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Adults' Health and Care

Provider newsletter

29 November 2024

Remember to update Capacity Tracker regularly

It is important to ensure that you are regularly updating Capacity Tracker.

If you need support, it's best to contact the team earlier in the data collection window as there can be a high volume of calls towards the end of the collection window. You can contact via calling 0191 691 3729 (Mon-Fri 8am-5pm (excluding bank holidays) or by email necsu.capacitytracker@nhs.net

Ensure that you have more than one user to update the system. [Provider Training Sessions are available](#) on the Capacity Tracker site.

Are you supporting someone who could be missing out on Pension Credit?

This winter we want to help ensure that older people get the financial support they are entitled to. If you are working with someone of State Pension age or older, do consider asking them to check their eligibility for Pension Credit. Checking entitlement is easy with an on-line calculator [Pension Credit calculator](#).

In addition to Pension Credit, those who qualify could also receive the Winter Fuel Payment and other support, such as help with housing costs or with Council Tax.

Thanks to the Pension Credit backdating rules, it is possible to apply for Pension Credit and have the claim backdated by up to three months, (ticking the backdating box on the claim form). This means that the latest date to apply and still qualify for Winter Fuel Payment is 21 December 2024.

There is further information available to help you talk someone through [how to use the Pension Credit Eligibility Calculator](#)

Scabies

There has been a national increase in reports of scabies in the general population.

Scabies is a parasite which burrows into the skin of humans. See [information from the NHS](#) about the symptoms of scabies.

Symptoms of infection can appear as late as 6-8 weeks post infection, however infected persons can infect others via prolonged skin to skin contact while asymptomatic.

Diagnosis can be difficult due to the small lines caused by the burrows being easily destroyed by scratching. For these reasons scabies can be associated with health care outbreaks.

NHS Hampshire and Isle of Wight have put together [Infection Prevention and Control Resources](#) with information and guidance on what to do or who to contact if you suspect scabies.

Increased Norovirus activity

Norovirus activity has remained high into the start of the 2024/2025 season. It is crucial that providers put prevention measures in place as outlined in the [UKHSA winter pack](#).

Things to consider to reduce the risk of spread:

- Hand hygiene with soap and water if in contact with a service user with diarrhoea and/or vomiting
- Importance of rapid identification, isolation and communication of a potential case
- Change PPE after each task/service user
- Do not over wear gloves and aprons as this increases spread
- Consider thumb loop gowns where there is a risk of contamination to areas of uniform that are not covered by an apron – they must be changed in the same way as an apron is changed

- Fluid resistant surgical masks can be protective if the service user is vomiting
- Check that all staff members are aware of the importance of cleaning equipment after each use
- Cleaning with a product active against Norovirus
- Staff members stay off work until they are 48hrs symptom free and have managed to eat and drink
- Ensure you support service user with increased hydration needs
- Identify how you would arrange subcutaneous fluids for residents who are at risk of becoming dehydrated

Useful documents:

[Viral gastroenteritis/Norovirus](#) - template policy

[Norovirus: What to do if you catch it and helping to stop the spread – UK Health Security Agency](#)

[Infection Prevention and Control advice from NHS Hampshire and Isle of Wight](#)

[UKHSA South East IPC in Care Homes Winter pack 2024-25](#)

Infection prevention control advice is available via telephone: 08703156601 (Available 9am - 4pm, Mon-Fri) or by email hiowicb-hsi.infectionprevention@nhs.net (Actioned 9am - 4pm, Mon - Fri). UKHSA can be contacted on 03442253861

Capital Depletor questionnaire for care home providers

Hampshire County Council are currently reviewing processes for when an individual's savings or assets drop below the financial threshold of £23,250.

To support this work, we would like to understand what information you currently give to individuals who self-fund their care in a care home.

We invite you to complete our short survey by Friday 20 December. The survey should only take 5 minutes, and will help us to understand where there are any opportunities to provide information to individuals sooner.

[Information is available for you to print out](#) and give to residents who are at risk of reaching £40,000. A poster is also available for you to [print out and display in your home](#), reminding residents or their families to contact us if their capital is at risk of reaching £40,000.

[COMPLETE THE SURVEY](#)

Phone menu update at Hampshire County Council's Adults' Health and Care

Callers to Hampshire County Council's Adults' Health and Care will now hear a new phone menu. This has been redesigned to give callers a much simpler choice of buttons to press, along with clearer messaging that signposts them to the online needs checker and Connect to Support Hampshire.

This is expected to bring several benefits including:

- An improved customer journey.
- Less demand on the front door service.
- Calls are less likely to go to the wrong team and cause delays.

Callers will choose from 5 options:

Option 1 for safeguarding.

Option 2 for Occupational Therapy and Sensory enquiries.

Option 3 for financial queries.

Option 4 for information and advice queries.

Option 5 for customers who want to explore technology-enabled care solutions that are paid for privately.

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