

Kent Adult Social Care Provider Bulletin



Friday 7 January 2022

Wishing you all a happy New Year for 2022



We would like to take this opportunity to thank you all for your hard work in the previous year and your commitment to the residents of Kent moving into 2022.

We have had a lot of challenges in the last year and we appreciate your support and we are really grateful for the tremendous efforts you make. We are excited to share all the brilliant work that will be completed this year in future issues of this bulletin.

If you have any good news stories and information that you feel would be useful to include, please see the link at the bottom of this bulletin.

NHS and Social Care Staff Mental Health Wellbeing Service Information

As staff in social care and health, it is so important that support is in place to ensure we are able to get the balance right - looking after ourselves as well as the people we're caring for; and the Kent and Medway Mental Health and Wellbeing service is there to provide that support, both for you and your teams.

Please cascade this information as appropriate and, if any of your staff, or yourself, are experiencing the effects of burnout, exhaustion or are just feeling overwhelmed with all that's going at the moment, please get in touch. There are trained people ready to listen and offer support should it be needed.

The dedicated NHS mental health and wellbeing resource and support portal can be accessed via: www.kentandmedwayccg.nhs.uk/staff-wellbeing-support and by email at: kmp.t.wellbeingwebsite@nhs.net

You can also use a camera phone to scan the Limbic Chatbot QR code below.



Look out for the posters, leaflet, screensaver and background briefing on the service that will be sent to you via email by the KCC commissioning team.

Digital Inclusion Fund



Thanks to a match funding programme from Kent County Council, donors have raised over £300,000 for a new Digital Inclusion Fund. The aim of the funding, which will be administered by Kent Community Foundation, is to enable frontline organisations to enhance their digital offer and strengthen technology infrastructure.

The funding is available for three key beneficiary groups:

- Disadvantaged young people seeking training and employment including looked after children to ensure that they can access online resources for school projects.
- The elderly to navigate digital services and help them to access benefits and health services.
- Vulnerable adults to access training and skills development to able to live independently.

In addition, the fund will also support technology loan or upgrade schemes supporting the same beneficiary groups, so organisations can purchase hardware or connectivity packages that they can loan or use with their service users.

Grants up to £10K, but many will be less, in the KCC area only. If you have any questions please contact natalie@kentcf.org.uk

Follow link to apply: <https://kentcf.org.uk/funding/KCC-digital-inclusion-fund>

Closing date: 15 January 2022.

Market engagement event for emotional wellbeing support for unaccompanied Asylum Seeking Children

NHS Kent and Medway CCG is holding a market engagement event on 17 January 2022 to discuss opportunities for providing emotional wellbeing support for unaccompanied Asylum Seeking Children living in Kent and Medway. We hope that the market engagement event will be of interest to the local VCSE sector working in Kent and Medway, and it is not a prerequisite for providers to have previous experience of working with unaccompanied Asylum Seeking Children.

The link to register for the market engagement event, and to read more about it, is [here](#).

Kent Care Summit

Save the date for this interactive hybrid event, that will bring together people we support, the care workforce, system leaders, commissioners, providers and community organisations.



There will be a focus on people's experiences and what they want to see from the Kent care market in the medium to long term.

Date: Wednesday 2 March 2022, 10am - 4pm

Venue: Kent Showground, Detling + virtual event programme

Why now?

It's been an extremely challenging year, with the impacts of Covid, employee and recruitment issues being felt as we work to manage the current winter pressures as a system.

But next year's event will provide the opportunity for us to learn from our response and work to build a better future.

Kent has strengths in its relationships and ambition. Together, we can shape the social care market for the better - so join the conversation and help to set the course towards a more sustainable and innovative future.

This is a save the date for your diary, we shall keep the covid situation under review and follow government guidelines.

To attend the Kent Care Summit at Detling Showground (9:30am for a 10am start – 4pm) in person [click here](#).

To attend the online Kent Care Summit virtually [click here](#).

Priority access to COVID-19 Booster vaccinations for social care workers



**Department
of Health &
Social Care**

On 14 December, NHS England issued operational guidance to all vaccination centres on the delivery of boosters. This included a request to all sites that they consider how best to support frontline health and social care workers, to access queue management and priority lines when presenting a valid ID. Sites are also to make reasonable adjustments for pregnant women, the clinically vulnerable, including LD/autism and SMI, as well as for their carers.

It's so important that social care workers, and anyone receiving or giving care, whether paid or unpaid, gets their booster this winter, and we're grateful for the priority that has been given to allow this priority access. In order to get priority access at a vaccination centre, sites will likely ask to see a workplace photo ID, or a recent letter or payslip from their employer as proof of their employment, so do encourage this where possible.

For some social care workers and unpaid carers having an ID is not possible, and they therefore may feel discouraged from requesting this priority service.

Being vaccinated and boosted against Covid-19 is the best way we can mitigate against the Omicron variant this winter. We're very grateful to all the social care workers and carers that have done such a fantastic job throughout the course of this

pandemic, and we are committed to ensuring everyone in the sector is as protected as possible and has access to vaccines.

Of course, social care workers and carers, indeed everyone over the age of 18, can also continue book a vaccination slot via the National Booking Service¹ and should do so now if it has been two months since their second dose so that they can receive their booster vaccination once three months has passed. They can also use any walk-in vaccination centre² to get protected.

Further information can be found here:

1 <https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/>

2 <https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/find-a-walk-in-coronavirus-covid-19-vaccination-site/>

Personal protective equipment (PPE) recommendation for unpaid carers



Department
of Health &
Social Care

The guidance set out by the Department of Health and Social Care outlines personal protective equipment (PPE) advice for unpaid carers who do not live with the person they care for. Other unpaid carers may choose to use this guide. It should be used alongside guidance for those who provide unpaid care to friends or family and local policies where they exist such as in care homes or day centres.

This guide, which should be used alongside [guidance for those who provide unpaid care to friends or family](#) and local policies, where they exist, has also been translated into a number of different languages

Covid and dementia - lessons learnt event

There will be three conference-style events, 'Covid and dementia – lessons learnt', with the first part of the morning hearing from experts and the second part of the morning, a workshop for attendees to share experiences. The events all end with a networking buffet lunch and all of the information captured at the event will be shared.

These events are free to anyone interested in dementia, this could be family carers, professional carers, volunteers who run groups, Dementia Action Alliances, healthcare professionals, etc. There is space for 100 attendees per event.

The events will focus on:

- Infection control – what works, how it works, actions that can break the spread of viruses, minimal actions that can help and what does not help
- Dementia and behaviour – how people with dementia may perceive what is going on, why they might not like wearing masks, how to encourage non-contact behaviours
- An unpaid carer sharing their experiences from the last 2 years
- A person living with dementia sharing their experiences.

The events are now open to book on Eventbrite; please see dates, venues and links to book below:

- **Tuesday 1 February 2022** - Ashford International Hotel, Ashford, Kent
<https://www.eventbrite.co.uk/e/covid-and-dementia-lessons-learnt-ashford-venue-tickets-220538315037>
- **Tuesday 8 February 2022** - Village Hotel, Maidstone, Kent
<https://www.eventbrite.co.uk/e/covid-and-dementia-lessons-learnt-maidstone-venue-tickets-220556549577>
- **Tuesday 15 February 2022** - Mercure Hotel, Tunbridge Wells, Kent
<https://www.eventbrite.co.uk/e/covid-and-dementia-lessons-learnt-tunbridge-wells-venue-tickets-220558565607>

New faces in General Practice

A range of healthcare professionals work at, or are attached to, your local surgery to help you get the right care as quickly as possible. Between March 2020 and March 2021, nearly half of all appointments in Kent and Medway were with members of the general practice team other than a GP.



Practice receptionists are now trained to ask the right questions in order to get you to the most appropriate clinician in the shortest time. Sometimes you will need to see a GP, but sometimes it may be more appropriate for you to see a physiotherapist, an Advanced Practice nurse or even a social prescriber.

Some roles are new and so may be unfamiliar to you and to the people you work with. You can read more about the different people that make up our general practice teams here: www.kentandmedwayccg.nhs.uk/about-us/who-we-are/primary-care-networks/your-gp-practice-team. Not all surgeries will have all roles, as the mix of specialists is decided locally.

Preparing for cold weather this winter

Although winter weather and snow can be fun for some, these weather conditions are also associated with an increase in illness and injuries. Cold weather increases the risk of heart attacks, strokes, lung illnesses, flu and other diseases. People slip and fall in the snow or ice, sometimes suffering serious injuries.



Some groups, such as older people, very young children, and people with serious medical conditions are particularly vulnerable to the effects of cold weather. There are also indirect impacts on health and wellbeing due to cold weather including mental health effects from depression, reduced educational and employment attainment, and risk of carbon monoxide poisoning due to poor ventilation.

This year, COVID-19 is likely to amplify the risks of cold weather. The UK Health Security Agency has produced an [information pack](#) which provides more information.

The [Cold Weather Plan for England](#) is intended to protect the population from harm to health from cold weather. It recommends a series of steps to reduce the risks for:

- the NHS, local authorities, social care, and other public agencies
- professionals working with people at risk
- individuals, local communities, and voluntary groups

Level 1 of the Cold Weather Plan is in force throughout the winter from 1 November to 31 March. Preparations are required now to protect health and ensure service continuity in the event of severe weather.

We have procedures in place to ensure all our staff are aware of the actions required to support the most vulnerable and that the Health and Safety of our staff is given due consideration during periods of severe winter weather.

Specific actions for provider organisations, frontline health and social care staff in community and care facilities, and community and voluntary sector organisations can be found on the UK Health Security Agency website:

<https://www.gov.uk/government/collections/cold-weather-plan-for-england>

As part of your ongoing business continuity arrangements it is essential that you review your winter plans to ensure that your service continues to be adequately prepared to respond to a business disruption.

If your service experiences pressures which cannot be resolved by your continuity arrangements, please use this form to alert us: [Business Continuity Alert Form](#)

The Met Office provides a Cold Weather Alert Service. You register for email alerts through the [Met Office website](#).

For further information, advice and guidance on how KCC is prepared for winter please refer to our website: www.kent.gov.uk/winter

Free annual National Care Association Membership for Kent providers

Funded by Kent County Council's Infection Control Fund.



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 KCC 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](#)

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 - 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.

Free Support to complete the Data Security and Protection Toolkit

Kent County Council (KCC) in Partnership with Kent Integrated Care Alliance (KICA) are supporting social care providers across Kent and Medway to register on and complete the Data Security and Protection Toolkit (DSPT).

The DSPT 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

We'd love to hear from you!

Please tell us what you'd like to see more of in this bulletin.

Want to send a submission? [click here](#).