

Kent Adult Social Care Provider Bulletin



Friday 7 August 2020

Mental Capacity Act and Deprivation of Liberty Safeguards Training

- A link [for free safeguarding training level 1 - 4 for Care Homes staff](#) is now available for managers with an nhs.net email or who are in the process of obtaining one.
- [Mental Capacity Act e-learning can also be accessed here.](#)
- SCILs - KCC fund the SCILS learning platform. You can access free online training courses, managers forum page to post questions and for social care news links. You can register [here](#) and use the KCC funded registration code to set up your log on 490KECC.
- SCIE Free training on MCA and safeguarding. [8 webinars in MCA, best interest and DOLS are free to access.](#)

Heatwave Guidance

As temperatures rise in the South East over the weekend and in the coming week, please make time to review the government's [Heatwave Plan for England](#) and take any necessary actions to ensure your organisation is prepared for the warm weather.

Where staff are working in PPE, it will be especially important to take regular breaks to hydrate and stay safe in the heat.

PPE Dedicated Supply Channel

Alert:

- We have received some complaints about fit test failure of GVS F30000 FFP3 respirator. On investigation a gap between the nose band and respirator has been identified in a limited number of respirators.

You are asked to:

- Check any stocks of these respirators you may have prior to use. Photo 3 below shows the packaging of these respirators for ease of identification. Please see photo 1 for depiction of the issue, and Photo 2 for depiction of a non-defective respirator. Please check the full length of the nose band. Any respirators with such a gap, should be destroyed locally.
- [Follow HSE guidance on fit checking.](#)

Photo 1: Defective mask: gap between nose band and respirator



Photo 2: Non defective mask: no gap between nose band and respirator



GVS F30000 respirators without a gap meet the full EN149 Standard, are CE marked and safe to use.



Photo 3: Packaging in which affected masks have been shipped to ease identification

GVS F31000 is not affected and are available for use in the NHS.

If you have a shortage of FFP3, please notify NSDR on **0800 915 9964** who will arrange an emergency delivery if required. For all general enquiries for the PPE Dedicated Channel, call Customer Services on 0800 876 6802.

Piloting an App to Give Care Workers Vital Health Information

Meritum Integrated Care are a homecare provider who work to support people in the community across Kent. In August last year, Meritum Integrated Care took part in a pilot for a new app called [Help to Care](#). The free app provides advice and guidance for paid care workers and unpaid carers. It details the fundamentals of care, such as catheter care, medication disposal, and mobility and falls advice.

The app includes guides and training videos on common health conditions, such as diabetes, urinary tract infections and respiratory conditions. There's also an assessment section which helps you to decide if the person is developing a health problem that needs medical attention.

It was created by Kent and Medway Sustainability and Transformation Partnership and is based on the award-winning Stop Look Care booklet created by Brighton and Hove Clinical Commissioning Group.

Andrew Saunders from Meritum Integrated Care said: *"We are always looking at ways to support staff while out and about on top of their usual induction and training."*

We got asked to pilot this app for a month and it gave our care workers somewhere to go for accurate and up-to-date information.”

With so much health advice available online, Andrew says it's hard for staff to know what is accurate and reliable. The app puts all NHS-approved information all in one place. You can [read more about the app](#) and you can download the app in the Apple App Store or via Google Play.



Derwent Day Centre Update

On 17 March we were notified that the Day centre would have to close due to COVID-19. It was very emotional as Derwent Day centre is a lifeline to so many elderly people. It was a busy week putting in place NHS volunteer workers for those that needed the extra support, food parcels for those that would struggle over the next few weeks and arranging for the team to support a number of people during 12 weeks of shielding.

Jean, one our Friends states “I have kept myself busy with puzzle books, reading and knitting. Age UK wanted some hats for innocent smoothie drink bottles, and I have knitted over 200. I live in a village called Leigh and the support from the local Parish has been amazing with getting my prescriptions and shopping. The day centre have telephoned me every week and that has really helped me not to feel so lonely.”

Chris, another Friend writes “I have been shielding since 17 March. Maxine and her brilliant team of volunteers have been phoning me once a week to keep me updated with how all the other Friends are. They checked that I've had enough food. It has been wonderful keeping in touch with them all and has certainly made shielding a bit more bearable. All we must do now is get back to being able to attend the day centre each week.”

During lockdown we linked with the Tonbridge Art Group who have been posting all the pictures of the Friends' artwork. The local primary school Longmead Academy also did lots of letters and drawings for the Friends once they went back to school and they were very well received. Now that some restrictions have been lifted some of the team are able to visit the Friends in their gardens and encourage them to go for a walk around the block. The team of volunteers have been absolutely amazing during this time.

Carol, one of our volunteers writes “Lockdown has been a tough time for everyone, especially the Friends. Calling them and popping round for a garden chat or to deliver a little shopping has been great and it clearly brightens the day but it's just not the same as meeting up at the day centre and spending quality time together. I am really looking forward to the day when my Wednesdays are spent volunteering at this wonderful place again”.

As a team we have had a WhatsApp group which has been amazing to link in with

one another. One of our drivers Nick has been so great at dropping off odd bits of shopping, a CD player so that Pat could listen to talking books, prescriptions and food. We have rallied around getting books for the Friends, sending out exercise sheets and generally sharing with them the ups and downs of these last months. We really look forward to the day that we can open our doors again and invite the Friends in for a cuppa. The day centre is like an extension of my front room with all my favourite aunts and uncles in and the whole of the team miss them so very much.

Resources and Tools

The CQC have developed new [guidance on how to get the most out of inspection](#) which has developed key principles and promotes a shared understanding for providers and CQC inspectors on what to expect during an inspection.

The NHS are running a series of sessions on support with completing the Capacity Tracker for Systems Champions in the South East. For full details and times, please see the attachment in this email.

Sharing Your Excellence

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](#).