

Kent Adult Social Care Provider Bulletin



Friday 2 July 2021

Offering care homes access to urgent clinical advice and support via NHS 111 using Starline 6 (*6)

Please see below information relating to NHS 111 Starline 6 (*6) which is currently being rolled out across east Kent. This nationally recognised route, available 24 hours a day, 7 days a week, offers staff and carers within care homes (who are not registered professionals) priority access via their telephone keypad to a Clinical Assessment Service (CAS)* clinician within the NHS 111 contact centre enabling the care home caller to bypass the initial triage.

*6 is available to staff and carers within your home who are not registered professionals when they need to access urgent clinical advice and support regarding a resident. By following the routing instructions callers will have priority access to a Clinical Assessment Service (CAS) clinician within the NHS 111 contact centre, bypassing the initial triage.

The bullet points below outline the two actions that you will need to take to sign-up and access this line:

- Email Sean.Daisy@secamb.nhs.uk and Stephen.allsopp@nhs.net to confirm all telephone numbers your home will be calling from.
- Sign the Memorandum of Understanding (MOU) and email it to Sean.Daisy@secamb.nhs.uk. Please note these must be sent in word format only, please do not send as a PDF.

New service to help improve vaccine inequalities

The NHS Kent and Medway Clinical Commissioning Group (CCG) has appointed Involve Kent to provide support to patients who have not yet been vaccinated and may be hesitant about vaccination or underrepresented in the vaccinated population. Involve Kent will manage a dedicated telephone helpline and advice service to answer questions from the community relating to vaccine hesitancy, provide assurance, information and signposting to encourage booking and attendance at vaccination centres.

The service went live on **Monday 28 June** and will operate between 8.30am and 5pm, Monday to Friday. The helpline telephone number is **0330 320 4444**. We would like to request your support to promote this service widely.

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

Mandatory form for providers to complete by 19 July

For all providers who have received Infection Control 3 and/or Rapid Test Fund 2, please look out for an email from the Infection Control mailbox with a link to Reporting Point 1 for these funds. This is a mandatory form and responses must be received by Monday 19 July. Thank you for everything you continue to do during the Covid-19 pandemic.

KARA video carephone drop-in sessions and launch event

From Thursday 1 July and every week at 12-12.30pm, there will be KARA video carephone drop-in sessions. These drop-in sessions will provide an opportunity to find out more about the carephone and ask questions.



Kent County Council Adult Social Care, the University of Kent and partners have secured funding to implement a project that will help build capacity and develop a positive culture of research. Research in social care is very important as it can inform social work practice and improve outcomes for people. You're invited to the launch event on 23 July, 2-4.30pm, hosted by the Innovation Delivery Team; hear about this exciting project and how you can get involved. Come along to find out more and tell us what you think the important research priorities are for our region.

To book a free place click here:

<https://www.eventbrite.co.uk/e/thinking-together-adult-social-care-research-and-practice-in-kent-registration-160188471029>

Who should attend:

- If you work in social care and the care sector
- If you are supported by social care or are an informal carer

Contain Outbreak Management Fund

As part of the Contain Outbreak Management Fund (COMF), Kent County Council has developed the COVID-19 Grant Fund which has now launched and [can be accessed via this link](#). The fund will support projects and initiatives through a number of grant rounds, each one of which will focus on a particular area of need. Each initiative supported will help towards the prevention and containment of COVID-19 outbreaks or help support those that have been disproportionately affected as a result of the pandemic. The maximum grant value will be £10,000, however we expect the average award value to be in the region of £5,000.

The grant scheme is currently open to receiving bids from initiatives that cover the below areas.

- Engaging communities and reducing risk factors
- Reintegration activities for families with young children or expectant parents

Further general information, how to apply and information relating to the specific grant rounds is accessible on the [kent.gov.uk website](https://kent.gov.uk). The closing date for grant applications is **6pm on 20 July 2021**.

Data security and protection toolkit - free local support for social care providers

Kent County Council (KCC) in partnership with Kent Integrated Care Alliance (KICA) has been awarded funding by the National Better Security, Better Care programme. The funding is to support social care providers in Kent and Medway to complete the nationally recognised Data Security and Protection Toolkit (DSPT).



Completing the DSPT will enable you to:

- gain access and retain use of digital tools such as NHSmail and Proxy ordering for medicines
- evidence and demonstrate good practice by meeting data and security standards
- demonstrate compliance with data protection legislation and CQC's expectations on confidentiality and security
- help you to reassure the people you support, their families and your staff that they can trust you with their data
- evaluate and improve your data and cyber security, reducing the risk of cyber-crime and data breaches

We know that you are under enormous pressure as you continue to deal with the COVID-19 pandemic. We don't want to add any extra burden, so we're offering this free support to ensure that the information you store and share with health colleagues is secure. We'll be running regular workshops for adult social care providers in Kent and Medway to help your organisation prepare for registering on, and completing, the DSPT. No technical knowledge is needed.

Sessions include:

- An introductory webinar to the Data Security and Protection Toolkit
- How to register workshop
- Sessions covering each of the 4 topic areas of the toolkit (Staffing & Roles, Policies & Procedures, Data Security, IT Systems & Devices)

1:1 support and peer support will also be available.

Find out more about the DSPT, the support that we can offer, and sign up to our workshops on our website: dspt@kent.gov.uk. We look forward to supporting you on your digital journey.

KiCA: free membership for all CQC registered adult social care providers in Kent

Following recent funding received from Kent County Council, KiCA are able to offer free membership to ALL CQC registered adult social care providers in Kent until July 2021. They represent all areas of the sector, residential homecare, learning disabilities and mental health. KiCA are your voice for care in Kent.



Don't miss this opportunity to join your local care association. For further information, please visit: www.kica.care or contact: louise.faulkner@kica.care