

Kent Adult Social Care Provider Bulletin



Friday 18 March 2022

War in Ukraine



Our thoughts and prayers remain with the people of Ukraine as the conflict continues. As the impact of these events ripple around the world we recommend that providers revisit and strengthen their business continuity plans, especially in the areas of potential supply chain disruption and cyber-attack.

We understand this is an unsettling time and it is important that we continue to offer support to one another and recognise that we are all impacted differently by world events.

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: The resident The family The professional carer <p>• Sustaining yourselves, maintaining your resilience.</p> <p>Carers coping and managing the impact of Covid-19 restrictions and the grief and loss they experience both personally and professionally.</p>	Wednesday 27 April 2pm-4pm	Monday 6 June 1.30- 3.30pm

<ul style="list-style-type: none"> • Resources list • Questions 		
<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 	Monday 6th June 10-12 midday	Wednesday 13th July 10-12 midday

Spring booster of the Covid-19 vaccine

People aged 75 years and older, residents in care homes for older people, and those aged 12 years and over with a weakened immune system will be offered a spring booster of the COVID-19 vaccine.

Appointments will be available through the national vaccination booking service shortly: [COVID-19 vaccination: spring booster resources - GOV.UK \(www.gov.uk\)](https://www.gov.uk/covid-19-vaccination-spring-booster-resources)

Civil Society Strategy

We want to make sure we are working to support a strong and vibrant civil society across our communities and support the social sector (voluntary, community and social enterprise sector).

Our new Civil Society Strategy outlines how we do that and replaces the previous Voluntary and Community Sector Policy (2015).



Aims and objectives of this strategy:

A recognition of the contribution of civil society in Kent and the VCSE (the 'social sector') as a core part of that.

A commitment to supporting civil society to flourish and be sustainable; to safeguarding the independence of the social sector; and to building on the partnership working we have seen over the last year between both public sector partners and the social sector, which recognises the sector as an equal partner.

Why is the strategy important to me in my role?

If you work with, fund or interact with community groups, charities, voluntary associations or social enterprises, you will need to be aware of the ambitions and commitments of this strategy and what it means for your work.

We would also ask you to share the strategy with organisations and groups you work with so they can see KCC's commitments, to both our engagement and how we work with the sector in partnership.

The strategy:

- Outlines our relationship with civil society in the future and the social sector as a core part of that.
- Helps us to be clear on how to engage and work with the social sector.
- Guides our approach and ensures we are consistent when awarding grants to the social sector.
- Sets out our offer of support and commitment to a fair funding practice with the social sector.

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-socialservices-adult-social-care-survey>

You should have already received 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 as it's important we hear from you. If you have any questions in the meantime, please email: adultsocialcaresurveys@kent.gov.uk

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.

KiCA annual conference

Announcing the KiCA Annual Conference - Thursday 26 May 2022, Mercure Great Danes Hotel, Maidstone (9.00am - 4.00pm)

KiCA is delighted to be able to fully fund their Annual Conference this year for their members. Speakers include Jane Townson, CEO of UKHCA, CQC and Neil Eastwood.

If you aren't a KiCA member, please do contact us as membership is currently free until July 2022 (details included in article above).

Secure your place, email Louise 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>

A teal-colored poster with a white silhouette of a human head in profile on the right side. Inside the head, there are symbols for debt (£) and a question mark (?). The text on the poster reads: 'When there is debt, think breathing space'. Below this, it asks 'How does it help?' and lists two bullet points: 'pausing enforcement action and contact from creditors' and 'freezing interest and charges on debts whilst the mental health crisis lasts plus thirty days after the crisis has ended.' It also includes a 'Find out more at:' section with the URL 'kent.gov.uk/social-care-and-health/health/mental-health/mental-health-crisis-breathing-space'. At the bottom, there are logos for Kent County Council and NHS Kent and Medway.

When there is debt, think breathing space

How does it help?
A breathing space affords protections for people who experiencing a mental health crisis which include:

- pausing enforcement action and contact from creditors
- freezing interest and charges on debts whilst the mental health crisis lasts plus thirty days after the crisis has ended.

Find out more at:
[kent.gov.uk/social-care-and-health/health/mental-health/mental-health-crisis-breathing-space](https://www.kent.gov.uk/social-care-and-health/health/mental-health/mental-health-crisis-breathing-space)

Kent County Council NHS Kent and Medway

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](#).