

Here for you, how did we do?

Local Account for Adult Social Care

Includes
Covid-19
update



Making a difference every day

January 2020 – August 2020

Highlighting the achievements, improvements and challenges of KCC adult social care in Kent.



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Introduction

Clair Bell, Cabinet Member for Adult Social Care and Public Health



Our ninth local account for 2019-2020, is our summary of achievements, improvements and challenges in adult social care in Kent. We're doing things slightly differently this year as we're including updates in response to the Covid-19 pandemic, highlighting the hard work of our teams and the resilience of our partners and communities. We are making a renewed commitment to promoting equality and diversity - for those we support and importantly, our staff.

But the local account isn't just a way to celebrate the good things, it's an opportunity for us to respond to what you've told us. You've told us that leading a fulfilling life, maintaining your independence and staying in your own home remains important, even when you need extra help. You've also told us that you want your voice to be heard when choosing the right support for you and those close to you.

Over the coming months, we'll be developing a person-centred plan for adult social care. We want to build our strategy with you, to make sure people are at the heart of everything we do, and to shape the best advice, guidance and support that enables people to stay as independent as possible. We want to focus on what people can do, rather than what they can't do. The council cannot achieve this alone. There have been some wonderful examples of partnership working during the pandemic, and we are committed to continue working with our partners in health, voluntary and private organisations and our borough and district council colleagues to put people first.

We would like to thank everyone involved in creating our local account, including the people we support, carers, partners and our workforce. We will continue to actively involve people in Kent to build a sustainable service for the future.

Kent and its people

We value and celebrate diversity and believe it is essential to provide services which work well for all of us making Kent a great county in which to live and work. We will challenge discrimination and actively promote respect, understanding and dignity for everyone living in, working in and visiting Kent.

Equality is one of the key values underpinning the work we do - adopting a person-centred approach tailored to each individual so they can achieve the things that matter most to them. This means celebrating differences, treating each person with dignity and helping them to be safe and socially included, supporting their own sense of identity.



Key Facts

In the final months of 2019/20 and during the first part of 2020/21, we were finding new ways of working during the Coronavirus pandemic.

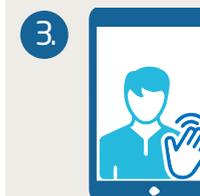
We carefully monitored any changes in the experiences of people accessing community, residential and nursing services and worked hard to maintain the support given to the people who needed it most. We're committed to continually improving and you can view our regular performance reports online at kent.gov.uk.



In the first quarter of 2020, **1,200** people received enablement services and **61%** no longer needed support after the service.



28% of people arrange their own support with a direct payment, consistent with national figures.



Over **800** people, friends, family and care and support workers were connected by Kara carephones (pg12).



The proportion of KCC clients in residential or nursing homes with a CQC rating of Good or Outstanding increased to **76%**.



38,419 Covid-safe visits were made by Integrated Community Equipment Services to support people's independence at home.



Adults with a learning disability in their own home in Kent is **70%**, below the national benchmark of **77%**.

What we do

Kent County Council (KCC) has a responsibility to support people with specific needs to live independent and fulfilled lives safely in their local community. We do this by providing information, advice and guidance as well as support and services.

We offer support to the following groups of people who are over 18:

- People with physical disabilities
- People with sensory disabilities
- People with learning disabilities
- Older people
- People experiencing mental ill health
- People with autistic spectrum conditions
- People who provide care and support to friends or family
- People supported by Children's Social Services who are approaching 18 years old and may require adult social care support.

Making contact

You might want to talk to adult social care for the following reasons:

- You are finding everyday activities difficult to manage due to age, disability or ill health
- You are in hospital and have been assessed as needing adult social care to support your recovery at home
- You are moving on from children's social care and your care manager is arranging your support
- Your doctor has referred you.

Once you have been referred or contacted us yourself, and you agree, we can complete a needs assessment. Once the assessment is completed we will work out if you are eligible for support from us. We do this by using guidelines and rules set by the government.

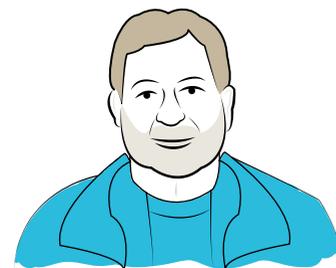


Find out more at: kentgov.uk/careandsupport

How we do it

The example stories below aim to illustrate common journeys in social care and how people can be enabled to live a life focused on what's important to them.

Abdul, staying healthy and connected



- Community services
- Occupational therapy
- Enablement
- Blue Badge

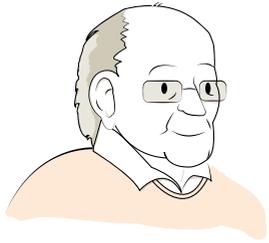
I'm an IT professional and an active member of the community. I volunteered with Kent Together to contact people who are feeling isolated during the pandemic and link them up with charities who could help. I'd like to keep doing this if I can.

I have regular hospital visits to monitor my health as I have a physical disability as a result of a serious accident, that means I need regular checks.

My consultant referred me to social care so that I can choose the best support for me to stay in my own home, as I need help with preparing meals and shopping.

I pay for my own care and I have been visited by the KEaH service who helped me to adapt my home with the support of the occupational therapy team. Now I can regain some freedom and get back to the things I love.

Bill, getting out and getting on



- Sensory Services
- Carers support
- Community support
- Kara carephone.

I was happily married for 40 years to my wife Valerie and we loved visiting historic places together and socialising with our friends. I have a hidden disability – my sight and hearing has been affected, so Val was also my carer.

I lost her a year ago and it's been lonely and isolating for me as I miss her so much, and I can't go out without support to take my mind off things. I visited my GP and he referred me to the KCC adult social care team.

They listened to what I wanted to achieve and talked me through what support I could have, and now the Sensory Services Team are in touch with me.

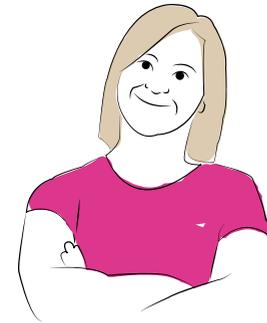
They follow up with me regularly and were at the end of the phone during the Covid lockdown in case I needed support to access any essential shopping or help to get to my medical appointments.

I've just been given a Kara tablet that helps me to stay connected and get in touch with my GP if I need to.



Find out more at: kentgov.uk/careandsupport

Lizzie, moving on and moving up



- Transition support
- Supported accommodation
- Kent Enablement and Recovery Service
- Direct payments.

I love my life, my independence and I especially enjoy music and the arts. I'm 25, so have just moved from a young person's foster care placement to a shared house with other adults my own age.

I trust them, but I'm not completely settled and I've just started a new college course. Because of my learning disability, I can feel anxious about talking to new people on my course and to my new tutors.

My social workers put me in touch with The Kent Enablement and Recovery Service who are helping me to build my confidence in new situations, and I've joined a young people's support group in my community to meet people and expand my horizons.

I have asked to be set up with direct payments, so that I can choose the best option for me – this includes getting help through online support groups.



Find out more at: kentgov.uk/careandsupport

new



Above artwork from our autism clients and left VE Day celebrations at our older people's centre.

How did we do?

Our performance and response to Covid 19

This part of our report tells you about just some of our services, what they do and how they've done over the last few months.

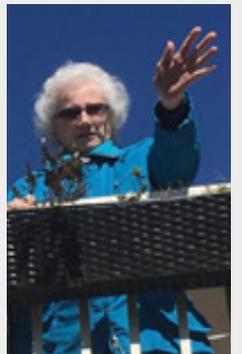
Our Community Day Services buildings may have been closed but they carried on with daily phone calls to attendees, support with shopping or collecting medication and online interactive sessions including art sessions, gardening, music and virtual tours utilising Whatsapp and Facebook. The teams also made videos to share.

When the pandemic started, we didn't know how long it would last or how we could help. Our frontline and support teams across Adult Social Care adapted and pulled together to help the people who use our services through this difficult time.

At our Older People's Short Stay services across the county, activities took place to keep spirits up including celebrations around VE day and much more.



Occupational therapists made face coverings, aprons and washable coveralls for staff and the people we support.



Older People's Services ran socially distanced visits for Mother's Day so people could still see loved ones - at a safe distance.



New

Kara Carephone service - keeping people in touch

Everyone has been impacted by the Covid-19 pandemic in some way. It was essential that we continued to offer care and support to the people we work with whilst protecting each other from the virus.

We have been working with Alcove and RETHINK Partners to launch the Kara service as part of our response during national Coronavirus restrictions. We have started rolling out video carephones to many of our residents to enable us and care providers to continue to deliver elements of care and support to residents remotely.

The video carephone allows a person to stay in touch with care workers, family members and other approved services through a video call. Only approved responders who have access to the system can use it.

The carephone is a tablet device that has a SIM card to make it instantly usable, even for people with little or no WiFi connection.

Over 2,000 devices are being sent out, not only connecting people to their paid care services, but also to three friends or family members to support daily living and social contact.

“I was thrilled' to have the device and it has allowed me to see a long-lost school friend who I haven't met face-to-face for years.

I have also managed to get shopping and basic essentials through the Help@home service provided with the device”.



Update

Keeping people safe and independent during Covid

Our Kent Enablement at Home Service have continued to support people throughout the pandemic to learn or relearn skills, keeping them healthy and independent at home. They have been visiting people's homes, making sure to adhere to the social distancing measures in place and keeping up to date with any changing guidance.

Our Independent Living Services provide the means for people to support themselves in their own home. The service includes home adaptations and equipment, advice and guidance and Blue Badge assessments.

Working with our partners such as Centra Pulse and NRS we have been busy providing Telecare and delivering much needed equipment across Kent. Our County Technician Service have followed all the government advice to be able to continue fitting home adaptations to help them in their day to day lives.

Our Blue Badge Service working with Agylisis have been carrying out assessments in new ways to enable people to get out and about safely.



Shared Lives during Covid

We are always looking at different ways we can provide support and the Shared Lives scheme is just one example of how we are transforming the lives of Kent residents.

Similar to fostering, Shared Lives offers eligible people over the age of 16, a safe and supportive placement within a Shared Lives family home.

Jane and Evie's story

Jane (pictured above) is one of our Shared Lives hosts. She grew up in Kenya and described her childhood as modest, but having a huge sense of community. Jane and her husband moved to the UK in the mid-nineties, worked hard and held two or three different jobs each including caring and cleaning roles to bring them to where they are now, able to support others from their own home.

Evie had grown up in war-torn Africa and faced many extreme challenges before being re-united with family in London by the United Nations and subsequently placed in care when she was 14. Due to Evie having a learning disability, the foster placement was transferred to

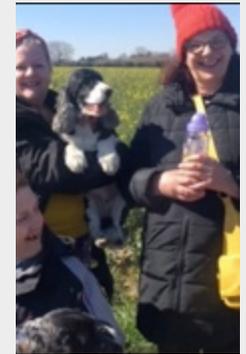
Shared Lives when Evie was 18 and she is now a part of Jane's family.

Over the years, Jane has herself experienced racism, but has faced this by challenging assumptions and continuing to be proud of her many achievements as a black woman living in the UK and by helping others to do the same, including Evie, who has faced prejudice due to her learning disability and ethnicity.

Some other practical challenges have included finding suitable hairdressers and finding activities, education and worship that is culturally appropriate and inclusive for Evie.

Jane is keen to promote, educate and retain her African roots and has run workshops at Quex Park and taken Evie to Kenya, a trip which had many huge benefits for Evie, such as visiting Jane's family and getting involved in vibrant and welcoming community activities.

Kent Shared Lives would like to thank Jane for her amazing contribution and outstanding support for Evie and are keen to promote equality and diversity when recruiting new hosts (carers) for the service, as we all can relate to being with people who share our own culture and beliefs.



Shared Lives hosts came up with ways to keep everyone happy and active during lockdown with online exercise classes, arts and crafts, regular walks in the spring sunshine and even a display of lockdown haircuts - watch the videos online.



Sensory and Autism Services - different ways to stay connected

Kent Adult Social Care has its own specialist unit for sensory impaired people (d/Deaf, sight impaired, deafblind) and individuals with an autistic spectrum condition. The unit comprises both in-house teams and commissioned specialist services.

Supporting people during lockdown

We're all missing our friends and social contacts, and for those who use British Sign Language (BSL), it can be even harder to keep in touch. Normally, there would be drop-in sessions at Gateways across the county for people who use BSL to get advice or information, but these are currently on hold.

Instead, Sensory Services have been running online video calls. The service can be accessed in a number of ways including Facetime, Whatsapp and Skype - helping to maintain connections during this time. The services were advertised using Facebook to keep everyone connected.

Carers in Kent – do you look after someone?

We provide a wide range of services to eligible carers, including:

- Kent Carer's Emergency Card
- Short breaks/sitting service
- Short breaks via the Shared Lives service
- Short breaks in a residential setting (including day services)
- Commissioned services such as information, advice and signposting; peer support; one-off support payments; emotional support and training.

In Kent, we have over 150,000 unpaid carers, who provide ongoing and consistent care to someone close to them. Some access support from one of our three carer support strategic partners (Involve, Carers' Support East Kent and Imago).

People who have some caring responsibility for people close to them, may not readily see themselves as a carer and are likely to be juggling multiple family, carer and work priorities on a daily basis. That's where we can support.



Peace of mind with the Kent Carer's Emergency Card

If you have caring responsibilities why not register for this free service. If you are suddenly taken ill or have an accident, anyone with you can call the number on the card and our staff will use the registration number to carry out a pre-arranged emergency plan.



Apply at:
kent.gov.uk/careandsupport

Carer's assessment

If you give unpaid care to someone who is over the age of 18, you can ask for a carer's assessment. The assessment will help to decide what support you need and how much help we can give you.

You can have a carer's assessment even if the person you care for does not get any help from the council, and they will not need to be assessed. You are entitled to ask for one in your own right and you don't need the permission of the person you are caring for to request one. You can also request a combined assessment.



How to arrange a carer's assessment

If you are over 18:

- call or email your local carer organisation
- call us on 03000 41 61 61.

If the person you care for does not live in Kent County Council's area, you should contact the council covering the area where the person lives.

If you are under 18, contact Kent Young Carers for an assessment.



Find out more at:
kent.gov.uk/carersandsupport



Help to Care App

The KCC Design and Learning Centre has been working hard with our NHS partners to support the invaluable work done by carers and care workers through a free mobile app called Help to Care.

Now more than ever, carers and care workers are being recognised as part of our essential workforce and are under enormous pressure to deliver in challenging circumstances.

The app is free to download and use and is designed to help people spot the signs of a problem and find the right information and advice if you are worried about someone's health and well-being.

It includes helpful guides, advice and training videos on common health conditions. There is also an assessment section which helps you to decide if the person is developing a health problem that needs medical help.

Whilst the app does not address Covid-19 directly, it can provide much needed support in these difficult times.

You can download the app by searching for Help to Care in the app store on your Apple device, or in Google Play if you have an android device.





Supporting Mental Health and Well-being

Our mental health is as important as our physical health, and it can be affected at any time in our lives. For most people experiencing the effects of mental ill-health, the first place to get help is your doctor (GP), who will be able to tell you about appropriate services or refer you to other professionals.

Some people need more intensive support. Most of these services are provided by Kent and Medway NHS and Social Care Partnership Trust (KMPT) who provide secondary mental health services and support including:

- community mental health
- crisis resolution
- telephone support.

Other services are provided by independent providers, voluntary services and support organisations.



Doc Ready

To support people with their mental health, this free online service helps you get ready for your first visit to a doctor to talk about your mental health. Visit kent.gov.uk and search 'Mental Health'.

Live Well Kent

Delivered on behalf of KCC and the NHS by the charities Porchlight and The Shaw Trust, this online service promotes better well-being and mental health for people in Kent and Medway, helping people connect with support in their local communities. It is a free service for anyone over 17 aiming to:

- aid recovery and prevent relapse
- reduce the stigma associated with mental illness
- connect people with their communities.

For information: www.livewellkent.org.uk

For referrals: call 0800 567 7699 or email info@livewellkent.org.uk

Kent Enablement and Recovery Service (KERS)

Working with people experiencing mental ill health over a short period of time (up to 12 weeks), this service helps maximise people's well-being and quality of life in a way that suits them.

KERS links up with community services to support people to:

- access community groups, activities and organisations
- regain confidence to use public transport and get out and about
- manage uncomfortable social situations
- independently manage their finances
- gain confidence with training, education or work-related activities
- access housing and benefit advice.



Visit www.kent.gov.uk and search 'Kent Enablement and Recovery Service'





Get Involved

With you

Your voice does make a difference

We are always looking at innovative ways to improve our services, respond to change and work with and listen to the people of Kent. We also work with many other organisations to deliver the best outcomes for people.

We need to work with you to do this. We want you to tell us how things have been so we can learn from your experiences and we want you to help us to shape things going forward.

You may have experiences you can share with us because you have used adult social care services, you might be caring for someone who needs some extra support or you might just want to get involved because you have some good ideas on how we can do things differently.

Get Involved

Join us! email: makingadifference@kent.gov.uk

Why not sign up to get involved to help us shape what we do. You can join one of our smaller groups or our larger virtual involvement group, take part in upcoming surveys, be part of one of our interview panels or get involved in new innovations and other virtual opportunities in adult social care.



Update

People's Panel earlier this year

How much or how little you get involved with will always be your choice so if you are interested in helping to shape what adult social care does, please do get in touch by emailing us at makingadifference@kent.gov.uk

Adult Social Care People's Panel - the panel meet five times a year to give their views on a range of ideas or innovations across adult social care. They have helped to shape the recently developed carer's app, taken part in workshops and got involved in social care research.

Adult Social Care Surveys - our People's Panel, wider virtual involvement group and others took part in our Loneliness survey to help us understand not only how many people in Kent are or have experienced loneliness, but also what has helped them during this time. Everyone's experience is different and 262 people responded to our survey helping us to gain an understanding of these experiences.

Our **Kent Learning Disability Partnership Board** meet four times a year (usually in person, but recently online) and has smaller meetings about subjects such as good health and keeping safe. It looks at the main issues affecting the lives of people with learning disabilities. It is a great place to gain the views of people with learning disabilities, carers, supporters and groups we work with.

You're hired! Helping us to build a trusted team

We want to make sure that all the people we employ have the right experience, the right values and suit the roles available. This means that people working in our teams should be able to relate to the people that we support. When we were choosing our new directors in adult social care, we invited people who had experience of our services to interview all the short-listed candidates, asking questions that were important to them. Each volunteer was guided through the process and given help and training to make sure they felt prepared on the day of the interviews.

If you or someone you know would like to volunteer for similar activities, you can get in touch by emailing us at makingadifference@kent.gov.uk



Join us! email: makingadifference@kent.gov.uk



Kent Together

Kent Together Practical support for you during Covid. Many people will have family, friends and neighbours that can help them, but where that's not an option, we are working with the government, local councils, the voluntary and community sectors and the NHS to make sure people receive the help they need. If you are self-isolating or have underlying health conditions that mean you are unable to get what you need, you can contact Kent Together.

If you're unable to use our online form, call our helpline on 03000 41 92 92 (text relay 18001 03000 41 92 92). Deaf British Sign Language users can text our Sensory Services team on 07920 154 315 for help making a request.

 www.kent.gov.uk/kenttogether

Volunteering

We know that many of you would like to offer your help to others in your community. Some borough councils are still looking for volunteers. Visit your local council website to get involved or search #KentTogether online.

Get in touch

Telephone our contact centre

For non-urgent telephone calls, please contact us Monday to Friday between 8.30am and 5.00pm.

The contact centre is based in Maidstone and is open for business 24 hours a day, 7 days a week.

Telephone: 03000 41 61 61

Text relay

A text relay service is available for Deaf, hard of hearing and speech impaired customers and is available 24 hours a day, 7 days a week.

Text Relay: 18001 03000 41 61 61

Out of hours service

Not every crisis occurs during office hours. Kent and Medway Social Services provide for these times with our out of hours service that can offer advice, support and help to ensure that vulnerable people are not left at risk.

Telephone 03000 41 91 91

Calls from landlines are typically charged between 2p and 10p per minute; calls from mobile typically cost between 10p and 40p per minute.

Email and website

You can email us with queries or questions about any of our services or information.

Email: social.services@kent.gov.uk or see our website at: www.kent.gov.uk/careandsupport

For more information on the Local Account

email: kentlocalaccount@kent.gov.uk

Find our more on www.kent.gov.uk and search 'local account'.