



**Issue 12 – 3 November 2022**

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

### **Digital Maturity Survey - care technology support and funding available**

Leicester, Leicestershire, and Rutland Integrated Care System is looking to support adult social care providers in adopting innovative technologies which can improve the safety and quality of care.

Throughout the pandemic, technology has become an increasingly important part of care delivery through transformational programmes like virtual wards and remote monitoring.

Over the next 3 years, a team is in place with access to funding to offer hands-on support to adult social care providers. They will also work with care providers who

have existing digital infrastructure to trial new technologies and understand which are likely to have the biggest impact on the lives of the people they support.

## **Background**

This work is part of a national initiative to deliver the government's recent commitment for 80% of Care Quality Commission (CQC) registered providers to have a digital social care record in place by March 2024. This is supported by commitments made in the [People at the Heart of Care](#) White Paper which outlines how technology can enable wider reform of the sector in addition to the recently published [A Plan for Digital Health and Social Care](#).

Digital social care records enable the digital recording of care information and care received by an individual, within a social care setting, replacing traditional paper-based records. These records will play an important role in joining up care across social care and the NHS, freeing up time spent by care workers and managers on administrative tasks whilst equipping them with the information they need to deliver care, leading to even greater focus on the individual.

A digital social care record will also make it easier for you to collate information for reports to the CQC and Capacity Tracker and to demonstrate the quality of care you provide.

## **What support is available for you**

Given the potential benefits they can provide to your organisation and the people you support, the team are eager to help you adopt your choice of Digital Social Care Record as rapidly as possible.

If you already have a digital social care record system in place, there are additional opportunities to work together to build up your digital capabilities. The team are introducing sensor-based falls prevention and detection technologies for residents at high risk of falling.

In addition, the team is keen to work with care providers to pilot new care technologies to help to understand what has the biggest impact on people's lives and to share good practice on how these care technologies could be used more widely.

Beyond this, there will be further offers available for you from the wider programme to drive digital transformation in social care. This includes learning and training opportunities to support managers and care staff to grow their digital skills and support to help complete the Data Security and Protection Toolkit (DSPT) to ensure you are protected against cyber threats.

The team is also providing more targeted support where there have been additional needs identified. They are working with NHS Digital and BT Openreach to identify care homes who are not currently able to achieve good enough internet connections to operate a digital social care record. Over the next 18 months these homes will be contacted, and one to one support provided to improve their connectivity.

## **Next steps – please complete the survey**

The first task is to complete a baseline exercise, which will allow the team to ensure that the appropriate level of support is given to each provider.

Please follow this link to complete your return and express your interest in the project.

### [LLR Baseline Survey](#)

Once the results of the survey have been collated, the project manager will be arranging a series of Digital Marketplace events where providers can meet system suppliers informally and discuss business/clinical requirements.

If you would like to find out more about digital transformation in the sector please visit the [Digital Social Care](#) website, [Digitising Social Care Fund](#).

In the meantime, if you are interested in finding out more about the support offer, please get in touch with the project manager, Phil Eagle at [phil.eagle1@nhs.net](mailto:phil.eagle1@nhs.net)

## **Fair Cost of Care and Market Sustainability Plan next steps**

On 14 October Leicestershire County Council submitted Fair Cost of Care (FCOC) documentation to DHSC: cost of care templates for home care and residential care (Annex A), reports describing the survey processes (Annex B) and draft market sustainability plans (Annex C).

We invited residential and home care providers to market-specific forums to outline and discuss the contents of the reports we submitted. We discussed the median values that came out of the FCOC surveys, some of the benefits and limitations of the exercise, which we have communicated to the DHSC, and the financial challenges facing providers and the council.

During November, we are planning further provider engagement and the development of the market sustainability plans for residential and home care. The information gathered via the FCOC exercise will inform the fee increases for 2023/24, as will further engagement with providers later in the year.

## **Framework for Integrated Personalised Care – training model review**

The new Framework for Integrated Personalised Care (FIPC) was jointly developed by partner organisations operating across Leicestershire, Leicester, and Rutland and as of 1 October 2022 replaced the Health and Social Care Protocol 2014 (HSCP). We are now reviewing the current training offer to better align with the new Framework to enable a more flexible and robust training delivery model.

A survey has been developed and is now live for all our providers to help provide information and feedback which will contribute to the development of the new model.

We would be grateful if you could complete the short survey, using [this link](#). The survey will be live until 14 November.

We will continue to provide regular updates.

Any queries or questions, please don't hesitate to contact the Project Lead [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**

### **Face masks poster for use in care homes**

There is still a requirement to wear a face mask within care homes. However, we are aware that some visitors query whether and why they still need to wear a face mask when visiting a care home.

An explanatory poster has been produced for displaying on the front door of care homes, setting out the importance of mask wearing. You can access and print the poster [here](#).

If you need paper copies of the poster to be posted to you, please email [a&chub-emergency&bcplanning@leics.gov.uk](mailto:a&chub-emergency&bcplanning@leics.gov.uk).

### **Covid-19 and flu vaccinations communications toolkit for care workers**

The NHS has produced a [Covid-19 and flu vaccinations communications toolkit](#) to support care workers to be vaccinated ahead of this winter. You should share this information through your usual internal and external communication channels to promote understanding of the NHS's vaccination offer for care workers.

### **Safeguarding Matters online briefing: 7 December**

An online safeguarding briefing is taking place on 7 December, 9.30-12.00.

The aim of the briefing is to share information in relation to the Safeguarding of Children and Adults including procedure and guidance updates, resources to support practice and reflection on learning from reviews and audits.

There is no need to register – just join on the day [here](#).

### **Yellow card reporting**

if you suspect side effects to medicines, vaccines, or medical device and test kit incidents used in Covid testing and treatment, these can be [reported to the Medicines & Healthcare products Regulatory Agency](#) (MHRA).

## Care technology scams

We have been advised of scams elsewhere in the country targeting some people using care technology services. Please see the TSA [guidance](#) on the types of scams currently circulating, techniques and tactics for dealing with them, and support that is available.

## Learning and development opportunities

### IPC webinars: next on 23 November

The County and Rutland local authority IPC team is continuing with its series of short webinars called 'IPC Basics'. These are short refreshers aimed at staff working in adult social care who have an interest in IPC, such as IPC Champions and housekeeping staff. All are welcome and you can attend as many sessions as you wish.

The next is IPC Basics 6 - Sepsis Awareness, Wednesday 23 November 2022, 14.00-15.00. It will cover what sepsis is and how can you recognise it in the adult social care setting

There is no planned webinar for December – webinars will resume in January 2023.

In order to access the webinars, the delegate must have a Learning Hub account with the Leicestershire Social Care Development Group (LSCDG). They should log in to their own account and search 'LSCDG Infection Prevention & Control Basics'.

Access the learning hub is here <http://leicestershiretotara.learningpool.com>

If you do have an account, then please see instructions at <https://www.lscdg.org/lms-information/>

Course queries should be emailed to [infection@leics.gov.uk](mailto:infection@leics.gov.uk)

### Reminder: free falls prevention, mobility and strengthening webinar: 3 November

As part of the Connecting Together care home webinar series, the East Midlands Patient Safety Collaborative are offering a free falls prevention, mobility and strengthening webinar on Thursday 3 November, 13.00-14.30.

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

### Reminder: learning disability health training: 9 November

The LPT are offering a three-hour training session for care home providers and support workers that will cover the role of social care staff in relation to the health needs of people with learning disabilities, as well as the expectations of an LD annual health check, supporting access to cancer and non-cancer screening

programmes, STOMP, and the role of specialist learning disability health services – how to contact and when. This interactive session will take place on MS Teams on 9 November, 10.00-13.00.

Email [lpt.pcln@nhs.net](mailto:lpt.pcln@nhs.net) to book.

## **Leicestershire County Council updates**

### **Provider forums in 2023**

Our regular virtual provider forums have now been scheduled throughout 2023, for the following service types:

- Home care
- Care homes (including nursing)
- Supported living
- Community life choices / day services

The dates, times and joining details can be found [here](#).

The forums are a time-efficient way of keeping up with national, local and Leicestershire County Council developments, the latest in guidance and good practice, and support available to you. They also give you the opportunity to talk directly to Council officers and external guest speakers. We find it really useful to seek your views and engagement on key topics and we strongly encourage you to attend.

## **Consultations and research**

### **Help to shape the UK's Covid-19 commemoration plans**

The UK Commission on Covid Commemoration has launched a consultation giving people across the UK the opportunity to say how they think the pandemic should be remembered, with possible suggestions including the adoption of a Remembrance Sunday-style symbol, dedicated memorials and reflective spaces.

[Find out more and submit your views](#). The consultation questions are available in easy read, large print and PDF formats. The closing date is 5 December.

### **Case studies for national recruitment campaign**

Since February 2019, DHSC has run several national adult social care recruitment campaigns. These aim to show the amazing work that care workers do, celebrate the way they empower the people they care for and shine a light on the emotional rewards of the role.

Case studies are sought of real adult social care workers' stories, to inspire others to apply for a role in care by showing them what a rewarding and varied career option adult social care can be.

All you need to do is [complete this form](#), telling us about the positive experiences you've had in your role to date. There is no closing date stated at present.

## **Help shape the CQC factual accuracy process**

CQC knows how important the current factual accuracy process is to ensuring that the information that it publishes accurately matches the care your service provides.

CQC is currently developing a new regulatory approach, which will include an equivalent to the factual accuracy process. CQC wants your input on what works well in the current model and what could be different in the future.

- [Watch the video](#)
- [Read slides and share your feedback](#)

## **Data tracking**

### **Mandatory Capacity Tracker completion**

Please use [this link](#) to view questions which providers have asked about updating the Capacity Tracker along with a response – this covers the new workforce and packages of care sections.

A reminder that completion of the Capacity Tracker is mandatory in line with the requirement described in [Provider News issue 5](#). Further information can be viewed on the [DHSC website](#).

### **Have your say about improving the Capacity Tracker**

DHSC want providers to get the most out of Capacity Tracker and are looking at:

- Ways to share your information back to you in a way that helps you, your service, and the people you care for
- How you might want to monitor your service using Capacity Tracker information

There will be workshops imminently to understand what the first steps should be.

Before the workshops take place, DHSC would like providers to complete a survey to understand the information which matters most to you. Please [click here](#) to complete the short survey and show your interest in taking part in the workshops.

## **Health and wellbeing**

### **International Men's Day**

International Men's Day 2022 takes place on 19 November, and LPT is hosting a number of related [staff wellbeing events](#) around that time for all system partners, including adult social care providers. Please share the details with colleagues.



## **Lead, Connect and Care team offer**

The Lead, Connect and Care Team are based within the Leicester, Leicestershire and Rutland (LLR) Integrated Care System (ICS) with a passion for Health and Wellbeing. The team brings together professionals from health and social care, local authorities, the emergency services and the charity sector to celebrate and explore the very best in leadership development, quality improvement and health and wellbeing.

[View and book their training, wellbeing and leadership events.](#)

## **Events**

### **‘We are social care nursing’ conference: 3 November 2022**

This conference, on 3 November from 10.00-15.45, is for all the nursing workforce and key stakeholders in social care, to come together and learn about best and innovative practice that can influence and contribute to the future of nursing. There will be a focus on workforce issues and sharing examples of ambitious career development.

The keynote speaker is Deborah Sturdy, Chief Nurse for Adult Social Care, who will set the scene for the day and will be involved in a discussion and panel session about shaping the future of social care nursing.

There will also be an opportunity to join some fantastic breakout sessions covering a wide range of topics.

[Book your place here.](#)

## **Next edition**

The next edition of Provider News will be published during week commencing 14 November 2022. 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](mailto:enquirylinequality&contracts@leics.gov.uk).