

# London Care Providers E-Bulletin



## Welcome to the September 2023 edition of the London Care Providers E-Bulletin

### **Autumn is approaching!!**

Dear Colleagues,

I hope you have all managed to enjoy some well-earned time off over the summer.

It has certainly been very mixed in terms of the weather, from torrential rain to heatwaves, back to storms and more rain... and apparently more sunshine to come before the end of the month! I think this reflects what it is like working in either the care or health sector now – periods of calm and sunshine mixed with periods of turbulence and the need for someone to lend you a very sturdy umbrella.

Through sharing these updates, I hope that in some way we can provide that umbrella, sharing some of the wonderful work that has been taking place to ensure the care sector have access to the right support at the right time, helping both yourselves and the people you care for.

- The Covid-19 vaccination autumn programme has started –brought forward by a month to ensure the most vulnerable are protected as soon as possible.
- Our urgent community response teams across London are linking with more care providers than ever before to support you with accessing help within 2 hours if you are concerned about a person you care for, and we want to make sure that this is the same for those of you working in the home care sector and for pendant alarm providers as well as residential/nursing care.
- We have been testing a way of allowing care home staff to access hospital and GP records across a sample of care homes in London that has proved so helpful we are now in the process of expanding that across the whole of London to include home care providers and community teams.
- We are working closely with the teams supporting oral health, mouth care and dentistry in care homes, and there is a link to an amazing training session included in this bulletin. As we know, if someone's mouth is sore this will affect how they eat, communicate, drink- can lead to infections and weight loss- and is such an important part of our daily routine- brushing our teeth etc. and equally important to make sure we support those we care for to have healthy mouths.

If you have any suggestions for topics, you would like covered in this bulletin just let us know and we will make sure to include them.

Wishing you all a lovely Autumn.

**Best wishes,  
Briony Sloper  
Deputy Director – Health and Care in the Community (London Region)  
NHS England**

## Vaccination

**From 11<sup>th</sup> September 2023**, Primary Care Networks (PCNs) and other COVID-19 vaccination sites will start vaccinating residents and staff in older and non-older adult care homes as well as arranging visits to housebound patients. The campaign will start earlier than originally expected due to a new variant of COVID being identified by UKHSA (UK Health Security Agency).

**All** care homes should be visited during the autumn winter campaign, including non-older adult care homes.

The priority of the Autumn vaccination programme is for all eligible individuals to be offered a Covid-19 booster vaccine dose and 'Flu vaccination ahead of winter 2023-24, to increase their immunity against severe infection, reducing the risks of hospital admission and death.

The JCVI (Joint Committee on Vaccination and Immunisation) has advised that the following groups will be offered a COVID-19 booster vaccine in Autumn 2022:

- Residents in a care home for Older Adults
- All adults aged 65 years and over
- Persons aged 6 months to 64 years in a clinical risk group
- Frontline Health and Social Care Workers
- Persons aged 12 to 64 years who are household contacts of people with immunosuppression
- Persons aged 16 to 64 years who are carers, and staff working in care homes for older adults.

The age cohorts for flu and COVID-19 vaccinations have been aligned and will allow for the vaccinations to be delivered at the same time where possible, increasing the offer of co-administration of flu and Covid-19 vaccines, to improve the convenience and uptake for communities.

Care Home residents, staff and those people who are eligible and categorised as housebound will be prioritised. In order to optimise protection over the winter months, the aim is to complete the Autumn programme by **22<sup>nd</sup> October 2023**.

## Infection Prevention and Control (IPC)

Care Homes should now be reviewing their Outbreak Management Plans ready for Winter.

- It is important to recognise potential outbreaks promptly, and to put in place control measures as soon as possible, to prevent further cases. An outbreak is defined as 2 or more linked cases of the same (confirmed or suspected) infection occurring around the same time and associated with the service or location.
- It is important to identify people with signs and symptoms of illness even if they have not yet reported feeling unwell. This may include staff.

- An [outbreak management plan](#) should be in place, detailing the actions that should be taken in the event of an outbreak.
- Please see link for advice from CQC on Outbreak Management.  
<https://www.cqc.org.uk/guidance-providers/residential-adult-social-care/infection-prevention-control-care-homes>
- Further information on outbreaks can be found in the link below:  
<https://www.gov.uk/government/publications/infection-prevention-and-control-in-adult-social-care-settings/infection-prevention-and-control-resource-for-adult-social-care>
- The UKHSA Winter readiness document is currently being updated. Last year's version (which will not be very different) can be found here:  
<https://www.transformationpartnersinhealthandcare.nhs.uk/wp-content/uploads/2019/05/20221220-Winter-readiness-information-for-London-Adult-and-Social-care-Settings-2022-23-FINAL.pdf>

### Capacity Tracker

- Additional fields relating to the Flu and Covid-19 booster vaccination programme will be available from 20<sup>th</sup> September. This will be the earliest you can report any of this year's Covid Boosters. Please remember to report frequently on vaccination uptake for residents and staff in your care setting.
- There is a new feature available via the Occupancy Report that will allow Providers to select/declare that they have a Contract with a commissioning organisation. Once this has been approved by the nominated Commissioner it will allow Commissioners to see briefly their list of approved providers.
- We continue to see positive monthly improvements in London for both Home Care and Care Home Providers who are updating the Capacity Tracker at least once a month, with a 2% increase from August to September, for Care Homes and 3% increase for Home Care providers from August to September.
- Special congratulations to the following boroughs with 100% in September  
**Care Homes:** Camden, Harrow, Merton, Southwark, Tower Hamlets, Wandsworth, Kensington & Chelsea, Westminster  
**Home Care:** City of London
- For information on system updates in September please review September updates here [2023.09.13 what's coming - September 2023.pdf \(windows.net\)](#)

### Implementing Care Home Best Practice (Ambulance Call Outs)

A big thank you to the 47 Care Homes that took part in our interview project to help us to understand the factors which influence your decision to call an ambulance.

We have prepared a detailed analysis of the findings for each of the 4 Integrated Care Boards (ICBs) in London that took part and are currently working on a London Wide Report.

Analysis of the interviews and ambulance call out data will be shared with all Care Homes at a series of stakeholder events later this year. These events will enable us to share good practices and opportunities for change/improvement.

### Starline for Care Homes



**NHS 111 Starlines\***

- The NHS 111 Starline service will provide you with fast access to a clinical team who can give you the advice and medical input you need to care for residents instead of having to call 999 and transfer them to hospital. **This service is to ensure that you are receiving an enhanced level of support as care providers.**
- It is not intended to replace your support locally but when you cannot speak to your GP or Community Support team NHS 111 can help.
- Care home staff who are concerned about a resident are being asked to call **NHS 111 Star\*6** for faster access to urgent advice from a senior clinician if they cannot get through to the resident's own GP or community team.
- Before calling, record observations where possible: Date of first symptoms, blood pressure, pulse respiratory rate and temperature (refer to thermometer instructions). If there is a care plan for residents, for example a CMC or DNAR plan, please have access to it.

**DIAL 111 – Press 9 to continue**

**Provide your location - “lets work out where you are”**

**Stay on the line**

**Press \* wait for bleep and press 6**

You will then be transferred to a clinical advisor when possible or arrange for a 20 minute call back

### **Digitising Social Care Programme Update - Care homes and the London Care Record**

- Late in 2022, as part of a pilot programme, the first 28 care homes in the Capital were connected to the London Care Record. This meant that for the first time they could see wider and key information about their residents from a range of health and care settings across London. This includes allergies, test results and care plans as well as GP data and hospital discharge summaries.
- Evaluation of the pilot programme showed:
- The London Care Record was used around 2,000 times by care home staff with the most viewed information being hospital discharge summaries, diagnostic reports, laboratory results and care plans.
- Information helped staff provide more effective care to residents, reduced unnecessary ambulance call outs and hospital admissions and supported faster discharges from hospital.
- It also saved care home staff, as well as GP surgery teams and hospital staff, valuable time by reducing the need to spend time on the phone checking key information that is available to view within the London Care Record.
- Following this pilot programme work will now begin to provide access to the London Care Record to all of London's 1,500 care homes. This will take place in a phased approach over the next couple of years. Details of this will be available here due course.

### **Home Care Provider Survey – Urgent Community Response**

We are undertaking a project to gain a better understanding of the Home Care provider's awareness and experiences of using community health services, including Urgent Community Response (UCR). In light of this, we have designed a short online survey that will be disseminated to Home Care providers across London on the 11th September 2023. Our intention is to conduct this survey over a span of 2-3 weeks, with a view to analyse the results and share the findings back into the relevant leads/working collaboratives and Home Care Providers.

The key aim of this work is to use the survey as a valuable tool for identifying areas where Home Care staff may require additional information and support, in order to better access the full range of community health services that are available to support them and the people they care for.

We will aim to have the data analysis completed towards the end of October 2023, and plan to share the finding back with home care providers as soon as possible.

### **London Urgent Community Response & TEC/Pendant Alarm Services Event - Thursday 28 September 2023, 2-4pm**

- Join us for a regional event that will bring together London's *Urgent Community Response (UCR) and Technology Enabled Care (TEC)/Pendant Alarm* service providers to support improvements in awareness, knowledge and understanding of UCR/TEC services.
- The event will provide an opportunity to learn, share experiences and plan for winter by:
  - showcasing and promoting available London services
  - building networks
  - enhancing pathways to optimise patient/client care and in turn help reduce unwarranted ambulance call-outs.
- The webinar will provide real-life case examples of where joint working has been achieved.
- This virtual event will take place on **Thursday 28 September 2023, 2-4pm**
- The event is:
  - hosted by the NHS England - London Region Urgent Community Response Team
  - with support from National TEC and TSA (the industry and advisory body in the UK) and London Ambulance Service.
- All provider and commissioner colleagues interested in or working in health care settings, TEC/Pendant Alarm and UCR services, social care, care homes and domiciliary care providers are welcome.
- REGISTER via NHS England Events. The link can be found [here](#) (registration maybe required).
- **PLEASE NOTE:**
  - Registration for the webinar closes on Monday 25 September 2023 at 5pm
  - You will receive joining link the day before the event
  - If you are aware of any colleagues who would like to join the event, please forward the invite as appropriate.
- We hope that you will be able to join us for what we expect to be a dynamic and beneficial session for all. Any queries please contact us at: [london.England-ucr@nhs.net](mailto:london.England-ucr@nhs.net)

**Stay Smiling – Mouth care e-learning for Care Staff**

- King's College London have been developing the “Stay Smiling: Mouthcare e-learning for care homes” since 2019, in partnership with London Care Homes, NHSE Ageing Networks, the Whittington Trust, the Alliance for a Cavity Free Future.
- The Stay Smiling programme provides video-based mouth care training that has been co-developed with care staff and dental experts. Care homes across London will find this free, easily accessible training useful as an introduction to providing mouthcare.
- Please follow the links for more information [Stay Smiling Flyer](#)
- How to access the full e-learning programme:
  - Click on [www.acffglobal.org](http://www.acffglobal.org) in flyer
  - Click on Join Us
  - Fill in details to become a member of ACFF
  - Join as an individual or organisation – choose “other” as role
  - Submit
  - Log back in
  - Click on E-Learning
  - Click on Stay Smiling Icon
  - Choose Stay Smiling Course
  - Select which module you wish to undertake
  -

## Contact Information

**Health Care in Community  
programm- EHCH: website:**  
[https://www.healthylondon.org/res  
ource/enhanced-health-in-care-  
homes/](https://www.healthylondon.org/resource/enhanced-health-in-care-homes/)

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