

Kent Adult Social Care Provider Bulletin



Friday 29 May 2020

Introduction from our Senior Commissioners

Tracey Schneider, Senior Commissioner KCC and Lead for Care and Support in the Home Contract and Paula Watson, Senior Commissioner and lead for Residential Care Services for People with a Learning Disability, People with a Physical Disability and People with Mental Health Needs.

We would like to update you on the recent tender for Care and Support in the Home Phase Two and Residential Care Services for People with a Learning Disability, People with a Physical Disability and People with Mental Health Needs. You will be aware that there has been a delay to the planned start date for these contracts due to the COVID-19 pandemic. The outbreak of COVID has also caused the need to implement different ways of working and this includes the Councils governance process. There has been a huge amount of work done by both providers and KCC staff to enable us to now move forward and we hope to finalise arrangements for the new contracts very soon. We encourage all providers who tendered to regularly check the portal for any further details or requests for information.



We would like to thank all providers for their patience and understanding during this challenging time.



KICA Update

We ran our first in a series of webinars this week and we were delighted to see so many of our members attend. Both CQC and Trading Standards gave very informative presentations which were of great help to our membership. We are looking forward to running our next webinar w/c 15th June and further details will follow on this next week. If you would like more information about how to become a KiCA member, please contact, louise.faulkner@kica.care



KENT INTEGRATED CARE ALLIANCE

KICA has representatives joining the Recovery Cell groups which form a key role in informing the county's whole system recovery strategy. We will be focussing on bringing the issues that are affecting the sector both now and in the months to come to these meetings and working together to provide solutions to aid recovery. We will be providing regular updates, information and support along the way.

Support Offer to Care Providers

The Government has committed over £3.2bn in COVID19-specific funding for local government, an unprecedented level of additional support. On 15 May, the Government published the details of a new £600m adult social care infection control fund to tackle the spread of COVID-19 in care homes.

We know that care providers across the county have been doing their utmost to keep those they look after safe and well in the most challenging circumstances.

The [Adult Social Care Action Plan](#) set out how the Government and other parts of the system are supporting people who receive adult social care, both at home and in other settings, so that the spread of COVID-19 can be controlled in care settings, maintain care for people who need it, and save lives.

But this pandemic does not allow us to stand still. Since the publication of the Adult Social Care Action Plan, the Government has been working on the next step of interventions to support the sector.

We know that many care providers are facing challenges; however, care homes have been particularly susceptible to outbreaks of COVID-19. Therefore, the documents *below* lay out our plan to prevent and control COVID-19 in all registered care homes.

[Kent's Care Home Support Plan](#) consists of a letter including details of the financial supported offered to providers and a completed template with detail of the current status of care homes across Kent focussing on 5 key topics.

Hospital Passports during COVID-19

Mencap have worked with NHS England and other stakeholders to develop the new [Grab and Go hospital passport](#). This can be used to tell healthcare professionals what they really need to know if someone with a learning disability goes into hospital with coronavirus symptoms.

The [Grab and Go hospital passport](#) is designed to be wipe clean. You can use the passport during the current pandemic, but it does not replace an existing passport. Please use this new passport, and let other people know about it. It includes information about a person's likes and dislikes, how best to communicate with them, and how to tell if they are in pain.

Good, clear communication is more important than ever for people with a learning disability during the current crisis.

Amanda Mckie is Matron lead for learning disabilities within Calderdale and Huddersfield NHS Foundation Trust and said: "Passports have never been so valuable to ensure the medical and nursing team have all the information they need about the individual patient".

Tools and Resources

Registered Manager at The Grange, Felicity White, has had a blog post published by Skills for Care about [her experiences managing the service through COVID.](#)

The NHS have developed a '7 Minute Safeguarding Briefing' and resources relating to DNAR/ CPR orders. Please see both of these documents in the attachments.

Kent and Medway CCG are offering virtual training for care homes on swabbing, PPE and handwashing. All attendees will need to have the following PPE:

- Fluid resistant surgical mask (ear loops or ties)
- Disposable apron
- Goggles or visor
- Non-sterile disposable gloves

Sessions will be held via Zoom and you can [register to join a session here](#). The Super Trainer running your session will get in touch via email with a link to the meeting. Before the sessions, please ensure you have [reviewed the relevant materials](#) and watched the [donning and doffing of PPE video](#) produced by Public Health England. Full details of the sessions can be found in the email attachment.

Sharing Your Excellence

Here2Care have been in touch with some of the ways their carers have been going above and beyond during the COVID-19 period. They have care workers who have shopped for shielding clients in their own time, office staff have been coordinating the collection of prescriptions to ease pressure on the pharmacy and one coordinator has been making phone calls to clients even on their day off to keep in touch with those who are isolated. In one Extra Care scheme that had an outbreak, the on-site supervisors stayed the week in guest bedrooms to help with calls outside of their normal working duties. Here2Care reported that "On the whole, all the office staff and care workers who are working are reassuring all service users whom are anxious and nervous regarding these uncertain times".

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](#).