

# Adult Social Care



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**Slough**  
Borough Council

Provider bulletin

September 2023

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

## Training

### International recruitment webinars

A series of exclusive webinars with immigration experts from JMW Solicitors, unravelling the complexity of international recruitment. Open to all registered adult social care providers in the South-East. Click on the below links to register your place.

- [Introduction to international recruitment](#)  
Tuesday 12 September 10.00-11.30am  
Thursday 21<sup>st</sup> September 2.00-3.30pm
- [Best Practice – Ethical Sourcing, Compliance & Onboarding](#)  
Thursday 14th September 10.00-11.30am  
Tuesday 26th September – 2.00-3.30pm
- [Home Care Provider Special](#)  
Tuesday 19th September 10.00-11.30am  
Thursday 28th September 2.00-3.30pm

### Making research count webinar on international recruitment

Making Research Count (MRC) London, part of Kings College London, are hosting a free webinar on best practice in international recruitment in health and social care on Thursday 14th September 10-12pm. This webinar provides an opportunity to explore lessons learnt from international recruitment across health and social care. To book your place email [MRC@kcl.ac.uk](mailto:MRC@kcl.ac.uk).

## **The power of registered manager networks – why should you join?**

Skills for Care are holding a brand-new event this September aimed at managers from adult social care services who do not attend a local network and want to learn more.

The event will give details on how the networks are run, the benefits of attending, and how Skills for Care continue to raise the profile of registered managers. The event will also include taster sessions where they will talk about topics, issues and challenges that matter to you including recruitment and retention, leadership and management, and good and outstanding provider support. The event is over Zoom on Thursday 14 September 10.30-12.00pm – [Book your space now](#).

## **The 2023-24 Workforce Development Fund (WDF) is now open for applications**

[The Workforce Development Fund](#) allows employers to claim back money towards the costs of workers completing a broad range of adult social care qualifications, learning programmes and digital learning modules. To claim funding, the employer will need to meet criteria for adding data to the Adult Social Care Workforce Data Set.

Webinar dates have been added to find out more about the Volunteer Responders programme and the volunteer support available to adult social care providers. You'll hear about the programme, how to make a referral and ask any questions.

Various [times and dates](#) are available for the webinars.

## **Skills for Care: Adult Social Care Workforce Data Set (ASC-WDS) account demonstration and questions answered**

On Thursday 21<sup>st</sup> September 2023 10.00-10:45am there will be an online session on the Adult Social Care Workforce Data Set. The ASC-WDS helps providers to manage their workforce data and provides crucial intelligence to key decision makers such as Government, DHSC, CQC and local authorities. ASC-WDS provides access to safe and free management of staff and training records and the ability to benchmark your workplace against similar providers. Contact Rachel Reid, Skills for Care locality Manager for the invite: [Rachel.reid@skillsforcare.org.uk](mailto:Rachel.reid@skillsforcare.org.uk).

## **Stay Smiling Programme**

The full e-learning programme is available on the [Alliance for cavity-free future website](#). Once you sign up as a free member, the Stay Smiling programme can be found in the member's section. Want the video files for your own training presentations? Email the team at [stay.smiling@kcl.ac.uk](mailto:stay.smiling@kcl.ac.uk)

## Capacity tracker

All providers are required to update the Capacity Tracker on a monthly basis, otherwise there is a risk of being fined. Please make use of the support available via the Contact Centre on 0191 6913729 or drop them an email via [necsu.capacitytracker@nhs.net](mailto:necsu.capacitytracker@nhs.net). There is training available to providers on the Resource page of the [Capacity Tracker website](#) once you log in.

## Local resources

### Digital champions community event

The next [Digital champions community event](#) is on Thursday 28 September 2023 14:00-15:30. It will bring together digital champions in your local area and anyone else who is interested in becoming a digital champion. Digital champions are individuals who work in the adult social care sector, who support and empower staff to use digital tools more effectively. This will be the first in a series of activities aimed at supporting and raising the profile of digital champions.

### Tissue Viability Team update

The Tissue Viability team is currently working with reduced capacity due to staffing issues. To ensure the most appropriate patients are seen in a timely manner the team are implementing the following:

- All referrals will be triaged Mon, Wed, Friday with a dedicated Triage nurse available on these days. The Triage nurse will review the referrals and liaise with the referrer to develop an ongoing plan of care. Referrals should still be made via the BHFT - [integratedhub@berkshire.nhs.uk](mailto:integratedhub@berkshire.nhs.uk) For staff looking to discuss patient care or seeking advice please contact via **0118 904 3600** please leave a message and a TVN will return your call.
- All referrals should have:
  - 2 new photographs –1 close up of the wound showing the wound bed and one further to show the surrounds and the body part.
  - Any wound swab results.
  - Recent blood test are also useful to help develop the plan of care.
- Following triage the TVN team will only undertake face to face assessments for those patients who are more complex and require a physical assessment.
- For those less complex patients and following the development of a plan of care the TVN team will discharge those patients from their care and the responsibility for the delivery of the care will remain with the referrer, however if

further advice or review of the plan of care is required please do contact the TVN team.

## Slough Carers Support

[Slough Carers Support](#) service has now moved in-house and continues to provide a range of support to carers including groups, forums, newsletter, training, information and events. This is relevant to any of your staff who may be undertaking unpaid carer responsibilities. They also have a new email address – [sloughcarers@slough.gov.uk](mailto:sloughcarers@slough.gov.uk) and can be contacted via 01753 303428.

## Saving money on energy bills drop-ins

Green Doctors are in Slough in September with two drop-in sessions for residents. They are energy experts who can lower your household costs and reduce financial stress as the costs of living continue to rise. Register for a free chat with a Green Doctor to save energy, receive free energy efficiency measures, access financial support and change tariffs. The drop-in sessions in Slough are as follows:

- Monday, 18th September @ Britwell hub from 10 – 11.30am
- Tuesday, 19th September @ Cippenham Library from 10am – 12noon

Book your space via email [GreenDoctorsLDN@groundwork.org.uk](mailto:GreenDoctorsLDN@groundwork.org.uk) or call 0300 365 3005.

## Other updates

### National survey of all care workers in all care roles in ASC

The national survey of care workers, conducted by Skills for Care, Ipsos and the University of Kent on behalf of the Department of Health and Social Care, is gathering information about working conditions, organisational characteristics, and workplace culture, to understand how work-related quality of life and wellbeing is affected. The survey should take no more than 20 minutes to complete. [Complete the survey.](#)

### Slough Borough Council corporate complaints process change

In mid-August the corporate complaints process at the council changed from a three stage to a two-stage process. The reduced stages and extended timings at each stage

will allow officers to spend more time producing thorough and quality responses with the aim of resolving complaints at the first stage.

More time can therefore be spent on identifying learning from complaints to reduce similar issues being raised.

## **Health and Safety documents**

We would like to take this opportunity to thank all our providers for their continued assistance in submitting their Health and Safety documents. This is a critical function of the Quality Assurance team and ensures all providers are compliant.

## **Staff update within the Quality Assurance team**

There have been a few recent changes within the Quality Assurance team. Mervin Msaya has now left the council. Zoe Buchanan is currently working with us on an interim basis as Quality Assurance Officer. Sally Kitson is moving into a different role within the Commissioning team. We are actively looking to recruit a new group manager and will update providers in due course. Providers are still to use the [ASC.Commissioning@slough.gov.uk](mailto:ASC.Commissioning@slough.gov.uk) to contact the team. When we have a new staff team in place we will contact providers with revised dates for the Provider Forums.

## **Business continuity plans**

Some providers will have received an email requesting a copy of their business continuity plan (BCP). Please can these providers ensure their latest BCP is sent to us by Wednesday 13<sup>th</sup> September.

## **Useful contact details**

- **BHFT Care Home Support Team's contact details**  
[eastberkscarehometeam@berkshire.nhs.uk](mailto:eastberkscarehometeam@berkshire.nhs.uk)
- **Data Security Protection Toolkit (DSPT) free Support** for East Berkshire Care Homes: [angie.mcnally@oacp.org.uk](mailto:angie.mcnally@oacp.org.uk) Resources: [The Data Security and Protection Toolkit - Digital Social Care](#)
- [East Berkshire Physical & Community Services](#)

- [East Berkshire Mental Health & Wellbeing Services](#)
- **Frimley ICB Infection Prevention & Control (IPC) Team:**  
[frimleyicb.ipcteam@nhs.net](mailto:frimleyicb.ipcteam@nhs.net)
- **Frimley ICB Medication Optimisation Care Home (MOCH)**  
**Team:** [frimleyicb.moch@nhs.net](mailto:frimleyicb.moch@nhs.net)  
**MOCH Resources:** [Medicines Optimisation website](#)
- **Local Access Point (LAP):**  
**Phone Referrals:** 0300 365 1234  
**Email Referrals:** [integratedhub@berkshire.nhs.uk](mailto:integratedhub@berkshire.nhs.uk)
- **NHS Email Registration Guide:** [Registering a social care organisation, for example, a care provider or care home service](#)
- **Urgent Community Response (UCR)** This service operates 365 days a year including Bank holidays, 8am – 8pm 7 days/week (last referral for a same day visit by 18:00). Immediate/life threatening – call 999. **Suitable conditions include:** > Falls > Decompensation frailty > Reduced mobility/ function > EOL support. **To refer please call The Hub: 0300 365 1234**

## Contact us

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

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