

Kent Adult Social Care Provider Bulletin



Friday 7 July 2023

Heat Health Alert for vulnerable Kent residents

With warmer temperatures forecast, a yellow Heat-Health Alert has been issued for the South East, including Kent.

The [UK Health Security Agency \(UKHSA\)](#) and the [Met Office](#) guidance, will apply from Friday (7 July) until Sunday morning.

**HEAT
HEALTH
ALERT**



A yellow Heat-Health Alert means a rise in risk to health for individuals over 65 or anyone with pre-existing conditions - as the human body has to work harder in hot weather to regulate temperature; it also signals a likely increase in the use of health care services by vulnerable people - who are most likely to be affected as temperatures rise.

Given this, residents are asked to check in on vulnerable families, friends and neighbours to make sure they keep safe and well. The latest update follows a run of yellow and amber Heat-Health Alerts issued under [UKHSA's new Weather-Health Alerting System](#) for recent spells of hot weather across many parts of England.



"With more warmer weather forecast, residents are urged to continue checking in on the very young, elderly and those with health conditions..."

Dr. Anjan Ghosh Kent County Council (KCC) Director of Public Health

Kent County Council (KCC) Director of Public Health, Dr Anjan Ghosh, said: "With more warmer weather forecast, residents are urged to continue checking in on the very young, elderly and those with

health conditions, such as respiratory and cardiovascular diseases, may be particularly vulnerable to the effects of higher temperatures.

“Other simple steps to stay safe include wearing sunscreen, UV glasses and loose, comfortable clothing.

“If you need to drive always carry water, food and any medications you need in your car, and follow local safety advice when going into the water to cool down.”

Allison Cannon, Chief Nurse at NHS Kent and Medway, said: “However much we might like the sun, we know that it can have detrimental effects on our health, especially for the young, our elderly residents and those who are most vulnerable.

“By taking simple precautions, such as staying hydrated and finding shade during the hottest parts of the day, you can significantly reduce the risk of becoming ill and needing the services of the NHS.

“Please also do check in on your vulnerable neighbours, families and friends to make sure they are aware of the forecast and following the necessary advice.”

Other key tips to stay well in hot weather include:

- Drinking plenty of fluids like water and limiting how much alcohol you consume
- Closing the curtains on rooms that face the sun to keep indoor spaces cooler
- Making sure you have supplies of any medicines you have to take, to avoid needing to go out in the heat of the day
- Never leaving anyone, particularly babies, young children, and the elderly, and also animals, in a closed, parked vehicle, and
- Following local safety advice when going into the water to cool down.

Should you become unwell, unless it is an emergency, please remember to use 111 as your first point of contact for medical support. By phoning 111 or visiting 111.nhs.uk, you will be directed to the right service for you. In an emergency, always call 999.

You can also visit Kent and Medway Integrated Care System’s website – <https://www.stopthinkchoose.co.uk> – which lists local services, such as pharmacies and urgent treatment centres.

The NHS website – www.nhs.uk – provides advice and guidance throughout the year on how to keep fit and well, including [staying safe in hot weather](#)

For information on the [common signs and symptoms of heat exhaustion and heatstroke](#), visit NHS.UK

For more tips about staying safe and healthy at this time of year, the Met Office has published advice on [how to plan for the heat](#)

More information about what KCC does to protect Kent communities during a heatwave is available [here](#)

[You can sign up for UKHSA Weather Health Alerts here](#) and specify what region you would like to receive alerts for and read the UKHSA blog post on [staying safe during periods of extreme weather here](#).

A message from KCC Safeguarding team - pressure relieving equipment

Following learning from a safeguarding enquiry it was thought helpful to highlight to providers an issue around the provision of small items of pressure relieving equipment.

It is important to recognise when an item is identified as necessary to maintain a person's skin integrity that the purchase of equipment and the timescale of provision is discussed and agreed with the relevant person who has identified the need.

Hopefully by having these discussions it may avoid any confusion and/or delay in the person receiving the item and consequently reduce potential risks of harm.

Care data matters: A roadmap for better data for adult social care - feedback survey

Through this roadmap, we are seeking views from people and organisations on the data they need – whether that be data they need to collect, hold, use or have access to - for each of these themes. Responses to questions to identify these needs will ensure the right data collections, dissemination, and analysis are in place so these needs can be met. There will also be further opportunities to engage on this throughout 2023.

Notes about this survey: to share this survey with others, [please right click to copy this direct link address and paste it](#). Do not share the page to the survey once you've started it. If you navigate away from the survey, it should continue from where you left it, if you reopen the link in the same browser.

This survey closes at 11:45pm on 31 July 2023.

The UK's PSTN network will switch off in 2025

What's happening?

We're moving all our customers from the old analogue public switched telephone network (PSTN) to a fully digital network. We've already started. We plan to have moved everyone over before Openreach stop the PSTN (and ISDN) service in 2025.

By then, [every phone line in the UK will be digital, routing calls over IP \(Internet Protocol\)](#) rather than the traditional PSTN.



When you say 'everyone...'?

Yes, we mean everyone. Business and home. And it's not just your phone services you need to think about. It's everything else that currently uses the old phone network, all your non-voice services connected to PSTN or ISDN lines. Things like alarms, EPOS machines, door entry systems, CCTV, and faxes.

Sounds a bit drastic. Why are you doing it?

PSTN has been the backbone of the UK's phone network for decades. But we've all seen the dramatic changes in technology over the past few years, especially recently. It's all around us: smartphones, apps, the cloud, Zoom, [Internet of Things](#), and so on.

What you probably don't notice so much is the infrastructure that makes everything work. The telephone lines strung across the streets, the web of copper cables buried beneath your feet, some of which have been down there since the 19th century.

So IP is better than PSTN?

Yes. As an essentially 20th century technology, the PSTN network is increasingly out of kilter with the demands of modern communications. As people switch to mobile and internet communications, everyone demands much more than the traditional technologies were designed to deliver. Which is why we're switching to IP. It's now time to leap forward from PSTN to embrace the boundless possibilities of digital.

What about the rest of the world, what are they doing?

The switch to digital is happening everywhere, fast. As technology and customer behaviour changes, phone companies across the world are moving from analogue to digital. Germany, Japan, and Sweden are ahead of us in making the shift. Estonia and The Netherlands are already there and have switched off their PSTN networks.

2025. That's years away. Why are we talking about this now?

You need to start planning your move today because there could be a lot to do. Remember, it's not just about calls. You need to review everything you're connecting to your phone lines, like door entry systems and alarms. Many businesses have already embraced an all-digital model, moving their communications to the [cloud](#), making calls over the internet and [embracing video conferencing](#).

Will we be better off with digital?

The move to all-digital isn't just because the old phone system is, well, old. It's because all-digital

any device, from wherever you are, from the same number. You'll link your business applications and systems with video chat, calls and collaboration, so you're closer to customers and colleagues alike. And with everything in the cloud, you'll be able to access systems from anywhere, working from wherever you want.

Factor in the lower costs that IP can bring and it makes sense to get your skates on and go digital as soon as you can. There's no need to wait until the last moment.

Sounds great. What do I do next?

Take a look at our [Five steps to digital](#) checklist for some pointers.

Hold on, not so fast. I'm not convinced.

That's ok. We know there are a few scare stories out there about the PSTN switch-off. [Ten myths about digital phone lines debunked](#) should put you at ease.

More information can be found [here](#).

Know, See, Speak Out: End Domestic Abuse campaign

Join the Kent and Medway #KnowSeeSpeakOut End Domestic Abuse campaign. Help us work to eradicate this devastating crime.

Get free training and use our resources to help you and the people you know – followers, friends, colleagues and networks – to learn about, understand and feel empowered to speak out against domestic abuse and its impact so that more victims can get support.

There's a toolkit to help you, with information and resources including posters, social media posts to share.



**TAKING ACTION AGAINST
ABUSE IN KENT & MEDWAY**



Take Action

KNOW what domestic abuse is:

- [Watch our webinar](#)
- [Learn how to spot the signs and what to say to someone experiencing abuse](#)

SEE what action you can take:

- Become an End Domestic Abuse Employer Champion – take specialist awareness training, sign up [here](#)
- Put the [End Domestic Abuse](#) poster up in communal spaces

SPEAK OUT – sign post to support:

- [Learn how to signpost victims to Kent & Medway support services](#)
- Use your voice to spread the word
- Share the campaign on your social media, website, email and with networks, colleagues, and friends.

The more people that Know, See, and Speak Out, the greater chance we have of getting people experiencing abuse to safety and ending abuse.

There has never been a more important time to show your support – thank you.

Campaign toolkit

The toolkit includes key information, social media posts to use throughout the campaign, a poster, website image, email signature and Zoom/Teams background for you to show your support in ending domestic abuse during this time.

Download the Toolkit

Use the hashtag #KnowSeeSpeakOut

Tonbridge & Malling health walks are getting a new name - 'Walk 4 Wellbeing'

The OneYou team at Tonbridge and Malling Borough Council would like to invite you to walk with us and find out more about our wellbeing walks in the borough. Invite your friends, family and co-workers to walk an established route in the scenic areas of Tonbridge and Malling. We will be walking from Leybourne Lakes on Tuesday 11 July at 10am and from Tonbridge pool on Wednesday 12 July at 11am. The walks last for 60-90minutes and there will be an opportunity to get a drink and talk to OneYou advisors and walk leaders after the walk.



To secure your space, get a ticket on Eventbrite:

<https://www.eventbrite.com.au/e/walk-4-wellbeing-launch-event-tickets-642181410887> - Leybourne Lakes event

<https://www.eventbrite.com.au/e/walk-4-wellbeing-launch-event-tickets-643004583017> - Tonbridge Pool event

Tonbridge and Malling health walks are free, fun and friendly – perfect to help you get active, meet new people and improve mental health and wellbeing.

All of our walks can be found here: [Improve your health with One You – Tonbridge and Malling Borough Council \(tmbc.gov.uk\)](https://www.tmbc.gov.uk)

Interested in being a volunteer?

Walk leader volunteers are invaluable, they help people to feel welcome on a walk and help to increase their physical stamina. Our walk leaders make people feel part of the group, they are supportive and encourage the social side of walking. A lot of our walkers come on their own so it is an opportunity for people to get involved with others. The fresh air and lovely countryside in Tonbridge and Malling is an added bonus.

If you are interested in becoming a volunteer then you will receive training, you will be part of a friendly community of walk leaders. Each year we have thank you lunch events and there are regular catch up opportunities. Come along talk to our walk leaders and find out more.

Interested in running your own walk?

If you would like to see a walk route in your local area then speak to a member of the team who would be happy to discuss arrangements with you. Having a walk with Walk 4 Wellbeing means your walk leader will be insured, you will have a planned, risk assessed walk and we will advertise your walk in our leaflet and on social media.

Money guiders programme invitation

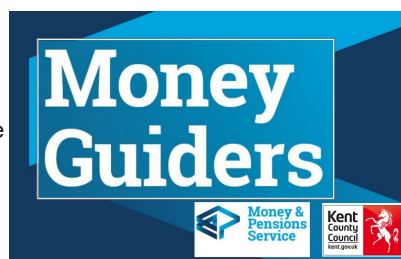
We are delighted to announce that KCC has partnered with the Money and Pension Service (MaPS) to act as an umbrella organisation for their [Money Guiders Programme](#). This presents us with a fantastic opportunity to upskill staff across the county who are regularly having conversations about money with people in their day-to-day work.

We would like to invite you to an initial webinar to find out more. The webinar will take place on **Thursday 13 July 2023 1pm - 2pm**.

Please register here: <https://www.eventbrite.com/e/kccmaps-money-guiders-briefing-tickets-658392619047>

This initial webinar is designed to make you aware of the course and what it entails. Once you have attended the webinar and want to take up the offer, you can send us over your details and/or details of people you would like to undertake the course and we will set up a full induction and enrolment session.

Briefly, the Money Guiders Programme is for professionals who regularly have conversations with people about their money and would like to feel confident that they are giving correct money guidance. By money



guidance we mean any non-regulated money conversations, this ranges from signposting a person on to help or to giving complex, technical information.

Some key features of the Money Guiders Programme are:

- Professional recognition in the form of a City & Guilds credential (digital badge).
- 20 hours of training, in e-module format.
- Access to a community network with free resources to help in delivering money guidance.
- Ongoing support.

If you are unable to attend, please feel free to send someone else in your place.

This opportunity is open to all services across Kent, internal to KCC and externally so please do pass details on to any service you think might benefit.

International recruitment seminar

This is your chance to hear more about how to apply for the International Recruitment fund!

Seminar – 14 July 2023, 9am - 1pm
Ashford International Hotel, Simone Well Avenue, Ashford TN24 8UX



Seminar content:

- Sponsor Licence application process
- Health and Care Worker Visa & Certificate of Sponsorship
- Ethical recruitment
- Onboarding & pastoral support
- Compliance duties
- Top tips & best practice
- Ask the experts - Q&A session

All registered care providers in Kent & Medway welcome!

To book your place, please email: louise.faulkner@kica.care

Want to have your say on social care? Join the Your voice network!



If you aren't already a member, are interested in hearing more about social care in Kent and would like us to keep you updated about opportunities to get involved, receive our newsletter or link you up with our lived experience groups.

Please [join our Your voice network](#) online or contact makingadifference@kent.gov.uk to speak to a member of the team.

We'd love to hear from you!

Our mailing address is:

Stakeholderteam@kent.gov.uk