



**Leicestershire Adult Social Care Provider News**

**Issue 9 - 15 September 2022**

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## **The funeral of Her Majesty Queen Elizabeth II**

The state funeral of Her Majesty Queen Elizabeth II will take place on Monday 19 September 2022 and will be a time for national reflection on her life.

Leicestershire’s adult social care providers have, since the announcement of the bank holiday, received information on the continuation of services for vulnerable people and should refer to those communications.

Sincere thanks to all workers providing care and support over the bank holiday weekend.

## **The future of adult social care**

### **Fair Cost of Care and Market Sustainability Plan engagement events**

Thank you for your input to the Fair Cost of Care exercise; we have kept you updated through emails, these newsletters, and the regular provider forums, and we would also like to invite you to dedicated virtual engagement events taking place as follows. We hope that you can join us.

Home care, 22 September, 14.00-15.00

[Click here to join the meeting](#)

Meeting ID: 315 432 395 362

Passcode: PHTTsP

[Download Teams](#) | [Join on the web](#)

Or call in (audio only)

[+44 20 7660 8338,,777085926#](#)

Phone Conference ID: 777 085 926#

Care homes, 22 September 15.00-16.00

[Click here to join the meeting](#)

Meeting ID: 350 657 376 732

Passcode: R3WUfY

[Download Teams](#) | [Join on the web](#)

Or call in (audio only)

[+44 20 7660 8338,,696292034#](#)

Phone Conference ID: 696 292 034#

## **Framework for Integrated Personalised Care launch – update**

Following the announcement of the date of the funeral of Her Majesty Queen Elizabeth II, the virtual launch of the Framework for Integrated Personalised Care scheduled for Monday 19 September is now cancelled.

The two other virtual launch events for the framework, which will replace the Health and Social Care Protocol (2014), will go ahead as planned:

- Tuesday 27 September 11.30am-1pm – [click here to join the meeting](#)
- Thursday 29 September 11am-12.30pm – [click here to join the meeting](#)

If you would like to attend one of the virtual sessions above, please join by clicking the above link on your preferred time and date. Alternatively if you would prefer a Microsoft Teams invitation, please request this using the contact details below.

Please invite your teams and other colleagues who may find the event beneficial.

If you have any queries or questions, please don't hesitate to contact [naina.karadia@leics.gov.uk](mailto:naina.karadia@leics.gov.uk) or [FIPCQueries@leics.gov.uk](mailto:FIPCQueries@leics.gov.uk).

## **Guidance and good practice**

### **COVID-19 outbreaks in care homes: flow chart**

The UK Health Security Agency has published a useful [outbreak testing for COVID-19 flowchart](#) which outlines what care homes must do if a resident or staff member has COVID-19 symptoms or has tested positive.

### **Social care workers can book COVID-19 vaccine appointments**

The COVID-19 autumn vaccine programme in care homes began last week, and the national booking service is now live, enabling social care workers to book appointments online.

Social care workers can book COVID-19 vaccine appointments by self-declaring through the [NHS COVID-19 National Booking Service](#) or [find a walk-in coronavirus \(COVID-19\) vaccination site](#).

Further information can be found in [Provider News 7](#); please kindly forward this to your teams and other colleagues.

### **Extension to the DHU Leicestershire and County Urgent Falls Response Service**

The DHU Leicestershire and County Urgent Falls Response Service has been extended until Thursday 31 March 2023.

This service continues to be for patients who are residents in the county of Leicestershire and Rutland who have fallen on the floor and cannot get up, and who have no suspected serious injury.

Urgent Falls Response vehicles are available seven days a week and each vehicle is staffed with a clinician and a driver/health care assistant and equipped with lifting/patient handling equipment, along with medications commonly used in urgent care.

Here is a list of health and social care professionals who can refer a patient to the service.

- EMAS
- 111/CNH
- Nursing and residential care home staff
- GPs/staff based within practices including practice nurses
- Health visitors
- Midwives
- Community nurses
- Adult social care workers
- Domiciliary care workers
- Community occupational therapists and physiotherapists
- Social prescribers
- Care navigators/care coordinators

Referrals will be accepted seven days a week between 8am and 6pm. To refer a patient please telephone LLR DHU HCP on 0300 323 0672. Please note this number is not for public use.

All patients residing within Leicestershire and Rutland who have fallen within a non-public residence and are unable to get up either independently or with assistance of bystanders meet the criteria.

In the below list are examples of patients not appropriate for the service. Cases will be triaged on an individual basis and so this list is not exhaustive:

- Anyone in a public place
- No longer on the floor
- Patients located outside of Leicestershire County and Rutland (including Leicester city residents)
- Head injury and on anticoagulants
- Obvious bone injury
- Severe uncontrolled haemorrhage
- Witnessed loss of consciousness at any time pre or post fall
- Signs of CVA or seizures because of injury
- Fall from height above two metres

If it is clear from the ReSPECT form or advanced care plan that the patient is not for admission, then a referral may be made, and a clinician will assess whether a visit is appropriate.

In the absence of a ReSPECT form or advanced care plan a health care professional / EMAS may refer if they believe a visit may be in the patient's best interest. A clinician will assess whether a visit is appropriate.

Here is what happens when a patient is referred to the service.

- A non-clinical member of staff will take demographic details and ask several questions.
- A clinician will review the referral within 15 minutes to ensure the referral is safe and appropriate. Where necessary they will call the patient/referrer to clarify any information.
- They aim to visit appropriate patients who have been referred post-triage within two hours. Once the clinician is satisfied that it is safe to do so, the team will assist the patient off the floor and carry out any further assessments as required.
- If there are any underlying medical problems or any injuries these will be treated and managed as appropriate. The clinician will make any onward referrals as required.
- If the service is at operational capacity and any delays in responding are likely to be detrimental to the patient's wellbeing, you will be informed of this position and options will be discussed as appropriate.

For any queries or questions about the service, please contact the CCG service lead Alison Brooks by email at [alison.brooks17@nhs.net](mailto:alison.brooks17@nhs.net).

## **Supporting adults with a learning disability to have better lives framework**

Read the joint ADASS and LGA [supporting adults with a learning disability to have better lives framework](#) or the [easy read version](#), or watch the [film](#) to learn about the values behind the framework and how the self-evaluation approach works.

## **Quarterly update about partnership work in the Leicester, Leicestershire and Rutland Integrated Care System**

It is well worth reading the [quarterly Health and Care Together magazine](#) issued by the Leicester, Leicestershire and Rutland Health and Wellbeing Partnership.

It is aimed at people working in health and care in Leicester, Leicestershire and Rutland as well as people interested in the work of the Integrated Care System.

In September's edition, there are articles about the expansion of crisis cafes, tackling cancer inequalities, and much more.

[Read the September edition of Health and Care Together.](#)

## **Learning and development opportunities**

### **Managing deterioration in care homes webinar**

Care home staff are invited to attend one of two webinars run by the East Midlands Academic Health Science Network to learn how care homes are working to identify deterioration in the health of their residents early.

Included in the training is how to spot the early signs of deterioration in residents and to use the SBARD (Situation, Background, Assessment, Recommendation and Decisions) communication tool to report concerns to primary care teams and to EMAs. The importance of understanding frailty and the need for advanced care plans will also be covered in the training.

The training aims to bring consistency to communications across the system and allow more residents to receive care through planned calls and MDTs with an expected reduction in requests for urgent visits.

The webinars are free and will provide some background and updates on the roll out of the training across the East Midlands. They will also include an optional 30-minute training session on the use of the SBARD tool. The webinars will be recorded so that they can be shared with care home colleagues who are unable to attend.

The webinars will be running on:

- Thursday 29 September 2022, 1pm–2pm
- Friday 30 September 2022, 12.30pm–1.30pm.

Speakers include Professor Adam Gordon and Claire Posner.

The webinars are suitable for anyone in primary care who works with care homes, including general practitioners, care coordinators, community matrons, district nurses, advanced care practitioners, physiotherapists, occupational therapists, and EMAS, as well as primary care staff who communicate with care homes regarding the care of residents, such as practice managers, reception supervisors, and administration leads.

[Find out more information and book your place on the managing deterioration in care homes webinars.](#)

## **Palliative and end of life care training with LOROS**

LOROS is offering a wide range of virtual and in-person training in palliative and end of life care. Many are free for registered and non-registered care home workers in Leicester, Leicestershire and Rutland.

Up and coming training includes:

- Six Steps to Success in Personalised End of Life Care on Thursday 22 September, 9am – 4.30pm
- Advance Care Planning and the ReSPECT Process on Monday 10 October, 10am – 4pm

[Visit the LOROS website for more information and to book training.](#)

## **Skills for Care financial wellbeing for the social care workforce Zoom workshop**

Registered managers can attend a virtual workshop using Zoom to gather information and guidance from the Money and Pensions Service, Care Workers Charity, HMRC, Credit Union and Citizens Advice Bureau to support themselves and their staff during these tough times. The workshop will take place on Thursday 29 September 2022, 10am – 11.30am.

[Find out more and book a place.](#)

You may find these sources of information and resources helpful if the rising cost of living is affecting your personal finances. They offer financial advice and money-saving tips.

- [Getting help with the cost of living | Citizens Advice](#)
- [Coping with the rising cost of living | StepChange](#)
- [Cost of living survival kit | Money Saving Expert](#)

Please forward this information to your teams and other colleagues who may find it useful.

## **Surveys and pilots**

### **Hygiene and risk management relating to laundry in care home settings: give your views**

The Textile Service Association (TSA) and De Montfort University are seeking your views on issues relating to laundry in care home settings. They hope to improve standards and safety around the cleaning of textiles, bedding, uniforms, and personal clothing. The online survey is anonymous and takes five minutes to complete. Everyone who completes the survey will have a chance to win a £50 voucher from one4all.

[Fill in the care and nursing home laundry survey.](#)

### **Digital health pilot – Whzan Blue Box**

Health and social care partners in Leicestershire and Rutland are to pilot a digital health initiative; the Whzan Blue Box.

Whzan Blue Box measures clients' vital signs, records photos, performs multiple assessments and questionnaires, including the NEWS2 (National Early Warning Score).

A big advantage of the system is that there is no need to write anything down, all information is automatically recorded. Signs of deterioration or illness are identified earlier for a clinical response or carer support reducing the numbers of non-elective hospital admissions.

[Learn more about the system](#) and see [how it has been applied in care homes](#) in the Isle of Wight.

If you would like to take part in the pilot, please contact Colleen Smith by telephone on 0116 305 8369 or email [colleen.smith@leics.gov.uk](mailto:colleen.smith@leics.gov.uk).

### **Next edition**

The next edition of Provider News will be published during week commencing 26 September 2022.

Please contact [enquirylinequality&contracts@leics.gov.uk](mailto:enquirylinequality&contracts@leics.gov.uk) if you are interested in writing about a topic of your choice, or perhaps something that is particularly important to you, in the next edition of Provider News.