



**Integrated
Care System**
Shropshire, Telford and Wrekin

NHS

**Shropshire, Telford
and Wrekin**

Nov 21st 2022

Care Cascade

Welcome to your care provider update



Welcome Back

We are pleased to reintroduce our monthly updates for colleagues working in the care sector.

These editions will centre around giving teams the information and resources they need relating to winter planning, with a particular focus on Covid-19 - including vaccinations, as well as flu vaccinations.

If you would like to include anything in the next edition, please email scott.demmerling@nhs.net



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Please come forward if you haven't received your booster!

Chief Nursing Officer, Alison Bussey, urges everyone who hasn't already received their vaccine, to come forward as soon as possible in order to top up their protection as we head into winter.

Click the image to hear
Alison's message.





THANK YOU!

A huge thank you to those who have already had their autumn booster. You're playing a vital part in protecting the people you care for and work with whilst also looking after yourself. For those of you who haven't come forward yet to receive your vaccine, we urge you to come forward as experts warn of a double pandemic heading our way this winter.



To get your **FREE COVID-19** vaccine either:

- Book an appointment through the National Booking Service online or by calling 119
- Walk-in to a vaccination clinic, find a clinic through the [ICS website COVID-19 vaccination drop-in clinics page](#) by self-declaring you are a health or social care worker.

To get your **FREE flu** vaccine:

- Find a pharmacy that is offering NHS flu vaccines. To find a pharmacy that is offering NHS flu vaccinations visit [here](#)

Please present your ID badge, OR, a letter from your employer identifying you as a social care worker, OR, you may have been given a voucher for a flu vaccine by your employer to use (please check with the pharmacy if they will accept these).

- Your GP surgery (some of whom may be offering walk-in clinics)

Some pharmacies are taking appointment bookings for flu online at <http://www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine/book-flu-vaccination/>





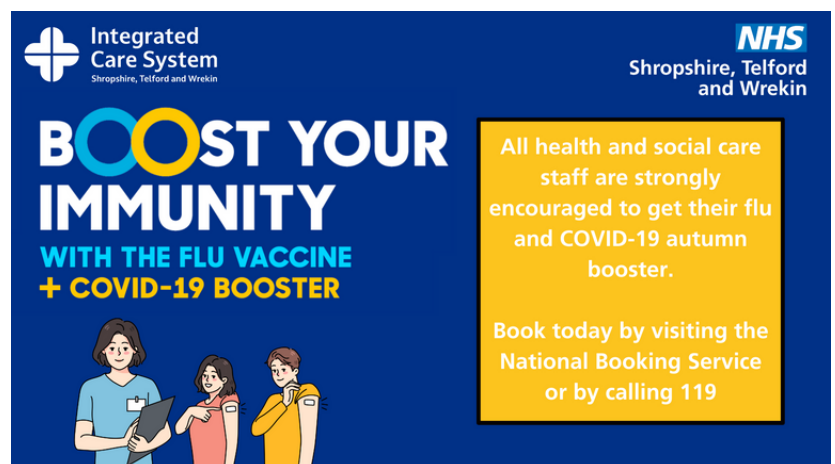
Show everyone you've boosted your immunity

Received your autumn booster?
You can click the link [here](#) and download
the sticker to the right, add it to your
Microsoft Teams background to help spread
the message that you've boosted your
immunity



Spread the word!

Click and download the images below to help spread the word in your workplace. Below you
will find a poster, desktop screensaver and email banner.





Procedure for Care Homes and Domiciliary Care Providers to raise concerns through the NHS to NHS (N2N) route.

Purpose of the N2N Process

The N2N process is in place to help improve the quality and safety of health and social care services across Shropshire, Telford and Wrekin by proactively encouraging feedback of concerns from provider organisations and care services. Information is gathered together in order to identify any themes: improved communication and a more seamless transition for service users between services, by using learning to make improvements. This process should not be used for apportioning blame but should be seen as a positive way for services to work together leading to better service user outcomes.

- Once a concern is received the person raising the concern will receive acknowledgment of receipt of the concern and a unique N2N reference number will be supplied
- Once a concern is logged onto the system it will undergo a triage process before being shared with the provider organisation involved in the concern, this is so we can ensure themes and reoccurring concerns are identified.
- Not all concerns will receive a timely individual response from the provider, but by addressing concerns as a collective we aim to supply a themed response with your concern as supporting evidence to what areas of care require addressing.
- All concerns received are valuable as it allows us to build a case to be addressed by the provider.
- Once we receive a satisfactory update on what the care provider has implemented to remedy the ongoing concerns, we'll update the concern reporter with the response to seek closure of the concern, at this stage there is the opportunity to seek further information if the response is deemed unsatisfactory or further assurance required.
- The goal of this process is to remove the burden from the reporter of escalating a concern directly whilst gathering intelligence to target areas in need of improvement.

This process is for low to moderate level incidents, as there is already a comprehensive national reporting framework for those incidents which are assessed as serious (Serious Incident Reporting) and these should not be reported via N2N process.



There is an expectation that if there is an immediate concern for the service users safety that this should be addressed directly with the service provider, to prevent any delays in their care. Please complete the [N2N proforma](#) and send to quality.stwccg@nhs.net

Celebrating later life in Telford and Wrekin: Ageing Well Consultation

We are currently in the process of developing an Ageing Well Strategy with local partners from the ICS, Voluntary Sector Organisations, Health organisations and Experts by Experience. The Strategy is due to be published in Spring 2023.

The Ageing Well pre- consultation ran throughout the summer 2022 with a fantastic response from the local people of Telford and Wrekin aged 50+.

The next steps of this journey is to produce a 'draft' Ageing Well strategy and Action Plan which will then be shared for consultation.

This important work responds to the increase in our population of older adults aged living in Telford and Wrekin to ensure our resources and community capacity fits the needs of our local population.

If you have any comments or want to find out more, please email:
AgeingWellConsultation2022@telford.gov.uk

Energy Bill Relief Scheme

A reminder of the relief Energy Bill Relief Scheme:-

<https://www.gov.uk/guidance/energy-bill-relief-scheme-help-for-businesses-and-other-non-domestic-customers>

Only currently available until next March 2023. The scheme will be available to everyone on a non-domestic contract including care homes.





**Shropshire
Council**



**Joint
Training**

Shropshire Partners in Care

**FULLY
FUNDED
PLACES**

Dementia Training

Shropshire Partners In Care (SPIC) are funding ALL places for CQC registered independent sector providers of adult social care across Shropshire, Telford and Wrekin.

Shropshire Council will fund additional places please visit website for criteria ([band 3](#))

Non-funded applicants welcome too, please see website for charges.

Information and booking: <https://www.shropshire.gov.uk/joint-training/our-courses/>

Dementia Awareness – Learning for Practice

Course aims: Increase knowledge of dementia, appreciate the social impact and recognise good communication approaches.

Date	Time	Zoom Webinar	Classroom venue
07 Dec 2022	10:00-13:00	✓	
18 Jan 2023	10:00-13:00		Telford – Meeting Point House
16 Feb 2023	10:00-13:00	✓	
29 March 2023	13:30-16:30		Shrewsbury – Town Football Club
19 April 2023	10:00-13:00		Telford – Meeting Point House
17 May 2023	10:00-13:00	✓	
22 June 2023	09:30-12:30		Shrewsbury – Shropshire Wildlife

Dementia – Wellbeing through Activities

Course aims: Provide a networking and learning opportunity for anyone interested in providing meaningful engagement and activities for older people, especially those living with dementia.

Date	Time	Zoom Webinar	Classroom venue
23 Nov 2022	09:30-12:30	✓	
01 March 2023	13:30-16:30		Shrewsbury – Town Football Club
28 June 2023	10:00-13:00		Telford – Meeting Point House

Learning Disability, Ageing and Dementia

Course aims: Build an understanding of learning disability as people are living longer, including prevalence, physical healthcare issues, dementia and good practice in relation to communication and reasonable adjustments.

Date	Time	Zoom Webinar	Classroom venue
06 Feb 2023	09:30-12:30	✓	
24 May 2023	10:00-13:00		Telford – Meeting Point House

Short notice cancellation and non-attendance charges will apply



National Capacity Tracker

Each month, on the 14th, the Department of Health and Social Care requires that care homes and home care providers update the National Capacity Tracker.

Up until this point, there have not been any fines for non-compliance, but that will change from November.

What you need to do

Make sure you complete your updates on the National Capacity Tracker by the 14th of each month.

However, we are asking all our providers to please complete the National Capacity Tracker form each day (if possible). The reason for this is that it gives our Commissioning Team the best chance to identify any potential problems and help support you.

How much are the fines?

The level of the fines will be the same as a provider's CQC registration fee.

As an example

- a care home with 31-35 service users could be looking at a fine of £5,023
- a larger care home with 56-60 service users could be looking at a fine of £8,792
- a home care provider with 20 clients could be looking at a fine of £1,325
- a larger home care provider with 40 clients could be looking at a fine of £2,411



Who issues the fines?

The National Capacity Tracker team is administering and enforces all aspects of the fines on behalf of the Department of Health and Social Care.

Local authorities are not involved in any aspect of this process.

It is worth noting that most of our providers are doing an amazing job updating their information regularly. You have nothing to worry about, and we thank you for your support.

Please do everything in your power to make sure you do not receive a fine, as it could be significant.

You may also want to ensure that more than one person in your organisation can update the National Capacity Tracker, just in case someone is on holiday or away from the office and not feeling well.

Help and support

If you require any assistance with refreshing or updating your information, please just call the Support Centre on 0191 691 3729 (Mon-Fri 8 am-5 pm) or send an email to nescu.capacitytracker@nhs.net



Opportunity for apprentice Nurse Associates available to Social Care employers to apply for within the Shropshire Telford and Wrekin.

There is funding available to support 10 apprentices across the ICS to undertake the [Nurse Associate apprenticeship programme](#) at University Centre of Shrewsbury (UCS).

Please find details of the funding offer below:

- £15,000 apprentice training costs covered by the ICS through levy share process
- Employers are eligible to apply for HEE funding of £8000 per Trainee (paid over 2 years)
- Additional £4000 (paid over 2 years) per trainee to support training, education, and costs of the Apprentice
- Course placements are organised and managed through the University.
- Support from Placement Facilitators for trainees and employers are available throughout the 2-year training programme.

The application process for both the employer and employee you are requesting funding to support can be completed via this link. Both the employer and employee applications are required.

<https://forms.office.com/r/ketky8M4nx>

The deadline for applications is Midnight on 4th December 2022

N.B. At this time, we anticipate that we will be able to support 1 apprentice per employer.

However, if you have more than 1 employee you would like to nominate as part of the funding application, please only submit up to 2 applicants.

Employees that are detailed within the funding application will be selected through a fair process which includes:

- Demonstrating university course eligibility criteria (please see supporting information for details of this)
- Interview with independent panel members.

Further details can be found [here](#)

This is an exciting opportunity for organisations who are keen for their staff to undertake their Nursing Associate training. If you would like to have a conversation about your application, or have any further questions, please don't hesitate to contact: Alison Lester on 07494 158336 alison.lester4@nhs.net



Social Care and Health Academy: Free two week induction training opportunity

The Shropshire, Telford and Wrekin Integrated Care System would like to welcome you to the Social and Healthcare Partnership Academy.

The academy offers a two-week induction programme free of charge to providers and has been designed to provide your staff with the required knowledge and skills to begin a career as a Healthcare Support Worker (HCSW) or Care Assistant/worker.

More information can be found here: [Social and Healthcare partnership Training Academy.](#)

For Social Care staff, referrals can be made by sending the following information Name, place to be working, email address, phone number and a contact name & number for employer to assist with any queries etc to shropcom.icsacademy@nhs.net

In addition to this:

The <https://www.stw-healthcare.co.uk> website promotes working in care to support the recruitment, training and retention of Health Care Social Work (HCSW) in the county of Shropshire for all our system partners and care providers.

The website has information relating to the HCSW Academy at Telford College and the training available will offer the links to jobs opportunities.

The website allows all partners and providers to advertise their jobs and share their organisation details, the care provided in the regions where they are located - Free of charge.

To register your jobs, please complete the form ([social care provider registration](#)) and return to the HCSW academy: shropcom.icsacademy@nhs.net





My Home Life England

Professional Support and Development Programme 2023

'The best course I have been on in 16 years' (Participant 2022)

- My Home Life England welcomes applications to our new programme across Shropshire, Telford and Wrekin. For 2023
- This programme is open to leaders who work in care homes and domiciliary care, including registered managers, deputies and clinical leaders.
- There are up to 20 places available - up to 10 places for people working in care homes and up to 10 for people working in domiciliary care. Places are funded by NHS Shropshire, Telford and Wrekin.

Please see attached documents below for more information including FAQs and how to apply. Deadline is 23rd January.

[My Home Life England programme leaflet](#)

[Application form](#)

My home life
England





PPE reminder

Face Masks

There has been no relaxation in the requirement for care workers to wear a face mask and the continued use of face masks in care settings remains a critical control measure to help minimise transmission.

It remains the case that face masks should be worn by all care workers irrespective of whether the person being cared for is known or suspected to have COVID-19 or not. This is referred to as 'universal masking' or 'source control' and is a means of preventing spread of infection from the mask wearer. Visitors to care settings should be encouraged to wear face masks.

There are a variety of different face masks which are useful for both protecting the wearer (PPE) and protecting others (source control). However, the type of mask recommended depends on the type of activity being undertaken and whether the person is known or suspected to have COVID-19 or not.

All face masks should:

- be well fitted to cover nose, mouth and chin
- be worn according to the manufacturer's recommendations (check which side should be close to the wearer)
- not be allowed to dangle around the neck at any time or be pulled down under the chin and then be re-applied
- not be touched once put on
- be worn according to the risk-assessed activity
- be removed and disposed of appropriately, with the wearer cleaning their hands before removal and after disposal

Face masks should be changed:

- if they become moist
- if they become damaged
- if they become uncomfortable to wear
- if they become contaminated or soiled
- at break times
- after 4 hours of continuous wear
- after providing personal care to someone with known or suspected COVID-19 - in a residential care setting staff should dispose of their face mask after leaving the individual's room, and put a new mask on.





PPE reminder continued

Good Ventilation

Good ventilation is an important control in managing the threat of COVID-19. Letting fresh air into indoor spaces helps to remove air that contains virus particles and prevent the spread of COVID-19 and other respiratory infections.

When someone with a respiratory viral infection breathes, speaks, coughs or sneezes, they release small particles (droplets and aerosols) that contain the virus which causes the infection. These particles can be breathed in or can come into contact with the eyes, nose, or mouth. The particles can also land on surfaces and be passed from person to person via touch.

While larger droplets fall quickly to the ground, aerosols containing the virus can remain suspended in the air for some time, including after an infected person has left the area. In poorly ventilated rooms the amount of virus in the air can build up, increasing the risk of spread, especially if there are lots of infected people in the room. The risk of airborne transmission is increased when occupants in an enclosed space are participating in energetic activity, such as exercising, or when they are shouting, singing or talking loudly.

Bringing fresh air into a room and removing older stale air that contains virus particles reduces the chance of spreading respiratory infections. The more fresh air that is brought inside, the quicker any airborne virus will be removed from the room.

Whilst maintaining good ventilation is extremely important, it is also important to remember that ventilation does not prevent the spread of respiratory infections through close contact (it is for this reason that wearing a face mask is so important).





PPE Reminder continued

Cleaning and Disinfection

Regular cleaning plays a vital role in limiting the transmission of COVID-19.

Increase the frequency of cleaning, using for example sanitisers that meet the requirements of BS14476, paying attention to all surfaces but especially ones that are touched frequently, such as door handles, light switches, work surfaces etc.

Cleaning should be more frequent depending on the number of people using the space, whether they are entering and exiting the setting and access to handwashing and hand-sanitising facilities. Cleaning of frequently touched surfaces is particularly important in bathrooms and communal kitchens.

Use disposable cloths or paper roll and disposable mop heads, to clean all hard surfaces, floors, chairs, door handles and sanitary fittings

When items cannot be cleaned using detergents or laundered, for example, upholstered furniture and mattresses, steam cleaning should be used.

