

Kent Adult Social Care Provider Bulletin



Friday 19 August 2022

Have you been impacted by a cyber-attack?

We are aware that some providers have been impacted by the recent cyber-attack on a number of health and care systems delivered by Advanced, including Staffplan, which supports rota planning & invoicing.

If your organisation has been affected and you haven't already notified us, please contact us at ascproviderbc@kent.gov.uk. Please specifically indicate if this will impact your ability to invoice.

The Information Commissioner's Office (ICO) provides advice around how to respond to a cybersecurity incident, and how and when to report an incident, which can be found here:

<https://ico.org.uk/media/for-organisations/documents/2614816/responding-to-a-cybersecurity-incident.pdf>

A personal data breach is a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data.

The position some providers are currently in due to the recent cyber-attack, in that they are not able to access information, is a data breach.

If you experience a personal data breach, you will need to consider whether it poses a risk to people. You will need to consider the likelihood and severity of the risk to people's rights and freedoms, following the breach. When you have made this assessment, if it is likely there will be a risk, you must notify the ICO; if it is unlikely, you do not have to report. You do not need to report every breach to the ICO.

A self-assessment tool to help determine whether your organisation needs to report to the ICO can be found here: [Self-assessment for data breaches | ICO](#)

You can report a breach here:

<https://ico.org.uk/for-organisations/report-a-breach/>

Local Support Offer – Kent and Medway

We offer training sessions on each section of the toolkit, work through the toolkit with a dedicated DSPT team member, they can support you to complete the toolkit at a time convenient to you, this support can help

simplify the process through 1-1 conversations. Sessions can be held via Microsoft teams where you can share the toolkit and work through each section. Sessions can be booked for half an hour, one hour or half day, whichever suits you.

DSPT
Better security.
Better care.



DSPT Induction Training – The DSPT Team can visit the service and provide a Introductory training session on DSPT, the session will include: a presentation on what the DSPT is, the benefits of doing it, how to access it and a toolkit demonstration with a Q&A at the end. The session will last for 1 hour and ongoing support for DSPT is available using the various offers available through the DSPT team.

Face to Face support sessions – The DSPT team can visit the service and work with you on the toolkit section by section, providing guidance and support on completing the toolkit to publish at Standards Met. Sessions can be booked at a convenient time to you, and you can choose how many sessions you need.

- DSPT virtual workshop sessions are still available to [book via our website events calendar](#). Just click on the session and date you'd like to sign up to.
- Watch our online tutorials for [How to Register for the DSPT](#) and [How to Review and Republish your Toolkit](#).
- If you are interested in any of the above offers, please get in touch with the team either by email or telephone: DSPT@kent.gov.uk 03000 418087.

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 workshop topics	<ul style="list-style-type: none"> • RESTORE2 and Calibration of NHS gifted equipment (oximeters etc) • Kent Adult Social Care Strategy • Healthy Workplaces • Difficult Conversations
Lunchtime and 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.

RESTORE2 – the importance of managing physical deterioration

The logo for RESPECT, where the letter 'e' is replaced by a heart symbol. The text is in a bold, purple, sans-serif font.

Recommended Summary Plan for
Emergency Care and Treatment

Managing physical deterioration in your care home residents is crucial, knowing what to look for, what is a worrying sign in a particular individual, and when to escalate are all issues that could occur in any care home, on any day. National figures show good deterioration management reduces A&E attendances and 999 calls, as well as reduced incidence of mortality in cases of suspected sepsis, indicating that the right care was delivered at the right time by the right person to prevent further physical deterioration and save lives.

Resident wellbeing is improved, and staff confidence around what is a deterioration, and when to act, is increased, with clear observation and escalation tools. Overall, there is a cost-saving associated with good deterioration management, linked with fewer A&E attendances, and improved communication between services, including care home staff, GPs, and ambulance services.

If RESTORE2 has passed below your radar up until now, you can find a [2-minute video](#) online which explains it, and helps you establish how it could operate in your care home.

Kent Surrey Sussex Patient Safety Collaborative (KSS PSC) is excited to launch a digital portal to access RESTORE2 training online, coming up next month, please watch out for more announcements and take the opportunity to enrol you and your team on the training.

Due to increased demand, KSS PSC has added new dates and increased availability to the RESTORE2 online training sessions up until the end of 2022. There are currently spaces available on dates in August and September, delivered via Teams. You can [sign up now via Eventbrite.](#)

To find out more about RESTORE2 and KSS PSC's training email Kerry Dudley - kerry.dudley5@nhs.net

We'd love to hear from you!

To make a submission to this bulletin please contact

stakeholderteam@kent.gov.uk