

# Kent Adult Social Care Provider Bulletin



Friday 22 May 2020

## Introduction from Clare Maynard, Head of Commissioning Portfolio

This week's bulletin includes key information in relation to the Infection Control Fund, to support Care Homes to reduce the rate of transmission in and between care homes and to support wider workforce resilience. I am pleased to see that so many of our providers have registered, however it is now really important that the information is completed on the tracker, to enable us to best target areas of support. Next week we will publish a letter on our website detailing our activity to date and forward plan based on the information gleaned from the tracker returns. Please can you all ensure this information is up to date by the close of play on 26 May. I thank you in advance.



### KiCA Update

KiCA continue to work together with Kent County Council to ensure the most important issues facing providers during this challenging time are being highlighted. KiCA are now also involved in both the Health and Social Care and Finance Recovery Cells that KCC have implemented and will be working on behalf of providers to ensure long-term issues such as PPE and the financial implications of COVID are considered.

We are running a series of webinars for our members, the first being held on Thursday 28 May (1pm-2pm). We are delighted to have Jo Wallace from CQC and Steve Rock from Trading Standards joining us. If you are a KiCA member, please book by contacting [louise.faulkner@kica.care](mailto:louise.faulkner@kica.care). If you are interested in becoming a KiCA member along with over 200 other providers, please contact Louise for further information.

## Personal Protective Equipment Update from Vincent Godfrey – Strategic Commissioner, Kent County Council

As a provider delivering care in Kent, it's likely that you have recently received PPE from the Kent Resilience Forum (KRF) supported by Kent County Council (KCC). We have supplied more than 3.5-million items of PPE in more than 2,000 deliveries since the start of April. This service was set up as part of the emergency response to the outbreak of COVID-19 and we hope it has provided the support you needed.

I know you will appreciate that we need to protect this service so it can still be there when there really is no alternative. You can help us to do this by ensuring you [follow the government's guidance on the use of PPE](#), ensuring you follow the guidance when ordering new stock and by using your own sources of PPE wherever possible. The KRF has identified good sources of supply that we will notify to you in regular bulletins. You may also want to consider using KCS, a supplier owned by KCC:

- [For existing customers \(with an account\)](#)
- [For new customers \(without an account\)](#)

If your own sources of supply are unable to help, you should contact one of the dedicated wholesalers listed in Annex A (see attachment) If you cannot access PPE through this route, you can [approach the KRF to set out your PPE needs](#).

The KRF have been provided with short-term supplies of PPE to respond to urgent need across the adult social care system and other front-line services. The KRF makes decisions about allocating PPE based on the most pressing clinical need, in line with published guidance.

If you still cannot access PPE, then report this to the National Supply Disruption (NSDR) line (0800 915 996). All care providers that can show an immediate urgent need for PPE and who have not been able to address this through wholesalers or the KRF are able to raise a request for emergency PPE through the NSDR. The NSDR does not have access to the full lines of stock held at other large wholesalers or distributors but can supply small priority orders to meet emergency needs.

Please be assured that the KRF and KCC are still here to support you so do not hesitate to contact us.

## NHS Capacity Tracker – Action Required by 26 May

The [Coronavirus support for care homes support package](#) sets out the support that is available to your care home during the COVID pandemic, that helps to protect your residents and staff.

This support is being provided through access to effective infection control training/support, clinical support and testing for asymptomatic residents and staff. As the Local Authority, we have been asked to ensure that this support reaches you directly. To ensure this, we need you to complete a template

confirming the actions you are taking in collaboration with local health partners.

To implement this, and to avoid multiple requests for information, the capacity tracker is now collecting information on:

- Infection prevention and control measures
- Testing
- Personal protective equipment (PPE) and clinical equipment
- Workforce support
- Clinical support

Your answers will help:

- NHS to understand if you have been able to implement the guidance and access the support available
- local authorities to direct support to care homes to manage COVID-19 and
- local authorities, local resilience forums and CCGs to see where support is required and what is needed.

This essential information will be used to inform the national picture in care homes, and as such **it is essential that all care homes [sign up to the tracker](#) by 26 May 2020 and update it regularly thereafter**, when any response changes. Please ensure you are completing all sections.

**The Government has announced that the Adult Social Care Infection Control Fund will be conditional on the provision of regular information to this tracker. This is in line with the Hospital Discharge guidance published recently, which mandated the use of the capacity tracker for all care homes.**

Thank you for your continuing support in providing this information, as part of the national efforts against COVID19.

Please direct any queries about how to respond and how to interpret the new questions to [england.bettercaresupport@nhs.net](mailto:england.bettercaresupport@nhs.net).

For any other queries about the Capacity Tracker, including how to access the Capacity Tracker please [contact the NHS North of England Commissioning Support Unit \(NECS\)](#), phone 0191 691 3721 or follow @CapacityTracker on Twitter.

[Register on the Capacity Tracker here.](#)

## Kent Integrated Domestic Abuse E-learning

Kent Integrated Domestic Abuse service providers have worked collaboratively to develop [domestic abuse awareness e-learning](#) for anyone currently coming into contact with potential victims during the COVID-19 pandemic.

This training takes approximately 1 hour to complete and covers;

- The definition of domestic violence & abuse (DVA)
- What is domestic abuse
- Things you may notice
- How to ask
- Barriers to engagement
- What victims want
- Advice you can give
- Signposting

Please also see attached to this email the poster campaign which can be displayed in your workplace.

## Care Home Support Package

Care homes should now have been contacted by their local Clinical Commissioning Group and provided with the contact details of a Clinical Lead and Clinical Coordinator. Care homes can contact these leads for advice and support regarding Treatment and Escalation Plans (TEPs), infection prevention and control, PPE and testing.

Care homes can also [access the full support package](#) provided by the Government.

## Sharing Your Excellence

We received an email this week from a Kent resident who has very sadly lost loved ones living in Loose Court care home to COVID-19, and send them our condolences. The email stressed the excellent care provided by Loose Court at a very difficult time for this family: “Our comfort has been knowing that mum and dad had their Loose Court family by their sides when it mattered most. The team at that time are the most outstanding people I have ever had the privilege to know and who will forever be our friends. I thank them all and we will never forget.”

We know that this kind of outstanding care and compassion is being seen in care homes and providers of all kinds across Kent, and we will continue to recognise the excellence and commitment of our providers.

We are also always pleased 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](#).