

Kent Adult Social Care Provider Bulletin



Friday 23 October 2020

Infection control fund

The government has announced a second round of the Infection Control Fund. Kent County Council's proportion is £16.6m, half of which was received on 2 October. It comes with revised conditions to pass 80% to care providers that meet certain criteria and who are care homes within the local authority's geographical area on a 'per beds' basis and to CQC-regulated community care providers (domiciliary care, extra care and supported living) within the local authority's geographical area on a 'per user' basis.

The other 20% of the Round 2 funding must be used to support care providers to take additional steps to tackle the risk of Covid-19 infections but will be allocated at the local authority's discretion. The second instalment is due to be received in December 2020, which will be re-distributed at that time, in line with the above criteria. [Read more](#)

The council is currently working with the government to identify which providers are eligible for 80% of the funding. The remaining 20% will be agreed once the initial 80% has been passed on to providers. Once eligibility has been confirmed, documentation has been prepared and our processes are in place, so we will write to each provider that is eligible. If you believe you are eligible but have not received any communication from us by 6 November 2020 please email infectioncontrolfund@kent.gov.uk.

Campaign to recruit Covid-19 community champions in Kent and Medway



Evidence suggests that Covid-19 may have a disproportionate impact on people from Black, Asian and minority ethnic (BAME) groups. This is in line with other health inequalities that we know exist for BAME and other population groups, such as people living in areas of deprivation. As a direct response, across Kent and Medway we have developed a number of Covid-19 workstreams that aim to address these inequalities. This includes a plan to protect our frontline health and social care workforce, improved clinical management, targeted test and trace and a social marketing project. The social marketing group was formed in June and is made up of a wide range of partners.

The group has been co-designing a marketing campaign that aims to reach out to all residents and organisations in Kent and Medway.

Through our collective efforts, we want to help protect our most vulnerable groups from the impact of Covid-19. The first phase of the campaign is focused on the headline Covid-19 safety messages and

symptom awareness, with phase two including broader healthy lifestyle messages. The first phase of resources are now freely available to download by any resident or organisation

<https://www.medway.gov.uk/communityresources>

Organisations are asked to download, print and display any posters they want. For those without print capabilities, there is an email address for requesting pre-printed posters. The resource centre includes a selection of digital assets that partners are encouraged to use across their platforms. New template resources are added every week including suggested WhatsApp message content and

branded newsletter content for people to use as appropriate. This week, all materials will be converted to the ten most commonly spoken languages across Kent and Medway. To support us in reaching all residents and groups with these important messages, we are launching the Covid-19 Community Champions Programme. Please circulate the attached advert for this programme to any contacts that you have, that may be interested in becoming a champion.

Anyone can become a champion, and there is no set time commitment for those that do sign up. Ideally, we are looking to recruit residents who are trusted in their communities and have the opportunity to relay the key Covid-19 messages, as they become relevant. Current messages include symptom awareness and advise on how we can all stop the spread. But as time progresses it will extend to other relevant calls to action, like encouraging people to download the NHS app. The community insight work that was conducted revealed a real willingness for people to stay up to date with local statistics and facts, so champions will be provided with these via a fortnightly newsletter. The newsletter will also contain other updates from Covid-19 experts such Directors of Public Health and our lead clinicians. The insight work also suggested that many residents do not trust the messages they hear through the media and from public sector bodies.

The champions are welcome to attend regular question and answer sessions with our local experts, although there is no expectation that they have to attend these and only need people dial in to the virtual meetings as their availability allows. This will allow the opportunity for champions to feedback and let us know what issues are being faced in the community. So please do forward on the link to the [resource centre to your various contacts](#), and share the advert for the Covid Community Champions.

Mental health support

Throughout the pandemic, Live Well Kent (LWK) have continued to support people aged 17+ across Kent with their mental health and wellbeing while making some adaptations to follow the latest official advice and guidance. Staff are delivering support over the **phone and online** instead of face-to-face. Some services are using online chat forums so that they can deliver one-to-one and group support. We all know that feeling connected with others is important for people's mental health, so they are trying different ways to help individuals keep in touch with staff and each other.

The very real pressures of everyday life will continue and may even feel more difficult at the moment, impacting people's mental health. Live Well Kent will continue to provide help around money worries, housing and work, as well as other stresses. They are working very closely with other local organisations, meaning they have the most up-to-date information about resources that might help individuals where they live.

If you or someone you know requires support please do not hesitate to contact LWK by phone at **0800 5677 699** or complete this short [online referral form](#). Find out more at <https://livewellkent.org.uk/>

LWK is Jointly commissioned by Kent County Council and NHS Kent and Medway Clinical Commissioning Group (CCG) and is delivered by two Strategic Partners, Porchlight and Shaw Trust, who both deliver services directly and commission a diverse network of providers.



Help for those in crisis

We've highlighted in previous issues that our emergency welfare service KSAS has received short term, extra funds from central government to boost the help we can give those facing hardship as a result of the Coronavirus pandemic, perhaps due to being furloughed at work, losing hours of employment or pay, or even being made redundant or another crisis.

KSAS can provide short term support with items such food or energy vouchers, help with school clothing or household items. The service has made 880 awards since 1 August, of those, 213 have been Covid-19 related. The story below illustrates the help KSAS has been able to give to families all over Kent.

Example: Mr Smith lived with his partner and young child, he had a well-paid job, but his employer fell into financial difficulties due to Covid-19 and he found himself redundant. Mr Smith received a small redundancy package, but it wasn't enough to sustain the household, so he registered for Universal Credit. The UC housing element wasn't enough to cover his monthly rent; he was unable to make up the shortfall and fell into arrears. Struggling to regain employment, Mr Smith found himself being served an eviction notice.

The family were provided with temporary accommodation by the district council, but there was no room there to store his household items and he could not afford storage. The items were removed and disposed of by his previous landlord. When Mr Smith and his family were offered permanent affordable accommodation, he had none of the basic household items to meet his family's needs.

An application was made to KSAS for support. We were able to provide the family with a means to cook, cooking equipment and cutlery & crockery, a means to wash their clothes, a fridge freezer to store perishable foods, beds and bedding, a sofa and carpet for their living room to ensure their young child had a safe place to play. Thanks to KSAS support, this award gave the family a fresh start in their new family home.

Remember, if you or someone you know needs short term assistance to find your feet, find out more information here www.kent.gov.uk/ksas . Why not tell someone you know today?

**IT'S ALL THERE. DON'T WORRY ALONE.
HELP SOMEONE STRUGGLING TODAY!**

Social care managing deterioration network: 2pm every other Tuesday from 3 November

Join the network for all social care settings to get support with the challenges of recognising and managing deterioration, especially as we head onto winter. The network is hosted by the Kent Surrey Sussex KSS Patient Safety Programme, and aims to provide a forum to discuss the tools that can help support with recognising and managing deterioration, including Covid; as well as provide a space to discuss current challenges and to share possible solutions amongst your peers.

Signposting to national updates and new resources and guidance to support you.

Every network meeting will have different theme related to managing deterioration or can be tailored to cover any specific topic/ issues/challenges that you are experiencing and feel it would be beneficial to cover.

If you would like to join the details are below or contact Jo Wookey jwookey@nhs.net for any more details or issues with access to the meeting.

Update from Kent Integrated Care Association



We are delighted to inform you that following negotiations with Kent County Council, a KiCA proposal regarding additional support to the sector through our association has been accepted by Cabinet members. Our proposal to fund KiCA membership until July 2021 and further additional funding to engage all CQC registered providers to benefit from KiCA's support and information will give us the opportunity to develop further our support network of independent and private providers during this challenging period.

Don't miss this opportunity to become a KiCA member - contact louise.faulkner@kica.care. We look forward to hearing from you.

Getting ready for winter



You can find useful information about staying safe and well this winter, for your staff and the people you support on the KCC website at kent.gov.uk/winter . [ROSPA's website](#) also provide helpful factsheets and advice about driving safely in adverse conditions and avoiding trips and falls. [Download the ROSPA Road Safety Factsheet](#)

Learning from events

You may have read in the winter plan that Skills for Care will be providing training for **all** managers of social care establishment on 'learning from events'. You will be able to access a free short digital module to support you to run learning reviews.



This 35-minute module will address:

- What learning reviews are and why they're needed
- How managers can move from completing reviews at an individual level to involving the wider team
- Supporting managers and leaders develop the skills and confidence to carry reviews out effectively within care settings
- Practical tips for embedding learning reviews into the working environment

www.skillsforcare.org.uk/LearningFromEvents

Once you have completed the free training you can claim £100 via WDF

Sharing your excellence

We are always pleased to hear your good news stories, and 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.