

Kent Adult Social Care Provider Bulletin



Friday 13 May 2022

For Providers who have a contract with KCC

We understand that there has been a system issue which has caused a delay with the fee uplift process for some providers. Please accept our apologies if you have been affected by this. We would like to reassure you that this has been given urgent attention to be rectified and we appreciate your patience and again apologise for any confusion or inconvenience this may have caused.

Update on access to free PPE

Personal protective equipment (PPE) portal: how to order COVID-19 PPE

On 26 April, the Department of Health and Social Care updated the guidance on how to order COVID-19 personal protective equipment (PPE). **The update is to reflect that the portal used to order PPE has moved to a new platform** to better serve eligible providers in accessing COVID-19 related PPE stock, free of charge.

If you have any queries or problems, please contact the customer services team on 0800 876 680, Monday to Friday between 8am and 5pm.

Guidance: <https://www.gov.uk/guidance/ppe-portal-how-to-order-covid-19-personal-protective-equipment>

Portal: <https://www.ppe-portal.nhs.uk/customer/account/login/>

Changes to COVID-19 guidance for care homes

The 'Discharge into care homes: designated settings' and 'Admission and care of residents in a care home during COVID-19' guidance were withdrawn on 1 April and have been superseded by the 'Infection prevention and control in adult social care: COVID-19 supplement', which is available here:

<https://www.gov.uk/government/publications/infection-prevention-and-control-in-adult-social-care-covid-19-supplement>

This guidance applies to adult social care settings and services in England and should be read in conjunction with the [infection prevention and control \(IPC\) resource for adult social care](#), which should be used as a basis for any infection prevention and control response.

The supplement provides additional information regarding safe working when caring for people with COVID-19 in the provision of adult social care services. It also provides considerations and guidance specific to care homes, including in relation to discharge from hospital into a care home now there is no longer a requirement for designated settings.

Previous guidance stated that people who test positive for COVID-19 cannot be discharged into care homes and would need to complete a period of isolation in a designated setting.

This is no longer the case and guidance now states that people who test positive prior to discharge can be admitted to a care home if the home is satisfied that they can be cared for safely and we therefore ask for your support to enable this to happen wherever possible please. A person will receive a PCR test prior to discharge, or a lateral flow test if they have tested positive for COVID-19 in the past 90 days.

If you require further support from the CCG in relation to infection prevention and control, please contact:

East Kent kmccg.ek.urgentandemergencycareteam@nhs.net

West Kent kmccg.wkicc@nhs.net

Social Care Reform, Home Care Cost of Care Toolkit Responses and drop in Q+A for Home Care providers

On 7 September 2021, the government set out its new plan for [adult social care reform](#) in England. This included a lifetime cap on the amount anyone in England will need to spend on their personal care, alongside a fairer cost of care exercise for more generous means-test for local authority financial support.

We have setup a project team who are going to be working with you over the next few weeks to help collate the data needed for us to model the fairer cost of care by October 2022. This will help us illustrate what you as our providers have identified as the fairer cost of care and how that compares to our current costs and highlights the difference.

KCC will collect this data through the [Home Care Cost of Care Toolkit](#) which has been developed by the government working with their partners and can be viewed using the link. Please review the Toolkit in readiness and we will be in touch in the next few weeks with more information on how to send the information. Please do not submit the Toolkit until this point.

We would like this process to be as open and collaborative as possible and therefore will be holding drop-in sessions for Q&A on the fairer cost of care to offer support during the 3 weeks the Toolkit is open and engagement sessions up until October to keep you updated on the model as it progresses. Details for these sessions will be available soon.

We hope that you've been able to book on to one of the toolkit demos, if you haven't there is one further demo for you to go on. These sessions are 90 mins, split evenly between ARCC demonstrating the [Home Care Cost of Care Toolkit](#) and how it should be completed and then taking general Q&A queries. Guidance for the Toolkit can also be found [here](#).

[Home Care CoC Toolkit Demo and Q&A – 19th May from 10.00–11.30](#)

When registering, please select non-member organisation and enter your details as requested. Please do check your junk mail inboxes for sign up confirmations and if there are any issues with registering, do email Marketsandcommissioning@local.gov.uk

We look forward to working with you and thank you for your co-operation.

The Fairer Cost of Care Project Team.

Specialist support in the community for people with a physical disability

Centre for Independent Living Kent has rebranded and is now known as **Disability Assist**. The charity provides support for all aspects of living with a disability or long-term health condition, including information, advice and guidance, advocacy, help with benefits and peer support. And because the charity's employees have lived experience of disability, they really are "experts by experience" and help to reassure clients that they understand the challenges of living life with a disability. The new identity also coincides with the start of a key contract with Kent County Council to be the delivery partner of the Physical Disability Wellbeing Service.

The new website www.disabilityassist.org.uk features a contact form to easily refer people to the service and you can also sign up to the monthly newsletter for the latest news and information.

Downloadable content will also be added to the website over the coming months to help more self-sufficient users who are looking for guidance. Please get in touch with Disability Assist for more information by telephone on 01233 633187, email info@disabilityassist.org.uk or visit the new website www.disabilityassist.org.uk.

Volunteers Week and Kent's #Countthehours campaign

Volunteers Week takes place every week between 1-7 June (inclusive) each year. It is an ideal opportunity to thank your volunteers, celebrate the volunteering efforts of your organisation and also recruit more volunteers. There is free promotional resources (including logos and imagery for a countdown to Volunteers Week).

Kent's #Countthehours campaign

Volunteer Centre's across Kent are looking to count the hours in Kent that people volunteer in organisations, to help recognise and celebrate the contribution of volunteers all over the county.

VCSE organisations and statutory organisations (including KCC) are all being asked to celebrate the contribution of their volunteers by letting people know how many volunteer hours that volunteers have contributed to their organisation/department since the last Volunteers Week, which happened 1 year ago.

Organisations/VCSE record their hours by:

- Sharing this information on social media with the hashtags; #countthehours and add to the hashtag the district that this volunteering is from. If the organisation covers more than one district the hashtag is #countthehourskent
- Letting info@kentvolunteerpartnership.org.uk know your volunteering hours - so we can record it centrally and help share the news with as many people as possible.

Please can you encourage your teams/colleagues to help #countthehours of their areas and share this news and take part in the #Countthehours campaign linked to #kentvolunteers www.kentvolunteers.org.uk

Any help that is needed please contact Beth and the team at info@kentvolunteerpartnership.org.uk

ReSPECT

ReSPECT stands for recommended summary plan for emergency care and treatment.



The process allows you to create a plan, detailing the medical care you would like to receive in an emergency. It can be used when you aren't able to make a decision or let other people know how you want to be treated.

The plan is written after conversations with your doctor, who will record what is agreed, and provide you with a copy.

Who is it for?

This plan can be for anyone; but is most relevant for people who:

- have complex health needs
- are likely to be nearing the end of their lives
- are at risk of sudden deterioration or cardiac arrest.

ReSPECT is
for everyone



Some people will want to record their care and treatment preferences for other reasons including cultural and religious beliefs.

How does it work?

The plan is created through conversations between you and your health professionals. It stays on your notes and should be immediately available to any health professionals called to help you in an emergency, whether you are at home or being cared for elsewhere.

Professionals, such as ambulance crews, out-of-hours doctors, care home staff and hospital staff will be able to make quick decisions about how best to help you if they can see your ReSPECT plan in an emergency.

Who makes the decisions?

ReSPECT is designed to support conversations between you, your health professionals and other people important to you, to develop an agreed plan that records what types of care or treatment:

- you would want to be considered for in an emergency
- you would not want to receive

- would not work or be of overall benefit to you.

In an emergency, where you are not able to make decisions or express them, clinical decisions will be made by health professionals trying to act in your best interests and for your benefit.

More information can be found [here](#).

Kent Connect to Support – fast, clear, connected

We have recently launched a new public website called Kent Connect to Support, that provides people with information and advice to help them, a relative or a friend to look after themselves, stay independent and connect with their local community.



Although the site is already available to access, your comments and feedback are still encouraged to make sure that we keep improving the content.

This site will help people in Kent find out:

- what sort of support they may need and what's available near them
- if they're eligible for funding to help pay for adult social care
- what happens when they leave hospital
- how to buy equipment to help them around the home
- what type of support care homes can offer.

Visit [Kent Connect to Support](#) website for fast, clear and connected information. Please share this information with your own networks, send any suggestions and feedback about the site to: innovationdelivery@kent.gov.uk

Live Well Kent and Medway: mental health service

Run in partnership with Kent County Council, Live Well Kent and Medway offers free support for anyone who is aged 17 and above to improve their mental health and wellbeing.



The service connects the hardest to reach, most vulnerable people with the help, information and skills they need to build healthy, independent lives. The service work with people experiencing common mental illness. The service also offer early intervention and preventative services in local communities, often in areas of deprivation.

The mix of practical and emotional support is focused on the individual and often meets a range of complex needs all in one place.

As well as support with mental health, the service can help with benefits, housing paperwork or form-filling, finding education and work opportunities. They will also connect people with specialist services where needed.

The choice of support includes:

- Free therapy and counselling services

- Manage anxiety and depression
- Gain confidence, meet new people
- Help finding work, volunteering and education opportunities
- Support for issues with drug or alcohol
- Wellbeing activities and support groups run locally.

To make a referral

There's no waiting list. People are matched with the right support then begin receiving help within seven days.

Referrals can come from any council, social work or health professional, GP, friend or family member or as self-referral.

Call Porchlight's free helpline on 0800 567 7699 (Mon to Fri, 9am to 5pm), visit www.porchlight.org.uk/livewellkentmedway or email info@livewellkent.org.uk

The service is funded by Kent and Medway CCG and provided by Porchlight and Shaw Trust.

One You Kent

With longer days and warmer weather ahead, One You Kent can help put the Spring into your step if you want to lose weight, eat better and move more.



One You Kent supports the national Better Health campaign by encouraging residents that 'healthy changes start with little changes' and lots of help is available locally in various ways including healthy walks and activities, group and one-to-one sessions, online and face-to-face interactions with a lifestyle adviser in your area.

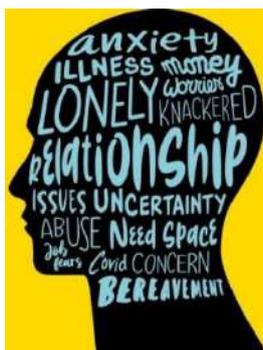
"Kent residents are facing increasing health issues from poor key lifestyle behaviours including inactivity and unhealthy eating," explains KCC Director for Public Health, Dr Anjan Ghosh.

He adds: "Along with smoking and drinking too much alcohol, this could be seeing short, and long term, effects on their emotional and physical health, leading to an increased risk of many types of cancer, heart and lung disease and stroke.

"Maintaining a healthy weight can help to prevent many illnesses but we know that achieving and sustaining a healthy weight can be difficult for lots of people; it is a key public health priority for us to focus on changeable factors and support families. This includes helping them to eat a healthy, balanced, reduced-calorie and sugar diet, and physical activity, at least 20 to 30 minutes a day of brisk walking."

One You Kent has many free tools and support at www.kent.gov.uk/healthyweight where you can also try the 'How are You?' quiz, Easy meals app or Active 10 app, and find the NHS 12 week diet and exercise plan, plus a referral form to speak to a One You Kent advisor.

Release the Pressure helpline



Life can get really tough sometimes, but talking can help. We have a highly trained and experienced team available 24/7 to provide expert support no matter what you are going through.

Don't suffer in silence: Release the Pressure. Text the word **Kent** to 85258 or phone 0800 107 0160 for free confidential support at any time.

Find out more at www.releasethepressure.uk

Funded: Care provider support programme from Heart of Kent Hospice



We are pleased to offer these free clinical training sessions to support you through the ongoing challenging situation with healthcare provision.

NHS funding has been provided to enable delivery of these sessions. They are open to all care providers in Kent and Medway. To reserve your place on one of the sessions below, and obtain the Zoom link and password please contact Jackie Pritchard, Clinical Educator on 01622 792200 ext. 217 or email jackie.pritchard@hokh.co.uk or glenda.cullinane@hokh.co.uk.

(Only 20 places available on each programme/session). Please ensure you indicate which session you wish to attend.

Topics	Session	Session
<p>Bereavement and loss What does grief and bereavement look and feel like? Theories of grief and anticipatory grief.</p> <p>The dynamics and interactions of anticipated grief and bereavement in a care home through the eyes of:</p> <ul style="list-style-type: none"> • the resident • the family • the professional carer. <p>Sustaining yourselves, maintaining your resilience. Carers coping and managing the impact of Covid-19 restrictions and the grief and loss they experience both personally and professionally.</p>	<p>April session now finished</p>	<p>Monday 6 June 1.30 to 3.30pm</p>
<p>Dementia and introduction to 'Namaste' "Honour the spirit within" A structured programme developed by Joyce Simard in the USA, incorporating an overview of the management of the person with dementia.</p>	<p>Monday 6 June 10 to 12 midday</p>	<p>Wednesday 13 July 10 to 12 midday</p>

<p>It integrates compassionate care with individualised activities for people with dementia and at end-of-life. The programme is multi-dimensional, including physical, sensory, and emotional elements.</p> <p>The purpose of Namaste is to provide comfort and care to people with advanced dementia through sensory stimulation, especially the use of touch.</p> <p>It increases the time spent engaging and connecting with residents (meaningful time). It enriches quality of life.</p>		
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Kent County Council's civil society strategy

We want to make sure we are working to support a strong and vibrant civil society across our communities and support the social sector (voluntary, community and social enterprise sector)

Our new civil society strategy outlines how we do that and replaces the previous Voluntary and Community Sector Policy (2015).

Aims and objectives of this strategy:

- A recognition of the contribution of civil society in Kent and the VCSE (the 'social sector') as a core part of that.
- A commitment to supporting civil society to flourish and be sustainable; to safeguarding the independence of the social sector; and to building on the partnership working we have seen over the last year between both public sector partners and the social sector, which recognises the sector as an equal partner.

Why is the strategy important to me in my role?

If you work with, fund or interact with community groups, charities, voluntary associations or social enterprises, you will need to be aware of the ambitions and commitments of this strategy and what it means for your work.

We would also ask you to share the strategy with organisations and groups you work with so they can see KCC's commitments, to both our engagement and how we work with the sector in partnership.

The strategy:

- Outlines our relationship with civil society in the future and the social sector as a core part of that
- Helps us to be clear on how to engage and work with the social sector.
- Guides our approach and ensures we are consistent when awarding grants to the social sector
- Sets out our offer of support and commitment to a fair funding practice with the social sector.

Link to the strategy on Kent.gov.uk: <https://www.kent.gov.uk/about-the-council/strategies-and-policies/corporate-policies/civil-society-strategy-for-kent>

Free Support to complete the Data Security and Protection Toolkit

Kent County Council in partnership with Kent Integrated Care Alliance are supporting social care providers across Kent and Medway to register on and complete the Data Security and Protection Toolkit.



The toolkit is a free online self-assessment of your organisation's data and cyber security and is recognised as the official tool to evaluate your compliance with legal requirements, data security standards and good practice. It is also required in order to access key services such as NHSmail, proxy ordering for medication and shared care records.

[Watch our introductory webinar online, Sign up to small-group virtual workshops and 1:1 sessions on our website](#) – free support to help you register and work through the toolkit.

Not sure where to start with this? Or got some questions? Please send us an email: dspt@kent.gov.uk

KiCA: free membership for all CQC registered adult social care providers in Kent

The Kent Integrated Care Alliance (KiCA) is delighted to announce that due to funding received from Kent County Council, we are able to offer free KiCA membership from July 2021 to July 2022 for all CQC registered adult social care providers in our county.



The sector has faced the most challenging times over the last 18 months, and we will continue to support providers and be your voice for care in Kent. We represent all areas of the sector, residential, homecare, learning disabilities and mental health.

Don't miss this fantastic opportunity to join your local care association. For further information, please visit www.kica.care or to register your organisation as a KiCA member, please contact louise.faulkner@kica.care

We look forward to working with you all again over the coming year.

KiCA annual conference

Announcing the KiCA Annual Conference - Thursday 26 May 2022, Mercure Great Danes Hotel, Maidstone (9am - 4pm)

KiCA is delighted to be able to fully fund their Annual Conference this year for their members. Speakers include Jane Townson, CEO of UKHCA, CQC and Neil Eastwood.

If you aren't a KiCA member, please do contact us as membership is currently free until July 2022 (details included in article above).

Secure your place, email Louise louise.faulkner@kica.care

Have you heard of 'Breathing Space'?

One in four people will develop a mental health problem and 50% of those who experience mental distress also have a problem with debt.

The Mental Health Crisis Breathing Space service can provide protection to those suffering a mental health crisis who are struggling with debt. If anyone you support is struggling with a mental health crisis, you can refer them under the scheme. Full referral criteria can be found online: <https://www.kent.gov.uk/social-care-and-health/health/mental-health/mental-health-crisis-breathing-space>



Protections can include:

- freezing interest and other charges
- pausing enforcement and collection
- preventing contact from creditors.

These protections can last for up to 30 days after the mental health crisis has ended. Under the scheme, people will be given legal protections from their creditors for 60 days, with most interest and penalty charges frozen, and enforcement action halted.

People who are eligible will also receive professional debt advice to design a plan which helps to get their finances back on track.

And recognising the link between problem debt and mental health issues, these protections will be available for people in mental health crisis treatment – for the full duration of their crisis treatment plus another 30 days.

Find out more on the [KCC website](#).

Free annual National Care Association Membership for Kent providers

We are delighted to be able to offer all care providers in Kent the prestigious associate membership to National Care Association free for one year.

This offer has been funded by Kent County Council's Infection Control Fund. to enable all Kent providers to remain up to date with the latest infection prevention and control guidance and



information to support your care service with through this difficult time.

To take up this offer please complete the application form on the link below and return to info@nationalcareassociation.org.uk

Associate membership includes:

- latest industry changes, guidance and news in your inbox in real time
- members only information communicated via email
- monthly round-up newsletter
- benefits from discounted deals from our sponsors and suppliers
- access to secure DBS service.

Note: If you are a current National Care Association Member (on 13/10/2020) you are still eligible for this funding. You do not need to do anything! This 100% discount will be automatically applied to your next renewal!

More information can be found here: [Free annual NCA Membership for Kent Providers-736328](#)

We'd love to hear from you!

To make a submission to this bulletin please contact
[**stakeholderteam@kent.gov.uk**](mailto:stakeholderteam@kent.gov.uk)