

Adult Social Care



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Provider bulletin

April 2023

Welcome to our April newsletter from the Market management team. Please share this newsletter with all staff.

Training

Skills for Care webinar - Providing evidence to the CQC

If you missed this webinar on the 1st March then you can watch the 45 minute recording here: [Providing evidence to the CQC](#). There is also a library of other recorded webinars on topics such as:

- Support for new managers
- Managing complaints
- Partnership working
- Risk assessments

[You can sign up for Skills for Care's regular newsletter to hear about future free webinars.](#)

Train the Trainer

This training will give those who have responsibility for training and supporting others the skills and confidence to deliver RESTORE2-Completing the RESTORE2 course is a pre-requisite for this course. Places can be booked via the following [Eventbrite page](#).

Restore 2 virtual training

[Providers can now book Restore 2 virtual training](#) via Eventbrite. Sessions will run for approximately 90 minutes with extra time for questions and discussions. The following dates are currently available:

- Thurs 27th April 9:30-12:00
- Thurs 4th May 9:30-12:00
- Wed 10th May 9:30-12:00

- Thurs 16th May 9:30-12:00

Oliver McGowan mandatory training on LD and autism

Health Education England (HEE) have noted that they are working with partners to arrange trainer's training that will prepare people with a learning disability and autistic people to co-deliver the online interactive and face to face sessions of The Oliver McGowan Mandatory Training on Learning Disability and Autism. Each Integrated Care Board (ICB) is being supported to develop training capacity. Those sessions are expected to be available from early in 2023.

If you are offered an online session or face to face training today, it is not The Oliver McGowan Mandatory Training on Learning Disability and Autism. Future updates will be shared widely and made available via the HEE website. For the slide deck please contact ASC Commissioning.

Syringe pump training

Syringe pump training including an overview of end-of-life care drugs is available on multiple dates over the course of this year. For further information or to book please go to the [Thames Hospice website](#).

Current dates available:

- Thursday 4th May 2023
- Monday 11th September 2023
- Wednesday 6th December 2023

The sessions are 1.30pm – 4.30pm at Thames Hospice, Windsor Road, Maidenhead, SL6 2DN.

Missing persons policy

As part of our ongoing Quality Assurance work, we need to ensure that all providers have a Missing Persons policy and review it regularly. Can all providers please make sure there is a policy in place where necessary. Providers may find the [Herbert protocol](#) useful for people at risk of going missing. Any questions please contact ASC.Commissioning@slough.gov.uk

Staff wellbeing

Apply for energy bill support

Most households have automatically received the £400 discount on energy bills, however not all households will have been eligible. If you are a household who hasn't yet had the £400 help yet (e.g. if you pay your energy bills through a landlord) you can now [apply online](#). The link shows who is eligible to apply.

Wellbeing Matters

Wellbeing Matters provides free, confidential psychological support to all Health and Social Care in Berkshire. Their trained staff are ready to listen and offer you the help you need. They provide a range of support including a [Wellbeing Line](#), [advice and guidance](#) and [support for teams and managers](#) such as through [Wellbeing hubs](#).

When you call, you'll be speaking to staff trained in psychology, who are ready to listen and give you wellbeing support and advice. We're here for you.

Mental Health Support

For mental health support visit the [Talking Therapies website](#) or contact [NHS 111 online](#).

Slough

NHS
Frimley

It's ok to ask for help if you are struggling with your mental health.

Don't wait to get support. NHS services are free, confidential and here for **you**.

You can talk to someone by visiting **NHS 111 online** <https://111.nhs.uk/> or by **calling 111**. You can also self-refer yourself anytime by contacting Berkshire Healthcare Talking Therapies.

Scan the QR code below or visit:

<https://talkingtherapies.berkshirehealthcare.nhs.uk/>



SCAN ME



If you need urgent help with thoughts or feelings that are worrying you, or feel like you can't keep yourself safe, call **NHS 111**. They can direct you to where you need to go. You can also visit or call:

Mental Health Matters

Safe Haven, 54 High Street, Slough, SL1 1EL

07790 772 863

5pm-11pm Thursday – Sunday

If you would like support with your mental and emotional wellbeing try Berkshire Healthcare's Wellbeing service. www.berkshirehealthcare.nhs.uk/our-services/mental-health-and-wellbeing/wellbeing-service/

Our Wellbeing Service provide support with housing, employment and financial struggles, dementia, homelessness and more. You can also visit the Frimley Health and Care website for a full list of mental wellbeing services in your local area.

You will also find services for parents, carers and young people.

Scan the QR code below or visit:

www.frimleyhealthandcare.org.uk/living-here/helping-you-to-stay-well/mental-wellbeing/



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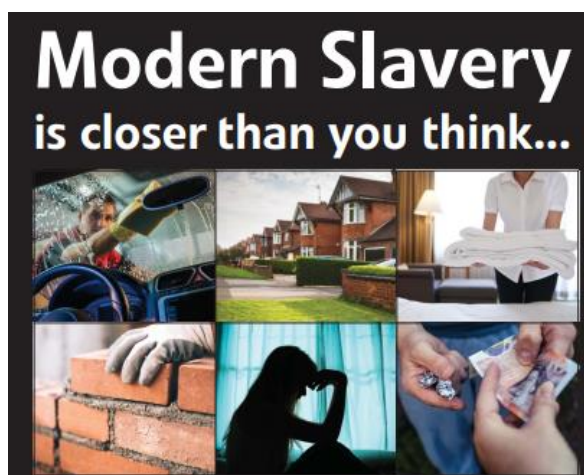
Capacity tracker

Providers are reminded to submit their monthly capacity tracker data. If you need any help, get in touch with the Contact Centre on 0191 6913729 or drop them an email via necsu.capacitytracker@nhs.net.

Safeguarding

Modern Slavery

Providers are reminded to be aware of Modern Slavery. It is the exploitation of people for personal or commercial gain. Helen Buckland, Principal Risk and Exploitation Partnership Officer at SBC, has shared useful apps which help guide workers on their rights and what to look out for such as [Just Good Work](#) and [Unseen](#). There is also a helpline which can be contacted on 0800 0121 700. There are also posters in multiple languages for providers to display in their workplace – please contact ASC.Commissioning@slough.gov.uk for these. Please share these resources with your staff.



Public Health

Covid 19 guidance updates

- [COVID-19: testing from 1 April 2023](#) : Updated 1 April 2023
- [COVID-19 supplement to the infection prevention and control resource for adult social care](#)
- [COVID-19: managing healthcare staff with symptoms of a respiratory infection](#)
- [NHS England » National infection prevention and control](#): Updated 10 March 2023

Local resources

Slough Directory

The [Slough Community Directory](#) is an online database which signposts residents to Warm Spaces, social groups, and other local services. This is a useful tool for our partner organisations to provide further information on local resources. Feel free to share this link widely.

Other updates

Insurance documents

We require providers to submit their insurance documents to the Quality Assurance team. Providers will need to send us the relevant documentation as and when insurance policies are renewed/updated. The QA team will contact providers in due course with information regarding which documents are required. Please ensure this is followed up on promptly.

Provider forum

The next Provider forum is on Tuesday 30 May. All providers are encouraged to attend. If you have not yet received your invite, please let us know via the team inbox at ASC.Commissioning@slough.gov.uk

Cost of living resource pack now in community languages

The [Cost of living resource pack](#) is now available in multiple languages. This is a guide to local services and places available for people who may need assistance due to the current crisis. Please share this with staff and service users where appropriate.

Contact us

We welcome your feedback and suggestions for future items to this newsletter – please get in touch via ASC.Commissioning@slough.gov.uk

Information provided in this bulletin is correct at time of issuing.