2pm – 2.30pm - [click here to join the meeting](#)
- Thursday 14 July, 2pm – 2.30pm - [click here to join the meeting](#)

## **Health and wellbeing**

### **Lead, Connect and Care Festival 2022, Tuesday 21 June - Saturday 25 June**

Everyone working in the NHS, health, social care, emergency services, local authority, and charity workforce is invited to take part in the Lead, Connect and Care Festival 2022, which celebrates and explores leadership development, quality improvement, and health and wellbeing. There are opportunities to network with professionals from health and social care, local authorities, emergency services, and charities during sessions held both in person and virtually.

Sessions include:

- Compassionate leadership and leadership circles
- Being a changemaker and an active bystander
- Tips for managing your money
- Alcohol awareness
- Health inequalities
- Quality Improvement and mental health
- Reproductive health

There are also sessions designed to enhance wellbeing such as guided walks, e-bike taster sessions, laughter yoga, and walking for wellbeing and fitness.

There's a family fun day on Saturday 25 June with a variety of fun and interactive activities you can take part in on the day, from sports, crafts, and activity taster sessions including having a go on a smoothie bike.

To find out more [visit the Lead, Connect and Care Festival 2022 web page](#).

### **'Spring into Summer' activity challenge**

As part of the Lead, Connect and Care Festival 2022, you can take part in a free 'Spring into Summer' activity challenge that aims to get you moving more, and you could win some prizes too! The challenge is open to anyone working in the NHS, health, social care, emergency services, local authority, or charity workforce.

First you need to register for the [Active Together Activity Tracker](#) by completing the form at the bottom of the challenge web page. Once registered, log your activity (anything from walking to cycling, swimming to Zumba) by manually adding it from your dashboard or from the challenge page itself, or by connecting apps such as Fitbit or Strava to sync your activity automatically. Your activity will be converted to points, and don't forget that points mean prizes! All activity counts, some is good, but more is even better! The challenge is fully inclusive and open to all abilities and activity levels. What are you waiting for? Sign-up today and get ready to move!

## **Consultations**

### **Leicester, Leicestershire, and Rutland (LLR) draft Joint Carers Strategy 2022 – 2025**

We are consulting and seeking feedback on the refreshed Joint Carers Strategy 2022-2025 and Leicestershire's action plan. We are seeking feedback about our priorities and our commitments in relation to those priorities. You can [have your say by taking part in the consultation online](#).

## **Next edition**

The next edition of Provider News will be published during week commencing 4 July 2022.