

# Kent Adult Social Care Provider Bulletin

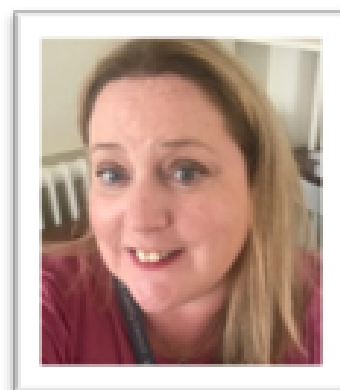


Friday 5 June 2020

## Introduction from Senior Commissioner at KCC

Kellie Pettet-Steele, lead for Vulnerable Adults Community and Preventative (Wellbeing) Services.

I would like to update you on some of the remarkable work that has been undertaken by providers who operate predominantly in the community supporting some of Kent's most vulnerable adults. Services within my remit include Live Well Kent (Wellbeing Services), Community Equipment and more specialist services including those supporting domestic abuse victims and Kent's homelessness community.



Working in the community during lockdown has been a challenge for our providers; a majority of interventions rely heavily on face to face support. I have been so impressed with how our suppliers have embraced new ways of working with real imagination and flare. This has ranged from online counselling delivered by our Live Well Kent providers to running virtual awareness training for (including but not limited to) supermarket and pharmacy teams.

Community Equipment deliveries have continued, and our homelessness support services have been attending temporary accommodation sites to support residents. I have also been blown away by how providers have supported each other, from sharing scarce PPE to supporting each other's teams with care workload.

From me and my Commissioners – thank you.



KENT INTEGRATED  
CARE ALLIANCE

### KiCA Update

KiCA are pleased to announce their second webinar taking place on Thursday 18th June at 1pm. Lester Aldridge will be looking at the regulatory risks for providers through the COVID-19 pandemic and 'Knowledge Oral Healthcare Ltd' will be talking about methods to reduce COVID-19 transmission via the mouth. If you would like to become a member of KiCA and participate in these webinars, please do contact: [louise.faulkner@kica.care](mailto:louise.faulkner@kica.care).

## NHS Clipper Service Trial

On Friday 10 April, the Secretary of State for Health and Social Care announced a new online portal to enable primary and social care providers in England to order critical Covid-19 Personal Protective Equipment (PPE). This week the Department of Health and Social Care (DHSC) updated us on the roll out plan for the PPE Portal, which should help to reduce the pressure on LRFs in the coming weeks.

The PPE Portal, developed in partnership with eBay, has been tested with the sector and is now being scaled up nationally over the coming weeks. If you are a small residential or care in the home provider, you may have been contacted and invited to use the portal recently. If you haven't received an invite yet, please make sure you routinely check your email account registered with the CQC/ MHRA.

The new DHSC emergency PPE portal will in future replace the short-term mutual aid that KCC has been supporting the KRF to provide. Invitations to use the portal for emergencies will be extended in the first instance to small social care providers and GPs but will roll out to all social care providers in the coming weeks. Once registered, invited providers can use the DHSC portal for short term supplies in an emergency.

In the meantime, all providers should continue to source their PPE through their business-as-usual commercial routes, which may include the KCC owned company Kent County Supplies. All providers can report shortages to the National Supply Disruption (NSDR) line (0800 915 996) where all other routes have been exhausted.

Once invited to the DHSC portal, users will be able to place an order for PPE **once a week. Please note that only providers contacted directly by DHSC will be able to register. Please do not try to register before you receive an invitation from DHSC.**

If providers have problems accessing the site or registering, they should contact [nhs-ppe.site-support@ebay.com](mailto:nhs-ppe.site-support@ebay.com). Other queries can be raised with customer services at: 0800 876 6802. DHSC are partnering with eBay to deliver this service.

## Safe Return to Work for Social Care Staff

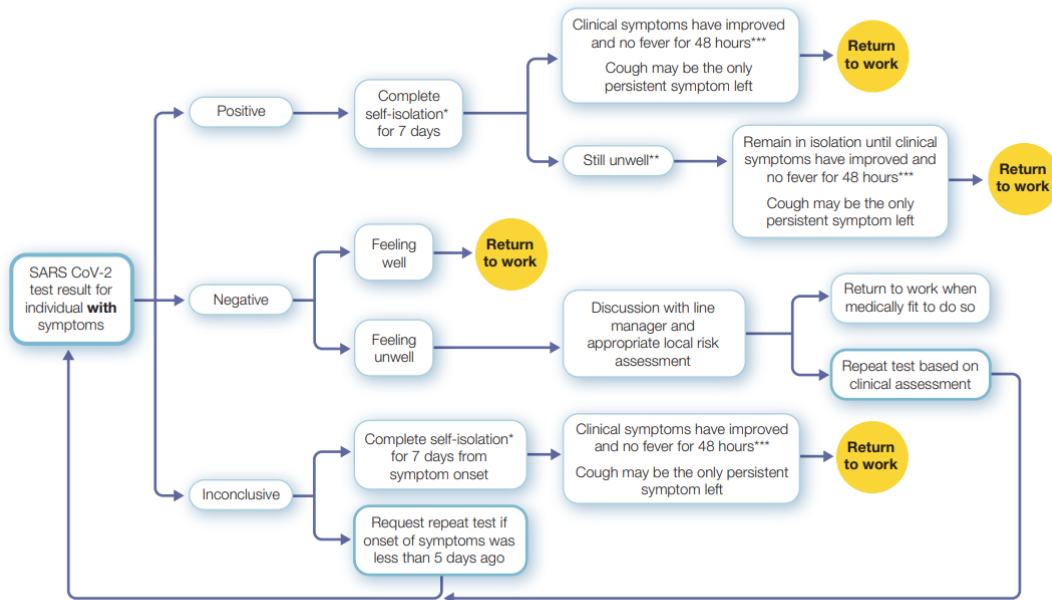
We know that many of your teams will have continued to deliver in their normal place of work during the lockdown, whilst measures were put in place to keep them as safe as possible. However, for members of your team who have been working from home in the last few months, or those who have recently been isolating after confirmed or suspected COVID-19, you may be considering how to safely manage the transition back to work.

The government has [released new guidance](#) on how to manage staff in circumstances including staff receiving a positive antibody test result, being in contact with a co-worker who is a confirmed case and additional considerations

relating to test and trace. Please [review this guidance](#) to ensure your knowledge is up to date.



### Symptomatic worker: flowchart describing return to work following a SARS-CoV-2 test

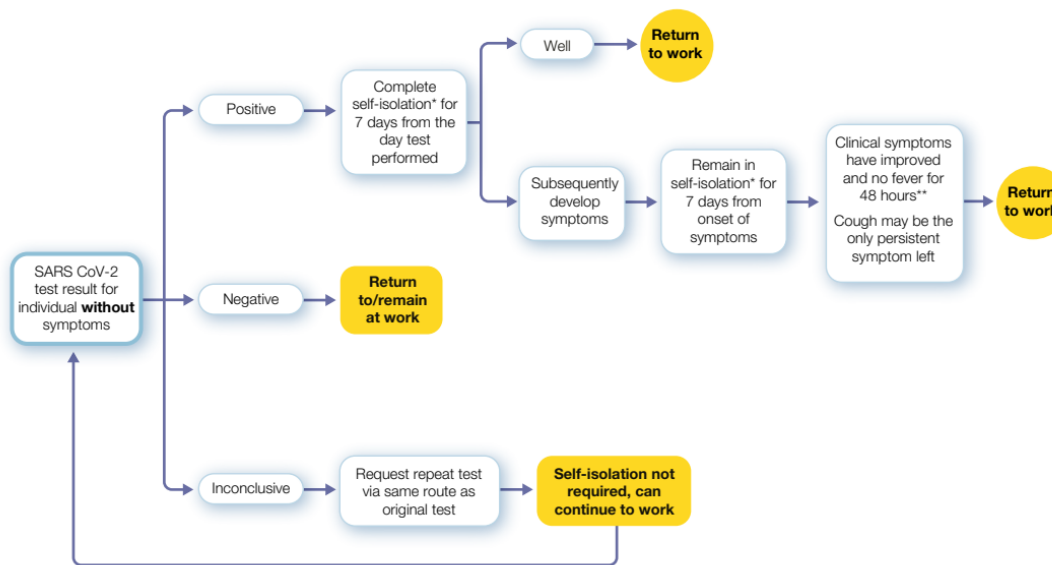


Version 1. 11 May 2020

\* Refer to [Stay at Home Guidance](#)  
 \*\* Consider contacting the [NHS online coronavirus service](#), or in a medical emergency dial 999  
 \*\*\* Without medication



### Asymptomatic worker: flowchart describing return to work following a SARS-CoV-2 test



Version 1. 11 May 2020

\* Refer to [Stay at Home Guidance](#)  
 \*\* Without medication

## Sharing Your Excellence

Roxburgh House Care Home got in touch to tell us about the dedication of two of their staff who moved into the home at the outbreak of COVID-19 and have remained there since, away from their families, to support residents in case other staff became ill. Staff have also helped residents to keep in touch with their family and friends using technology and socially distanced visits in the garden.

The home also reported that the local community has shown their support, with donations from Tesco and letters and drawings from children to cheer up the residents. A staff member said that “everyone has been amazing during the lockdown, which has been a sad and emotional time.”

Barnes Lodge Care Home also wrote to tell us about their carer Cathy who has “worked tirelessly looking after both residential and nursing residents and approaches her work with compassion and kindness”. In recent weeks Cathy has taken time out of her weekend to help one resident have a Zoom call with a family member in New Zealand. After Barnes Lodge sadly lost one of their residents, Cathy kept in touch with his widow to provide support and check she is coping. The manager of Barnes Lodge told us “I am extremely lucky to have such a wonderful team who are all so caring to our residents, but Cathy does stand out as a lady who goes the extra mile. I would love her to have recognition for her kindness and a huge thank you from us all”.

We are always pleased to hear your good news stories, and to hear that the resources being put in place are useful and making a difference to you and your staff. If you've received or delivered any little acts of kindness or have any good news stories, [please let us know](#).