

# Kent Adult Social Care Provider Bulletin



Thursday 7th May 2020

## 'Your Local Commissioners'

### Dartford, Gravesham, Swanley and Swale (DGSS)



Lisa Rogers



Sarah Challis

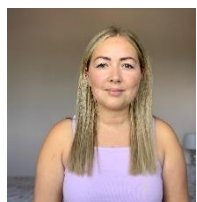


Katherine Putko

### West Kent (WK)



Troy Jones



Ashleigh Cain

### Ashford Canterbury and Coastal (ACC)



David James



Steve Butler

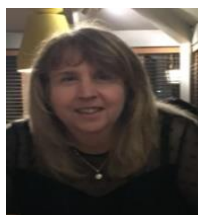


Kate Silver

### South Kent Coast (SKC)



Heather Bates



Andrea Martin



Laura Pearce

## Kent Carers Matter

Five Carer organisations in Kent have joined together to launch Kent Carers Matter, a campaign to raise the profile of Carers in Kent; increase access to Carer services; support health and social care professionals to identify and refer Carers to services earlier and to provide opportunities for Carers to have their say about local and national issues that affect them.

We are pleased to announce that the link on Kent Carers Matter is now live, take a look [here](#) for more information.

## Covid 19 and Diabetes

Attached to this email you will find an interim guidance document for management of Diabetes in Care Homes. If this is relevant to you, please take the time to read and share with your staff.

## Provider Support Resources

Also attached to this email are some helpful support resources for Providers including:

- Pilgrims Stepping Stones – Bereavement Support Leaflet
- Wellbeing – Ways to access support during Covid 19 from the NHS
- Health and Wellbeing information for Care Staff
- Free Dementia Awareness Information Session
- Alzheimer's & Dementia Support Services – Virtual Support Sessions

## Care home support programme from heart of Kent hospice



The programme of free support is offered through Zoom sessions. For the Zoom link and password please contact Jackie Pritchard, Clinical Educator on 01622 792200 ext. 217 or email [jackie.pritchard@hokh.co.uk](mailto:jackie.pritchard@hokh.co.uk)

Supported by:

Geraldine Guiver Practice Development Nurse, Bev Hodson Head of Family Support Team, Tracy Jackson Head of Dementia Services

Session one

Wednesday 6 May 6:30pm – 7:30pm

**The challenges for caring with COVID 19**

Managing uncertainty and anxiety

Session two

Wednesday 13 May 6:30pm – 7:30pm

**Recognising and managing symptoms of COVID 19**

Diversity of symptoms, residents/patients are not always presenting with the classic symptoms. End of Life Care.

Session three

Wednesday 20 May 6:30pm – 7:30pm

**Care and support of the resident/patient with Dementia during the restrictions**

Session four

Wednesday 27 May 6:30pm – 7:30pm

**Managing delirium, agitation and terminal restlessness**

Session 5

Wednesday 3 June 6:30pm – 7:30pm

**Managing grief and bereavement during restrictions**

Including your grief and enabling resilience

Session 6

Wednesday 10 June 6:30pm – 7:30pm

**Caring beyond COVID 19**

Reflective practice, proactive care, ACP and managing sensitive communications

## **KCC Residents' Virtual Online Choir Invitation**

In this challenging time, we know how important maintaining a sense of social connection and good mental wellbeing is so we wanted to let you know about a new online "virtual" choir we are setting up to try and combat some of these issues for our vulnerable clients. We would like to invite you to either join or to help your service users/residents take part in this if they would like to. The choir will run on a Saturday afternoon – initially weekly at 2.30pm, for around three quarters of an hour.

We will try to do a number of songs each week for which we will send out lyric sheets in advance if you register to attend, so that everyone can sing the same words! The choir sessions will be run by Chris Wimhurst (Commissioner).

We will be running this via the online video streaming platform “Zoom”. Whilst people joining will only be able to hear the person running the choir (to avoid sound delay issues) they will be able to see everyone else who has joined signing along with them, if they use a laptop or PC. A mobile or tablet can be used for a slightly less rich experience.

Should you wish to sign up for this for your establishment or any individual you are working with, **please complete the form via the link below** and then we will send you a link via email to enable you to join, as well as information on how to use Zoom and how the rehearsal will work. As there are limited places, please specify how many devices you would be looking to connect up to if more than one, and please ensure that anyone else you know who wishes to join also completes the form. If demand exceeds capacity we will look at whether we can run additional sessions – however this is very much a new idea so do bear with us if there are any teething problems.

**Sign up link here:**

[https://forms.office.com/Pages/ResponsePage.aspx?id=DaJTMjXH\\_kuotz5qs39fkP7En\\_YAD-NNm682KiA3zhJUMUkyMjA1QTBCSEdJMVFLV1E4T0dKU1NYMi4u](https://forms.office.com/Pages/ResponsePage.aspx?id=DaJTMjXH_kuotz5qs39fkP7En_YAD-NNm682KiA3zhJUMUkyMjA1QTBCSEdJMVFLV1E4T0dKU1NYMi4u)

Cut off time for signing up via the form for each week’s choir is 5pm on the Thursday afternoon of that week’s choir. The link and lyrics will be sent the day after (Friday). We’ll assume you want to continue attending each week as per your sign up details unless you tell us otherwise (please email [christopher.wimhurst@kent.gov.uk](mailto:christopher.wimhurst@kent.gov.uk) to unsubscribe).

## Good News Stories

We’ve recently heard some wonderful good news stories encompassing community spirit which we wanted to share with you all;

### **St Anselm’s Nursing Home in Deal**

“We have had overwhelming support from our local supplier and friends and families of residents here in the home.

We have received donations of visors from a local family and school as well as reusable face masks for carers to wear when they are out of the care home, we have had hampers and chocolates and each employee received a pamper kit from one family member who lives in Canada and wanted to show support.

The local supplier we have for food and cleaning product contacted us at the start of our lockdown in the end of February to reassure us that they would prioritise our home for deliveries and stock.

Families and friends have contacted us via Skype, FaceTime and WhatsApp to stay in touch with their loved ones and we have even had a donation of a larger mobile phone to enable more people to enjoy this.

All round fantastic support for our community.”

### **The Old Vicarage Care Home at Tilmanstone**

“We have received donations of face shields and uniform bags from local schools who have been making them. We’ve then shared these with some of the community nursing staff who come into our home daily for residents with additional needs. These have been pure acts of kindness from compassionate people who want to help.

We’ve been supporting some of our residents to keep in touch with families at home and abroad using FaceTime. This has really helped people to stay connected.

Some families have been so kind to our staff bringing and leaving at the door cakes and chocolates.

We have been truly humbled by these kind acts during such difficult times.”

It is wonderful to hear the stories of community spirit and what a difference you are all making every day, If you’ve received or delivered any little acts of kindness or have any good news stories, [please let us know](#).