

Adult Social Care



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Provider bulletin

November 2023

Welcome to our November newsletter from the Market management team. Lynn Johnson has joined the Commissioning Team at Slough Borough Council and is heading up the Market Management Team on an interim basis. As the Group Manager for Market Management, Lynn has responsibility for the Contracts Management and Quality Assurance Teams, and as well as undertaking a review of current policies, procedures and operational practice, Lynn will be finalising the current Market Position Statement for consultation and engagement with care and support providers. Lynn is an experienced interim who has worked across Strategic Commissioning, Contracts Management, Procurement, Quality Assurance and Brokerage at a senior level most recently in the West Midlands. Please share this newsletter with all staff.

Training

Urinary Tract Infection (UTI) prevention, symptom recognition and treatment

UTI's are one of the leading causes of potential life-threatening E. coli bloodstream infections among over 65's. NHSE and UKHSA have recently run a joint awareness campaign. It aims to signpost individuals, patients, carers, and healthcare providers to resources including information on best practice, personal hygiene, self-care, and the importance of staying hydrated to prevent, recognise and treat UTIs. Providers can view the posters and more resources on UTIs in [one easy to access location](#). Could you support by sharing key messages and posts to your team and even families that may support your residents.

Falls training

Do you want to be proactive and react to falls before they happen? Charlotte Payne (Practice Development Lead for AHP) and Sue Langan (Care Home Quality Lead) are hosting a Teams session on Falls for providers. Please note each training session has the same content to provide an opportunity to plan and allocate staff members to each one.

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The training is 1-3pm on the following dates:

- Thursday 9th November
- Wednesday 15th November
- Thursday 23rd November
- Wednesday 29th November

Contact sue.langan@nhs.net for the invite.

Catheter care training

Invites have been sent out for catheter care training running on **13th November, 20th November, 30th November and 7th December**. The training will cover:

- To identify what a Urinary Catheter is, and the different types available
- List the reasons why a Urinary Catheter may be required
- Describe the Anatomy and Physiology associated with the Urinary Tract
- Discuss the advantages and disadvantages of Urinary Catheterisation
- List the various applications that are available for Urinary Catheters
- State the appropriate infection control measures required when delivering good catheter care
- Analyse problems that may be faced by a person who has a urinary catheter and how they may be rectified by yourself or a member of the Health and Social Care Team
- Appropriate documentation and record keeping for catheter care

The content of the training sessions is the same so you can plan and allocate staff to each session. Email sue.langan@nhs.net if you have not received an invite but have staff who would like to join.

Free online diabetes education programme

The Cambridge Diabetes Education Programme (CDEP) is providing training to upskill staff in both acute and community environments. Training can be tailored for the following levels:

- **Core** – basic level for staff who have contact with people living with diabetes such as carers, receptionists, students etc.
- **Intermediate** – for registered staff whose role may impact on care such as practice nurses, carers trained to deliver enhanced diabetes care, care home nurses etc.
- **Diabetes Specialist** – staff responsible for delivering most of the diabetes care such as practice nurse, diabetes link nurses, diabetes podiatrists etc.

- **Diabetes Expert** – staff delivering intensive care to complex diabetes training or delivering diabetes specialist support to other staff

Once you have chosen your level, the training options will be tailored to this accordingly – you can go in and adjust the levels at a later stage. Each module has a certificate of completion and differs in length depending on the level.

How to book your place:

- Go to CDEP's website at www.cdep.org.uk
- Click on the link in the top right corner: SIGN IN/REGISTER Under NEW CANDIDATE REGISTRATION
- Enter your email address and click CREATE ACCOUNT
- Complete the rest of the registration form and you're all set!

For FREE access, enter the REGISTRATION KEY CODE: **FRIMLEYCDEP**

Public Health

Flu Vaccination

Social care staff are still eligible to receive a free flu and COVID-19 vaccination. The seasonal programme provides vital protection to those eligible, the people they care for, and their families over winter, keeping people from developing serious illnesses, and helping to minimise hospitalisations during busy winter months.

The protection offered by each dose of the COVID-19 and flu vaccines reduces over time and therefore it is very important that eligible people take up the offer of the next seasonal dose, in order to receive maximum protection. [Visit the NHS website to see dedicated advice regarding the flu vaccine.](#)

Cold Weather advice

With cold weather approaching, the Met office have prepared a [guide on how to protect yourself during winter](#). Share this with residents you come into contact with who may find it useful.

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. There is training available to providers on the Resource page of their [website](#).

Both care home residents and social care staff will be offered Covid-19 and flu vaccinations and as with previous campaigns and in line [with the Formal Notice](#), vaccination data will form part of the mandated collection. This will be the same fields as in previous years. Due to the dates the campaigns start, the first reporting window for this data will be 8 October 2023 to 16 October 2023. It is especially useful for care home managers to update CT immediately following a vaccination team visit.

We encourage all residents and staff to take up their autumn COVID-19 and flu vaccine. Eligible individuals can book and manage their [COVID-19](#) - and [flu](#) - vaccination appointments online when the service becomes available.

Local resources

Do you know about Green Doctors?

[Green Doctors](#) specialises in support for helping residents save money on household bills and keeping warm in the home. If you know of someone in the local community who could benefit with some support, you can make a referral by emailing london.greendoctors.org.uk or phoning 0300 365 3005. It's all completely free and they don't have to be in crisis for a referral to be made. They have language interpreters and offer BSL interpreting via video call too.

Repair café in Slough

The [Repair Café](#) is a volunteer-run event where repair coaches help visitors to fix their beloved but broken item and extend its life. Why throw it away when it can be brought back to life with just a little help!? Learn new skills, meet new people, and create the habit of repairing and reusing things. It's free to have your item checked and repaired. The next one is on **Saturday 25 November 11:00 - 14:00** opposite Ernest Jones inside the Queensmere Shopping centre. This is next to the former Debenhams and B&M store. [Book your free timeslot](#). Tickets will be available until 11:00 on the Thursday before the event.

Slough Anti-Litter market

Declutter your house and sell your items in the former B&M store during the Slough Anti-Litter Market. All proceeds from the sale of the tickets will go towards the Slough Repair Café. Follow them on social media or [sign up for their newsletter to stay informed about future events](#).

Free Seated Exercise Class at Brook House

There is a free seated exercise class at Brook House led by a trained instructor **every Wednesday 12-1pm**. This is run by the [Slough Senior Citizens Group](#). New members welcome – please share this with any residents who may be interested in joining. Contact sloughseniors@gmail.com for more information.

Other updates

Care Connected – Relaunch of Care Provider Forums

From 1st December the Market Management Team at Slough Borough Council is excited to invite all care providers based in Slough to join us at Care Connected, our re-launched care and support provider forums designed to help providers access the updates relevant to you and your organisation and/ or team.

Care Connected will take place every quarter starting from 1 December 10.30-12.00 through Microsoft Teams. Make sure you set a reminder in your calendars to join us!

Care Connected Forum	December	March	June	September
Home Care/Extra Care	6/12/2023	7/03/2024	5/06/2024	6/09/2024
Residential/Nursing Care	1/12/2023	11/03/2024	13/06/2024	16/09/2024
Supported Living	13/12/2023	19/03/2024	17/06/2024	27/09/2024

As a local system we are committed to working together to provide joined up multi-agency support to our care sector and based on feedback from care providers we know have been an invaluable lifeline to providers during the pandemic period in accessing and understanding guidance changes, receiving local and national updates, and to discuss challenges with providers and health and social care partners.

Attend Care Connected Forums to Receive:

- Guidance changes, news and updates from Slough Borough Council and the integrated care board
- Quality improvement programmes and initiatives
- Training and development opportunities
- Health and wellbeing support for you and your workforce

- Your chance to ask questions and raise burning issues with the Council, ICB and fellow providers.
- Sharing of best practice and good news across your sector
- Regular contributions from Skills for Care, Infection Prevention and Control and other services working to support providers across Slough.

As we know the sector continues to be under unprecedented pressure, we will send out a reminder ahead of each meeting which will include an agenda for the Care Connected Forum.

We want to continue to hear your voice on what you want to see at Care Connected forums including agenda items and questions you would like answering.

For further information contact; ASC.Commissioning@slough.gov.uk

Staffing update within the Commissioning team

Chrystelle Hatch, our Supplier Performance Officer, is moving to a new role within the council with her last day being Tuesday 7 November. In the meantime, for all communication relating to Health and Safety building compliance, business continuity plans and other similar matters please contact ASC.Commissioning@slough.gov.uk and one of the team will be able to respond to your message.

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.