

# Kent Adult Social Care Provider Bulletin



Friday 15 July 2022

## Heat health warning for vulnerable kent residents

With temperatures on Sunday (17 July) and the early part of next week expected to reach the mid-30 degrees Celsius, and potentially beyond, health experts are advising Kent's residents to be prepared, and to check in on vulnerable friends and loved ones. The very young, elderly and those suffering from health conditions such as heart and lung disease can be at extra risk from the heat.

Temperatures are expected to continue to increase this week, likely peaking on Sunday and the early part of next week. The cumulative effects of warm nights and very hot days are expected to bring widespread impacts to people and infrastructure. Health experts are appealing to people to check on friends, relatives and neighbours who may be less able to look after themselves. Key 'Beat the Heat' advice includes keeping cool, staying hydrated and being prepared – for example, staying out of the sun during the hottest part of the day, drinking cold drinks regularly, such as water and avoiding tea, coffee and alcohol.

People are also urged to make plans for important supplies, such as medicines, to minimise the need to travel during the heat of the day.

KCC Director for Public Health, Anjan Ghosh, said: "In extreme heat, it is vital that people think carefully about what they need to do to protect themselves, their family and particularly vulnerable people.

"For some, such as older people, those with underlying health conditions and those with young children, the summer heat can bring real health risks. So, if you can, take the opportunity to check in on those family members, friends and neighbours who might need extra assistance."

Key advice in hot weather includes:

- Look out for others, especially older people, young children and babies and those with underlying health conditions.
- Drink plenty of fluids and avoid excess alcohol.
- Never leave anyone in a closed, parked vehicle, especially infants, young children or animals.
- Try to keep out of the sun between 11am to 3pm. Walk in the shade, apply sunscreen and wear a hat if you have to go out in the heat. Avoid physical exertion in the hottest parts of the day.
- Close curtains on rooms that face the sun to keep indoor spaces cooler and remember it may be cooler outdoors than indoors.
- Take care and follow local safety advice if you are going into the water to cool down.
- Wear light, loose fitting cotton clothes.
- If you are travelling, make sure you take water with you, check weather forecasts and traffic news.

- Plan ahead to make sure you have enough supplies, such as water, food and any medications you need.

People are urged not to go to A&E or call 999 unless it's an emergency. If you are in any doubt, NHS111 can help you get the right treatment.

Dame Eileen Sills, Chief Nurse at NHS Kent and Medway said: "However much we might like the sun, we know that it can have detrimental effects on your health, especially for the young, our elderly residents and those who are most vulnerable. By taking simple precautions, such as staying hydrated and finding shade during the hottest parts of the day, you can significantly reduce the risk of becoming ill and needing the services of the NHS. Could I also ask you where appropriate to check in on your vulnerable neighbours, families and friends.

Should you become unwell, unless it's an emergency, please remember to use 111 as your first point of contact for medical support. By phoning 111 or visiting [111.nhs.uk](http://111.nhs.uk), you will be directed to the right service for you.

You can also visit our dedicated website – [www.stopthinkchoose.co.uk](http://www.stopthinkchoose.co.uk) – which lists local services, such as pharmacies and urgent treatment centres."

More information about what KCC is doing to protect the people of Kent is available through [www.kent.gov.uk/heatwave](http://www.kent.gov.uk/heatwave)

## Southern Water supply issue resolved - Isle of Sheppey

We are aware of the difficulties you have been facing with water supply from Southern Water and we are grateful to all providers for their hard work in making sure Kent residents are safe and well during these challenges.

Water supplies should be back to normal in all areas. As supplies return, you may experience some discolouration to your supply and Southern Water tell us that this water is safe for drinking.

If you are a regulated service and are still having issues, please ensure you have alerted CQC using the appropriate notifications – we are in contact with them still.

If you are having to continue to instigate your business continuity arrangements or have any issues that you cannot resolve, please use the following e-mail address: [ascproviderbc@kent.gov.uk](mailto:ascproviderbc@kent.gov.uk) to let us know. The emergency out of hours number for Adult Social Care is **03000 41 91 91**.

Many thanks for the help and support you have been giving to Sheppey residents during this time.

## **Urgent Deadline Extension Only 3 Days Left To Complete - Social Care Reform, Care Home Cost of Care Tool responses and drop in Q+A for older persons' care home providers**

**Thank you to everyone who has already completed their submissions and sent them to us within the deadline timescale.** This will help us understand the true cost of care in Kent and it is our opportunity to evidence to Government what is cost of providing Social Care support to the people of Kent. Kent is such a large varied county with affluent, deprived, urban and very rural areas, we understand that these bring their own issues and costs and we want to highlight these to Government. Without you and other providers submitting their data to give a large broad response from across the county the data may not highlight the true picture and in turn lead us not to be able to evidence this to the Government.

**Please check your emails from us to view the update from iESE which may have an effect on your figures if you have already submitted through the iESE tool. This may mean those who have already completed the tool will need to review their submissions and resubmit as per the iESE instructions.**

**For those of you who would still like to participate and are yet to submit you now have the opportunity to do so, please register and complete the iESE tool by clicking [here](#).**

The Minister of State for Care and Mental Health, Gillian Keegan, has today written to thank providers across the country for their participation in the cost of care exercises.

“I would also like to encourage providers who have not yet done so, to submit their cost data to their local authorities. Local authorities are required to submit cost of care exercises to the Department of Health and Social Care (DHSC) on 14 October 2022, in accordance with the Market Sustainability and Fair Cost of Care Fund conditions.

These exercises will support local authorities' to make progress towards the fair cost of care, by highlighting how far away, on average, their rates are from it. To complete the exercise, local authorities must contact all CQC-registered providers of 65+ residential and 18+ domiciliary care in their area.

This is a key opportunity to reflect the actual cost of delivering care to your local authority, and inform the allocation of the £1.36 billion Market Sustainability and Fair Cost of Care Fund.”

To read more, please see [here](#).

**Please do complete your response to the Fair Cost of Care exercise through the iESE Tool by 9am on the 18 July 2022.**

If you have any questions or queries or require any further information please contact [faircostofcare@kent.gov.uk](mailto:faircostofcare@kent.gov.uk) and we will reply to your email as soon as possible.

We look forward to working with you.

**The Fair Cost of Care Project Team**

## **Urgent Deadline Extension Only 3 Days Left To Complete - Social Care Reform, Home Care Cost of Care Toolkit responses and drop in Q&A for home care providers**

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**For those of you who would still like to participate and submit your information for the Fair Cost of Care the Local Government Association released guidance to help you fill in the [tool](#) which can be found [here](#).**

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## Updated guidance for community opportunities providers: Delivering safe, face-to-face adult day care

This guide aims to support you, day care managers, social workers, commissioners and providers, to restart or continue activities. It is focused on community-based day services, day centres (with and without personal care), including specialised day centre environments, and those with outdoor spaces.

More information on the updated guidance can be found [here](#).

## Autumn Kent Registered Manager Conference

We are pleased to announce that our fully funded **10<sup>th</sup> Registered Manager Conference** will again be at the County Showground, Detling on **Tuesday 27 September 2022**.

This event offers registered managers, owners, deputies, nurses, team leaders, supervisors and senior staff the opportunity to keep updated on what is happening within the sector, hear from national and local speakers, visits stands, attend a choice of workshops and network with others.

As usual we are supported by CQC, Skills for Care, Kent & Medway NHS and other partners.

<b>Speakers</b>	<ul style="list-style-type: none"> <li>• KCC Update - Richard Smith Corporate Director Adult Social Care &amp; Health</li> <li>• National Homecare Association - Ruby Peacock</li> <li>• Liberty Protection Safeguards Update - KCC Safeguarding Team</li> <li>• K&amp;M Integrated Care Service update, and T levels - Nathan Pascall-Smith &amp; Wayne Wilson</li> <li>• Q&amp;A Panel – including CQC, Skills for Care, NCA, KICA, KCC Commissioning, NHS • CQC Changes to Regulatory Framework - Jo Wallace Inspection Manager South East</li> </ul>
<b>AM workshop topics</b>	<ul style="list-style-type: none"> <li>• RESTORE2 and Calibration of NHS gifted equipment (oximeters etc)</li> <li>• Kent Adult Social Care Commissioning Strategy</li> <li>• Healthy Workplaces</li> <li>• Difficult Conversations</li> </ul>
<b>Lunchtime &amp; break drop-in surgery with the Occupational Therapist Team</b>	
<b>PM workshop topics</b>	<ul style="list-style-type: none"> <li>• Domestic Homicide in Care Homes</li> <li>• CQC Single Assessment Framework</li> <li>• Self Directed Support and Personal Budgets</li> <li>• A Managers View - Recruitment and Retention Initiatives</li> </ul>

Please take this time out for yourselves and come and see what is happening locally in the care sector, we look forward to seeing you.

[Book your place here.](#)

**Please note:** This Conference is offered fully funded to those who attend. However, to ensure public funds are used efficiently, it is important that you attend. Non-attendance will incur a £50 charge and your organisation will be invoiced. If there is an emergency on the day, and you cannot attend, a colleague can attend in your place without notice to prevent you being invoiced.

## Infection Prevention and Control (IPC) link practitioner's survey for care homes

NHS Kent and Medway CCG IPC team is carrying out this survey to understand more about the IPC link practitioners in care homes. By completing this survey you will be able to provide KMCCG IPC team with the names and contact details of your allocated Link Practitioners.

This information will help us ensure that all your IPC Link Practitioners are made aware of and provided with appropriate training and development opportunities.

The survey can be found [here](#).

## Kent & Medway Better Mental Health and Wellbeing community fund

We are delighted to announce the launch of our latest round of grant funding. The Kent & Medway Better Mental Health and Wellbeing Fund has two main objectives which are to:

- Test innovative ideas and develop evidence of what works
- Support grassroots projects to continue to support their communities

This year we have over £100,000 available with at least £50,000 for projects supporting children and young people. Applicants can apply for grants ranging from £500 - £15,000 and projects will need to be delivered by March 31 2023.

We are looking to fund projects which either:

1. address the needs of the high risk groups identified in our [2021-2025 Kent and Medway Suicide Prevention Strategy](#)
2. target seldom heard communities as highlighted by the recent [Kent and Medway Listens](#) engagement project.

If you would like to submit an application please [click here](#). The deadline for applications is **Monday 1 August at 9am**.

If you have any questions then please email – [suicideprevention@kent.gov.uk](mailto:suicideprevention@kent.gov.uk)

## Can you help assess applications?

We are looking for people to help assess the applications to the Kent & Medway Better Mental Health and Wellbeing Fund. Shortlisting will take place via Teams on Monday 8 August 10am – 1pm and possibly Tuesday 9<sup>th</sup> August 1pm – 4pm. There may not be a need to shortlist on both dates this will be dependent on the number of applications received.

Please note you will not be able to assess your own application or any that you are closely related to.

If you would like to join the shortlisting panel then please email [suicideprevention@kent.gov.uk](mailto:suicideprevention@kent.gov.uk) by **Wednesday 27 July**.



## Kent Pathways Service (KPS) helpdesks for people living with a disability

Kent Pathways Service helpdesks provide support and information on: letters and bills, local activities, college, and education courses, paid and voluntary employment, keeping safe, housing, health and wellbeing, benefits and forms.

The service is free to use, and you do not need an appointment. The helpdesks that are open now are listed below. We hope to have helpdesks in other areas soon and will keep you posted as they open.

- Ashford Gateway- Church Road, Ashford 11am-1pm every Tuesday
- Canterbury Job Centre- 120 Northgate, Canterbury 1pm-3pm every Monday
- Thanet Gateway- Desk 8, Gateway plus, Cecil Street, Margate. 10.30 am-12.30 pm every Monday
- Sittingbourne- KCC Avenue of Remembrance 12pm-2pm every other Tuesday 12-2pm from 1st March 2022
- Swanley- Swanley Link, London Road 11am-1pm every other Tuesday from 5th April 2022
- Gravesend Library-Windmill Street 11am-1pm every other Monday from 11th April 2022
- Swale- The Hope Street Centre, Rose Street car park, Sheerness 12-2pm every other Tuesday from March the 8th • Dover-The Big Local -Charlton Centre, High Street, Dover 1pm-3pm every Tuesday

## Talking Wellness - short survey

The Kent and Medway Staff Mental Health and Wellbeing Service is planning to deliver a number of sessions to social care staff; however, we would like your feedback on what these sessions should cover and how they should be delivered.



Please click on the link below to complete our brief, anonymous survey:

<https://surveys.kmpt.org/index.php/356265?lang=en>

If you do have any other suggestions or queries, please contact us by email at [kmpt.wellbeingwebsite@nhs.net](mailto:kmpt.wellbeingwebsite@nhs.net)

## SEK Training

SEK Training offers high quality, great value training in many different areas such as first aid, mental health, leadership and management, IT skills, VCSE support, health and social care to name but a few!

For more information on training offered, please go to [www.sektraining.org.uk](http://www.sektraining.org.uk)



**SEK Training**

Take advantage of this great offer to access our old prices up until the end of July 2022

- For any of our courses delivered before the end of 2022
- Be invoiced in the month prior to the training to spread the cost

**SPECIAL OFFER QUOTE**

**'SUMMER22'**

**OFFER ENDS 31ST JULY**

**SEK** Social Enterprise Kent  
[sektraining.org.uk](http://sektraining.org.uk)

## 'Know Your Score' online tool

This campaign is aimed at all adults aged 18+ and is based on key behaviours around alcohol consumption.



Key messages include raising awareness of the Government guidelines and an explanation of what one unit of alcohol is; the impacts of regularly drinking above the recommended levels on health, work and relationships; signposting to local support services including One You Kent, Change Grow Live and Forward Trust.

More information and the online tool can be found here: [www.kent.gov.uk/knowyourscore](http://www.kent.gov.uk/knowyourscore)

## Jobs fairs - 15 July Thanet and 20 July Dover - run by the IDT and CXK

We are supporting care providers to promote their care vacancies by running 4 job fairs around the county. The first two are set up and KCC comms has provided these facebook adverts to help attract people looking, or thinking about, care work. Please feel free to share over on your own social media accounts so we can promote as wide as possible please.

We need more care workers!

<https://www.facebook.com/events/353092800146945> (Thanet)  
<https://www.facebook.com/events/758430775285530> (Dover)

## Aspens Reverse Job Fair



Aspens have organised a reverse job fair on Friday 22 July from 11.30am – 1.30pm at the Angel Centre, Angel Lane, Tonbridge, Kent TN9 1SF.

This is aimed at local employers in need of dedicated, skillful, hard-working employees.

The fair will be hosted by people with disabilities who have received practical job training, are committed to working and who have either completed or are working towards a City and Guild skills for Working Life qualification.

For more info contact: [megan.hollamby@aspens.org.uk](mailto:megan.hollamby@aspens.org.uk) / 01892 822168

## ReSPECT



Recommended Summary Plan for  
Emergency Care and Treatment

ReSPECT will replace Do Not Attempt Cardiopulmonary Resuscitation (DNACPRs) and Treatment Escalation Plans (TEPs) in a phased rollout across Kent and Medway health and care partners – find out more at the [Kent and Medway CCG website](#) and on the national [ReSPECT website](#).

ReSPECT (Recommended Summary Plan for Emergency Care and Treatment) is being adopted in Kent and Medway as an e-form on the Kent and Medway Care Record (KMCR).

The ReSPECT process creates a personalised recommendation for an individual's clinical care in emergency situations when they may be unable to make decisions or express their wishes.

The ReSPECT form will be held digitally on the shared care record and will be recognised across organisational boundaries. People who have a ReSPECT form will be given a printed copy to keep with them, which must be updated when any changes are made to the ReSPECT form on KMCR.

As part of the rollout, training on the ReSPECT process and conversation is available here: [ReSPECT Resuscitation Council e-learning](#). We recommend this training, and it will be beneficial for any clinical staff member who will need to recognise the form and act on the recommendations.

ReSPECT is  
for everyone



The training is free and nationally recognised. Some staff members have completed it in half-an-hour, but we recommend allowing up to an hour and a half. Staff should make a profile and select the patients they work with (children/adults etc.) to access the appropriate content. A certificate is available upon completion.

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**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)