

Adult Social Care



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Slough
Borough Council

Provider bulletin

May 2023

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

Training

Data Security Protection (DSPT) Toolkit

Lisa Leah from Oxfordshire Association of Care Providers offers free training and support for providers to help improve their data security. If you would like to know more or organise some training, contact Lisa via email on lisa.leah@oacp.org.uk or by phone on 01235 248091.

**DEADLINE FOR PUBLICATION
THIS YEAR IS 30TH JUNE 2023**

FREE TRAINING AVAILABLE
UNTIL 31ST MARCH 2023

DSPT
Better security.
Better care.

**Improve your organisation's Data Security by
using a CQC recognised Toolkit to evidence it**

Reduces Risk → Keeps Data Safe → Builds Trust → Gives Guidance

Key Benefits & Features:

- DSPT is likely to become a formal part of CQC Inspection
- Reassure the people you support that you can be trusted with their data
- Ensure ongoing access to NHSmail to share information securely.

SCAN WITH
YOUR MOBILE
CAMERA
dspt@oacp.org.uk

Gain access to:

- Summary Care Records (SCR)
- NHSmail
- Electronic medication system (eMAR)
- Care Management System
- Video calls to staff, families and GPs.

You can use the DSPT as evidence for:

- CQC Key Lines of Enquiry (KLOEs)
- GDPR / DPA 2018
- 10 Data Standards - NHS & Council contracts.

OACP Oxfordshire Association of Care Providers **NHS Digital** **NHSmail** better connected, better care **CARE** Supporting care services

RESTORE2 virtual training

[Providers can book Restore2 virtual training](#). Sessions will run for approximately 90 minutes with extra time for questions and discussions. The next training date available is Thursday 16th May 9:30-12:00.

RESTORE2 Train the Trainer

This training is available for staff with a responsibility for cascading training within care settings and or/ those with an interest in acquiring facilitation skills to enable them to train others in RESTORE2. The next session is on Wednesday 24 May and is a 2hr online video call. [Providers can book Restore2 Train the Trainer online](#).

Free Adults at Risk Programme (ARP) training with the Fire Service

The [ARP training session](#) is designed to enable individuals to work with the Royal Berkshire Fire & Rescue Service (RBFRS) to protect vulnerable adults in the community from the risks of fire. There are many considerations when planning a care package to allow someone to continue to live in the community with extra support to ensure their safety and wellbeing. If fire safety is not considered and the correct protection measures are not put in place, then the person may not be safe in their home. For more information/group booking enquiries email prevention@rbfrs.co.uk. [The next training dates will made available via the RBFRS Eventbrite page](#).

Syringe pump training

Syringe pump training is available on multiple dates over the course of this year. The sessions are 1.30pm – 4.30pm at Thames Hospice in Maidenhead.

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

Berkshire Registered Managers network

There is a Berkshire registered managers network which meets roughly 4-6 times per year and has a WhatsApp group. This is funded by the DHSC, supported by Skills for

Care and is currently chaired by Sue Kelly who is the RM for a reablement service in Reading. This is YOUR network – so if you are an RM and don't know about this, please send your full name, organisation, work address, email and phone number to rachel.reid@skillsforcare.org.uk and state that you wish to join the Berks RM network.

LGBTQ+ learning framework

This [learning framework for working with LGBTQ+ people in later life](#) aims to provide a base for identifying the insights, knowledge, understanding and skills that the social care workforce need to help them work affirmatively, inclusively, and effectively with individuals from gender and sexually diverse communities. This project was funded by Skills for Care and was developed by Dr Trish Hafford-Letchfield (University of Strathclyde) in collaboration with the LGBT Foundation.

CQC Single Assessment framework

We recently sent an email to all providers regarding information from a recent webinar about the CQC single assessment framework – please let us know if you did not receive this email. The slides and Quality statement spreadsheet are available for providers to view. They are attached to the email accompanying the newsletter. CQC are publishing the new framework now so that providers and other stakeholders can start to become familiar with it.

Below are links to two webinars for providers to ensure you are fully prepared for the changes. Please ensure your staff enrol on these webinars.

- [CQC webinar: Evidence folders and what you need to collect – Part 2 \(Wed 24 May\)](#)
- [CQC webinar: Single Assessment Framework \(Wed 7 June\)](#)

Hoarding protocol

A reminder for all providers to view the [Hoarding protocol](#) and ensure that staff all aware of it. It provides practical guidance and resources for professionals who work with people that hoard.

Staff wellbeing

Mental Health Awareness Week (15 to 21 May 2023)

The theme for this year's [Mental Health Awareness Week](#) is anxiety. Anxiety is a normal emotion in us all, but sometimes it can get out of control and become a mental health problem. Anxiety is one of the most common mental health problems we can face.



Healthwatch Advisory Group

Healthwatch is looking for people with relevant knowledge and experience and a commitment to want to see better outcomes in health and care for the residents of East Berkshire.

The Advisory Group agrees and monitors strategic priorities ensuring the issues and themes that Healthwatch work on are the priorities for residents of East Berkshire. Members also attend strategic health and social care meetings, ensuring the voices of patients and services users are heard and acted on. The advisory group meets every two months and attendance at other local strategic meetings will be based on a member's availability, knowledge, and interests.

Please get in touch to find out more. Contact Tess Scott on 07816 087120 or tess.scott@healthwatchwam.co.uk

Support for staff with caring responsibilities at home

Are you balancing a job in health or social care with caring responsibilities at home? For more resources to help you, check out the [working carers page on the Wellbeing Matters website](#).

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 necs.capacitytracker@nhs.net.

Public Health

Covid 19 guidance updates

- [COVID-19: testing from 1 April 2023 - GOV.UK](#): Updated 1 April 2023

Local resources

Library opening hours

Please note the library opening hours have changed recently in Slough – have a look below for your local library and their opening hours. Visit our [website to see the timetable of events and activities](#) at your local library.

SLOUGH LIBRARY SERVICE WEEKLY OPENING HOURS

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
CURVE	9am-5pm Library staff and self service	10am-6pm Library staff and self service	9am-5pm Library staff and self service	9am-5pm Library staff and self service	9am-5pm Library staff and self service	10am-5pm Library staff and self service
BRITWELL	9am-5pm Self service only	9am-5pm Self service only	9am-5pm Self service only	9am-5pm Self service only	9am-5pm Self service only	10am-4pm Library staff and self service <small>Last Saturday of the month only either 4th or 5th week</small>
CIPPENHAM	CLOSED	10am-5pm Library staff and self service	10am-5pm Library staff and self service	10am-5pm Library staff and self service	CLOSED	10am-4pm Library staff and self service <small>1st and 2nd week only</small>
LANGLEY	10am-5pm Library staff and self service	10am-5pm Library staff and self service	10am-5pm Library staff and self service	CLOSED	10am-4pm Library staff and self service	10am-4pm Library staff and self service <small>3rd and 4th week only</small>

Wellbeing for Slough directory of activities and services

Slough residents can find activities and services all in one place online, in the [Wellbeing for Slough Community Directory](#). Less digitally able users can attend the [Digital Buddy Scheme](#) to feel more confident in using the directory.

Digital wellbeing

The council's community learning team is running Basic Digital Skills to support residents to do more online and know how to browse the council website. View the [summer course brochure](#) and contact the team on 01753 476611 to discuss requirements and enrol.

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

Damp and mould

The council has sent letters to 6,000 council tenants, and James Elliman Homes tenants, asking about the condition of their properties and if there is a damp and mould problem. If you are in this situation and encountering these problems, you can email damp&mould@slough.gov.uk, with your full name, address, phone number, email address, the room(s) where the damp or mould is located, the description of the problem and if anyone in the household suffers COPD or other respiratory conditions.

If you've already been in touch with the council about these problems within the last two months, you don't need to contact them again unless things have worsened.

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.