

Kent Adult Social Care Provider Bulletin



Friday 22 July 2022

Message to providers

We appreciate that the past week has been tough for providers caring brilliantly for Kent residents in unprecedented conditions.

Following the recent severe weather and issues relating to water supply in some areas of the county, this is a reminder to ensure business continuity plans are reviewed, updated, tested regularly and cover all potential adverse circumstances.

We would like to thank you for your patience, hard work, and everything you've done to keep Kent residents safe and comfortable, whilst we supported the utilities and agencies responsible to get supplies back on as normal.

Though the heatwave has been downgraded, and we are all returning to business as usual, we'd like to remind providers to take this opportunity to register with their utility companies' Priority Service Registers. These registers help the utility companies see quickly who needs their help first in the event of an outage or other emergency. This could be especially important for people who are cared for at home.

We thank you for all your continued hard work and perseverance.

Heat health alert level downgraded for Kent

The heat alert for Kent has now dropped to level 2 but some issues are still expected as a result of the extreme heat earlier this week and residents are urged to keep following common sense advice.

With temperatures in the mid-to-high 20 degrees Celsius expected for the rest of this week and early-30s possible on Sunday (24 July), the start of the school holidays and families travelling for summer breaks or days out could still cause problems.

Kent Resilience Forum (a partnership of organisations and agencies who work together to ensure a coordinated response to emergencies), is continuing to urge residents to follow key common sense guidance, especially for vulnerable friends, family and neighbours.

The very young, elderly and those suffering from health conditions such as heart and lung disease can be at risk in hot weather and experts are urging residents to check on friends, family and neighbours who might have found the heat of the past few days difficult, especially with warmer temperatures anticipated again on Sunday.

Residents are also urged to plan ahead for travel, with roads expected to be especially busy due to the warm weather and the start of the school holidays.

KCC Director of Public Health, Dr. Anjan Ghosh said: “We’d like to thank residents for supporting all the emergency services by following advice to keep them and their families safe and well at home during the record temperatures of recent days. While the Level 4 heat alert of the past few days is over, some people may still be feeling the impact of the extreme heat.

“We are also expecting lots of traffic as the summer holidays start so plan ahead and check for traffic issues. Take plenty of water with you, plan extra time for stops and think about medications you might need if your journey takes longer than expected.” Key ‘Beat the Heat’ advice is to enjoy the sun safely by keeping cool, staying hydrated and being prepared:

- look out for those who may struggle to keep themselves cool and hydrated – older people, those with underlying conditions and those who live alone are particularly at risk
- stay cool indoors by closing curtains on rooms that face the sun – and remember that it may be cooler outdoors than indoors
- drink plenty of fluids and avoid excess alcohol
- never leave anyone in a closed, parked vehicle, especially infants, young children or animals
- check that fridges, freezers and fans are working properly
- try to keep out of the sun between 11am to 3pm, when the UV rays are strongest
- walk in the shade, apply sunscreen and wear a wide-brimmed hat, if you have to go out in the heat
- avoid physical exertion in the hottest parts of the day
- make sure you take water with you if you are travelling and plan your route, leaving extra time for stops
- take care and make sure to [follow local safety advice](#) if you are going into the water to cool down
- check medicines can be stored according to the instructions on the packaging

The UK Health Security Agency (UKHSA) will continue to monitor any heat-related illness and work closely with the Met Office, the NHS and other government departments to assess the impacts of the recent extreme heat.

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, you will be directed to the right service for you. You can also visit our dedicated website – 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

More information on the [common signs and symptoms](#) of heat exhaustion and heatstroke are available on NHS.UK.

Updates to Covid-19 Guidance for Care Homes

The [COVID-19 supplement to the infection prevention and control resource for adult social care](#) was updated on 7 July 2022. Changes include an update to the guidance on visiting during an outbreak and clarification that visitors are encouraged to wear face masks rather than face coverings.

The section '[If a person receiving care is symptomatic or tests positive](#)' has been updated to reflect that people with cognitive conditions such as dementia may present with atypical symptoms and the section '[If a person receiving care is symptomatic or tests positive](#)' has been updated to remove the requirement for care homes to report single resident cases to the HPT.

This updated guidance 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. It should also be read in conjunction with the [adult social care testing guidance](#), which details the testing regimes for all staff, as well as any resident and outbreak testing where applicable.

Autumn Kent Registered Manager Conference

We are pleased to announce that our fully funded **10th 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.

Speakers	<ul style="list-style-type: none">• KCC Update - Richard Smith Corporate Director Adult Social Care & Health• National Homecare Association - Ruby Peacock• Liberty Protection Safeguards Update - KCC Safeguarding Team• K&M Integrated Care Service update, and T levels - Nathan Pascall-Smith & Wayne Wilson• Q&A Panel – including CQC, Skills for Care, NCA, KICA, KCC Commissioning, NHS • CQC Changes to Regulatory Framework - Jo Wallace Inspection Manager South East
AM	<ul style="list-style-type: none">• RESTORE2 and Calibration of NHS gifted equipment (oximeters etc)

workshop topics	<ul style="list-style-type: none"> • Kent Adult Social Care Strategy • Healthy Workplaces • Difficult Conversations
Lunchtime & break drop-in surgery with the Occupational Therapist Team	
PM workshop topics	<ul style="list-style-type: none"> • Domestic Homicide in Care Homes • CQC Single Assessment Framework • Self Directed Support and Personal Budgets • A Managers View - Recruitment and Retention Initiatives

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.

Supporting adults to improve and maintain their wellbeing in Ashford, Canterbury and Swale

From 1 April, Kent County Council (KCC) commissioned a range of community-based services which make up the Universal Community Wellbeing Services.

Together these promote wellbeing for Adults aged 55+, Adult Carers and Adults with complex health needs. Our service is called Wellbeing Matters Plus, and we are looking to partner with local organisations that provide interesting and varied activities in communities in Ashford, Canterbury and Swale.



We are inviting partners and providers to come along and hear about Wellbeing Matters Plus and the many activities Imago offers, with the opportunity to network and ask questions.

Order of the day:

- 9.00-9.30 am Welcome - held in the Kent Foyer with teas/coffees & pastries
- 9.30 am Network Event - held in the Maidstone Suite (prompt start)
- 10.45 am Comfort break - with teas/coffees & pastries
- 12.30 pm Finish

To book your place contact Summer Fox at summer.fox@imago.community

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

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 9th 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 by **Wednesday 27 July**.



We'd love to hear from you!

To make a submission to this bulletin please contact stakeholderteam@kent.gov.uk