

Kent Adult Social Care Provider Bulletin



Friday 4 March 2022

War in Ukraine



During the last week, news bulletins have shared the unfathomable reality that there is a war taking place in Europe. Calls for peace and Russian withdrawal from Ukraine have, as yet, gone unanswered, and while events over 1,500 miles away may seem distant from our day to day working lives, the reality of the impact of this on individuals and their families is not underestimated.

We have requested arrangements be made to fly the Ukrainian flag over Sessions House Head Quarters building as a mark of support for that country and its citizens.

Our thoughts are with all those impacted. It is vital that we are open to conversations with colleagues and residents about their experiences of this and other global events. Our work lives and personal lives are not separate one from the other, and our experiences in the world shape all of us day to day.

We recognise that news of war will impact you and your families in different ways, whether you have direct connections to Ukraine, or share a common lived experience of war and conflict through your own lives. If you are impacted for whatever reason, please reach out for support.

Our thoughts and best wishes are with Ukraine, its leaders and its people.

Kent and Medway Staff Mental Health and Wellbeing forum

At 11am - 12 midday on Thursday 17 March 2022 the Kent and Medway staff mental health and wellbeing team is hosting the second monthly virtual forum specifically for adult social care staff.



This session will include a brief bitesize information session on “**Recognising Burnout**”. The session is open to social care staff, managers and those involved in supporting staff mental health and wellbeing within an adult social care setting.

These forums are the opportunity to bring together those adult social care staff not only interested in supporting the mental health and wellbeing of their own teams, but also to share some of the challenges they face, and to help identify what kind of support the staff mental health and wellbeing service may be able to provide.

How to access the virtual forum:

- Copy and paste <https://call.lifesizecloud.com/12844709> into a Google internet browser

- Click Join if prompted
- At the instruction type in the following passcode: 2021 followed by the # key
- Make sure you allow the software to access your microphone and camera.

National Adult Social Care Survey: actions for care home managers

The Adult Social Care survey is a national survey co-ordinated by NHS Digital and all local authorities with social services responsibilities are required to take part. It asks people we support about their quality of life and their experiences of the services they receive. The results will be used by Kent County Council, NHS Digital and the Department of Health and Social Care to assess the experiences of people accessing care and support services.

It will not be used to assess the performance of individual care homes, as procedures are already in place to do this via the CQC inspection process. You can see an example of the report and the questionnaire on the NHS Digital publication page: <https://digital.nhs.uk/data-and-information/publications/statistical/personal-social-services-adult-social-care-survey> .

You will shortly be receiving a letter asking for your help in encouraging the people you support to take part and give their views. It also asks you to let us know of any accessibility and capacity considerations for the participants that have been selected.

Please do look out for the letter and if you have any questions in the meantime, please email: adultsocialcaresurveys@kent.gov.uk

Nurses in Social Care - Expressions of interest invited

If interested in the following funded course please use the link to register your interest **by 11 March** and we will then come back to you with the course dates so that you can confirm if you are available to be offered a place.

After great feedback from the 15 nurses who took part in the first cohort of the **Skills for Care Nurse Leadership programme**, we can now offer this fully funded 4-day program and a learner exchange day (5 days split over a few months) to another 15 nurses.



The programme delivered by Skills for Care will cover the skills and knowledge needed to work across complex, often challenging systems and will cover:

- working across professional, organisational and system boundaries
- developing and implementing new practice and service redesign projects
- using high-level negotiating and influencing skills
- leadership in contexts that are unfamiliar, complex and unpredictable.

Please use [this link](#) to express your interest and [watch a video](#) from Skills for Care.

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 & 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</p> <ul style="list-style-type: none"> • What does grief and bereavement look and feel like? • Theories of grief and anticipatory grief • The dynamics and interactions of anticipated grief and bereavement in a care home through the eyes of: <ul style="list-style-type: none"> The resident The family The professional carer • Sustaining yourselves, maintaining your resilience. <p>Carers coping and managing the impact of Covid-19 restrictions and the grief and loss they experience both personally and professionally.</p> <ul style="list-style-type: none"> • Resources list • Questions 	<p>Wednesday 27 April 2pm-4pm</p>	<p>Monday 6 June 1.30-3.30pm</p>
<p>Dementia and Introduction to Namaste</p> <ul style="list-style-type: none"> • “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 • 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. • The purpose of Namaste is to provide comfort and care to people with advanced dementia through sensory stimulation, especially the use of touch. • It increases the time spent engaging and connecting with residents (meaningful time). • It enriches quality of life 	<p>Monday 6th June 10-12 midday</p>	<p>Wednesday 13th July 10-12 midday</p>

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

Helping Hands scheme - Supporting households facing financial hardship as a direct result of COVID-19

The Fuel Costs Support Voucher scheme is now available to Kent residents, in partnership with Green Doctors and this may be of interest to the people you support.



About the scheme

The 'Helping Hands' scheme offers fuel vouchers towards the cost of heating bills and essential items related to keeping warm. The vouchers will support households facing financial hardship as a direct result of coronavirus (COVID-19). Applicants can apply for up to 3 vouchers towards heating bills (must have a top-up meter) or essential items such as:

- boiler repairs
- temporary heaters
- thick curtains
- blankets (at the discretion of district and borough council officers.)

Referrers will need to check that the applicant has suffered a loss of income as a direct result of COVID-19. (For example, being put on furlough, reduced trade or business, increased heating bills by working from home.) Full eligibility and evidence criteria as well as other information can be found by emailing: tracy.veasey@kent.gov.uk, or hannah.chandler@kent.gov.uk.

Make a referral

Referrals can only be made by professionals or trusted partners. Call: 0800 233 5255
Visit: <https://south.greendoctors.org.uk/>

Solar together – small businesses can register for free

Solar Together opens today. It is a great opportunity to get a competitive price for solar PV and battery storage and makes the process much easier for those who don't know where to start. It isn't just for homeowners; small businesses, landlords and community buildings are able to register too for a free, no obligation quote.



Read more on the [KCC website](#)

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.

Care Home Provider Forum

16 March, 9.15am - 1pm

Ashford International Hotel, Simone Weil Avenue, Ashford TN24 8UX

A KiCA forum exclusively for **Care Home providers**. We are going to be looking at the residential guide price and current costing pricing structure as well as exploring alternative models going forward.

The first half of the session will be Chaired by Ann Taylor, Chair of KiCA and Adam Hutchison, Vice Chair and will be a member-led discussion. We will then be joined by members of Kent County Council Commissioning and Operations team for the second part of the session.

This forum is limited to 50 providers, so will be on a first come first serve basis.

To book your place, please email louise.faulkner@kica.care

Have you heard of 'Breathing Space'?

1 in 4 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 (MHCBS) 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

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](#)

Kent Volunteer Partnership news

The newly formed Kent Volunteer Partnership in collaboration with the Lord Lieutenant of Kent's support, is developing their offer, supported by Kent County Council as part of the [Civil Society strategy](#).



The Kent Volunteers website offers a place where voluntary organisations can advertise for free their volunteer vacancies and people can search for volunteering opportunities. Once advertised there is a facility to share individual volunteer opportunities on a variety of social media platforms.

Also being developed on the website is a calendar showing courses/training for volunteers in Kent, a knowledge bank of helpful resources with regards to volunteering and national the Queens Award for Voluntary Services

The Kent Volunteer Partnership consists of the following organisations: Ashford Volunteer Centre, North West Kent Volunteer Centre, Swale CVS, Imago, Kent Coast Volunteers and Involve.

Visit the website to read more: <https://kentvolunteers.org.uk/news>

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](#).