

Kent Adult Social Care Provider Bulletin



Friday 2 September 2022

Cyber resilience

Police CyberAlarm

Police CyberAlarm is an award-winning free tool, provided by your local police force and funded by the Home Office, to help your business or organisation monitor and report the suspicious cyber activity it faces.

Since Police CyberAlarm launched it has identified over a billion suspicious events resulting in reports and advice being given to members, enabling them to take action to prevent a successful attack.

Police CyberAlarm will detect and provide regular reports of suspicious cyber activity and vulnerabilities enabling your business or organisation to identify and mitigate its cyber risks.

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

The Eastern Cyber Resilience Centre (ECRC)

The Eastern Cyber Resilience Centre (ECRC) supports and helps protect SMEs, supply chain businesses and third sector organisations in the East of England against cyber crime.

Working with local Universities and their Regional Police forces provides them with access to the latest local, as well as National information, on emerging cyber threats, criminal trends, best practice for cyber resilience and new technology. They will provide you with timely guidance to prepare and protect your business, staff and clients from cyber criminals.

They provide affordable testing and training services, with the opportunity to learn how to procure private sector cyber services where needed.

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

Cyber Security Information Sharing Partnership (CISP)

The Cyber Security Information Sharing Partnership (CISP) is a digital service which allows UK private sector organisations and government departments to collaborate.

Members of staff who have an obligation for cyber security within their organisation can use CISP to support their work. Members must work for a UK-registered organisation or the UK government.

The benefits of being a part of CISP are:

- engagement with industry and government colleagues in a secure and confidential environment
- in-depth analysis of cyber threat information
- access to a network of experienced professionals in the cyber security industry
- contribute to helping the NCSC make the UK the safest place to live and work online

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

Other useful links:

[Small & medium sized organisations - NCSC.GOV.UK](#)

[Exercise in a Box - NCSC.GOV.UK](#)

[Training for small organisations and charities now available - NCSC.GOV.UK](#)

[Cyber Essentials - NCSC.GOV.UK](#)

[Small Business Guide: Response & Recovery - NCSC.GOV.UK](#)

Community micro-enterprise project

The community micro-enterprise project offers free support to local people to set up and run their own enterprise offering a range of help, care and support for older and disabled people in the home and community.

We would like your input about the types of community micro-enterprises needed. We would like to invite you to join a coproduction group to share your ideas.

Are you:

- Someone who receives care and support
- A carer of an adult who needs care and support
- Someone who runs or is thinking about setting up an enterprise to support people in their community
- An organisation who supports people in Kent



We will meet online every 6 weeks, and in person twice a year, with expenses paid.

If you would like to take part, please contact:

debbie.john@communitycatalysts.co.uk 07990 515632

Another National award win for KCC videophone (KARA) project

The council's commissioned digital care programme project 'Kara' has won another award at the Health Tech Digital Awards (1 August) coming first in the "Best COVID-19 Solution for Safeguarding the Vulnerable" category.

In March 2020, KCC commissioned healthcare transformation consultancy Rethink Partners and pioneers



of virtual care Alcove to launch a programme to deliver up to 2,000 Video Carephone devices to vulnerable people in the county as part of a swift and innovative social care response to the COVID-19 outbreak.

By the end of July 2020, Alcove had equipped 1,700 vulnerable adults with easy-to-use Carephones so they could talk to friends, family, carers and professionals when they were unable to meet due to COVID-19 restrictions.

The Carephones, a “one touch” secure tablet-type device, provided video-calling to each individual’s support network and an easy way for them to conduct online activities such as ordering essential supplies and staying video connected with their loved ones. KCC support staff were able to continue to closely monitor care needs and ensure that residents were safe and healthy.

Support and training were also given to health and care professionals, including those working in care homes and in the community, so they were able to help vulnerable people in their care to make the most of the technology daily.

Clair Bell, KCC Cabinet Member for Adult Social Care and Public Health said: “I am thrilled that this project has been nationally recognised again with another well-deserved accolade for its ground-breaking application during the COVID-19 pandemic. “At a time when our residents were most at risk of the devastating effects of isolation and loneliness, we were able to quickly provide a real lifeline to those most in need, enabling them to continue to live independently and have access to care services to monitor and ensure their ongoing wellbeing.

“This award is testament to the huge positive difference digital solutions can make to our vulnerable residents. My congratulations and thanks go to Alcove, and everyone else involved, for their hard work and dedication in delivering such a wonderful project under extremely difficult circumstances.”

Hellen Bowey, CEO of Alcove, said:

“Once again, I am absolutely delighted to see the Kara project being recognised for its life changing role during Covid to the residents of Kent who were desperate to keep in touch with loved ones but had no means to do so via digital (let alone video in a simple, one touch way).

“I’m even more delighted to announce that since Covid started Kara has gone from strength to strength and has now delivered over 2,700 referrals to Alcove for Kara and 2 million Minutes spent on Kara (that’s over 30,000 hours!) between the wonderfully supportive older and disabled residents, their loved ones and their carers and health professionals.

“It’s just completely game changing. We brought digital in a large scale to the people who needed it most in Kent, and we are very, very grateful for the recognition of this via these national awards. Thank you”

Asymptomatic testing paused in care homes

The Department of Health and Social Care (DHSC) has announced that regular asymptomatic testing for COVID-19 in all remaining settings in England will be paused from 31 August, as COVID-19 cases continue to fall.

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

Long Covid health and social care webinar

Friday 9 September 2022, 1pm – 2pm

Purpose: To provide Care Sector staff with a greater awareness and understanding of Post Covid Assessment Service and the support available.

Book [here](#).

Care Sector Job Fair – Tunbridge Wells

Do You Have Vacancies? - The Innovation Delivery Team at Kent County Council has teamed up with partners to provide care specific job fairs around the county. This event is free for providers to have a stand and is an informal drop-in for prospective workers to pop in anytime between 10am – 2pm and talk to you about your vacancies.

Date/time and Venue

Monday 12 September 2022 - 10am – 2pm. The Camden Centre, Market Square, Tunbridge Wells, Kent TN1 2SW
Tel. 01892 521384

[Further details here.](#)

If you would like to book a stand please email kentregisteredmanager@kent.gov.uk

We have further Job Fairs planned in Canterbury and Swale

[Further details here.](#)

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
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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



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