

# Here for you, how did we do?

Local Account for Kent Adult Social Care and Health



Making a difference every day

January 2022 to December 2022, highlighting the achievements, improvements and challenges of KCC adult social care in Kent



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# Introduction

Welcome to the local account for Kent Adult Social Care and Health, 'Here for you, how did we do?' It describes the achievements, improvements and challenges in adult social care in Kent from January 2022 to December 2022.

In our eleventh edition, we're taking a look back at how we've been making a difference every day within local communities across Kent and delivering the key areas you told us mattered most during the development of our Adult Social Care Strategy and Adult Carer's Strategy.

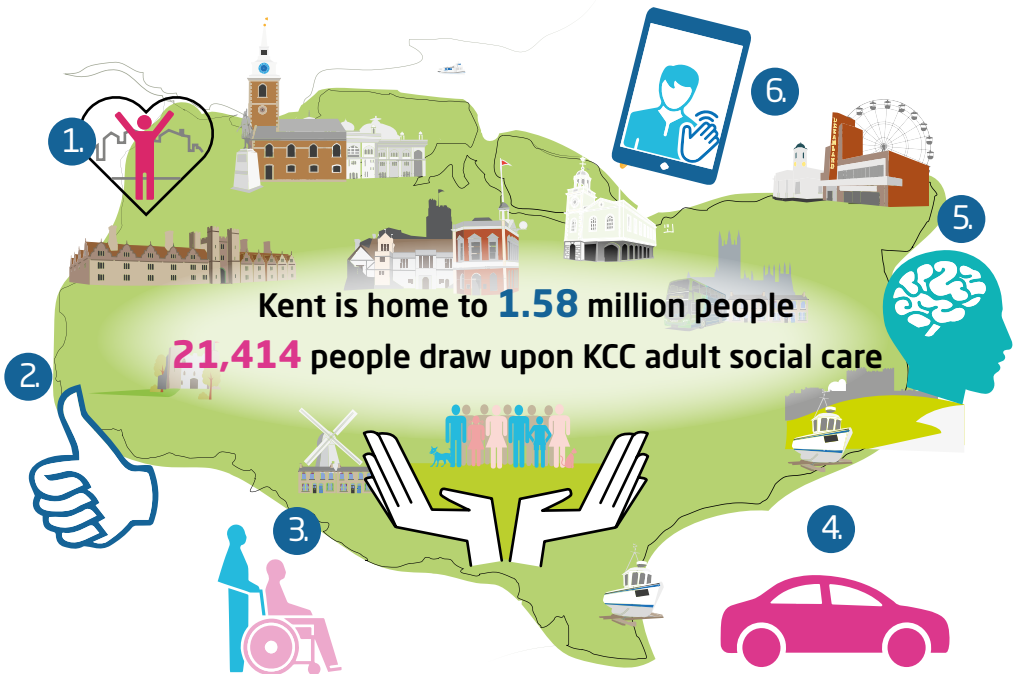
2022 was a year of refocusing and working more closely with people accessing support, carers, families and colleagues through co-production of our plans. It has been an exciting year, with challenges that have encouraged us to innovate - for example, through our new community-based social care teams who are forging stronger links in the areas they cover. We have continued to drive our vision forwards, supporting people to live as full and safe a life as possible and make informed choices.

Social care and health are more prominent than ever in our daily lives. Our staff have worked hard to respond to rising demand whilst implementing key changes and putting the person at the heart of what they do. We have a renewed commitment to celebrating diversity and equality in social care and there is plenty to reflect on and be proud of. We must remember that caring is not only about organisations like ours, we can each make an individual difference where we live to look out for others in our community and signpost to support. In this local account, you will find details of the new Kent Connect to Support website that offers information, advice and guidance about staying well and remaining independent, so please do spread the word. You can also hear how people's voices have helped to shape what we do - and you are encouraged to join the Your Voice Network to do the same.

# 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.



Between January 2022 and December 2022, the Directorate had 172,423 contacts relating to 55,423 individuals; of those 49,475 were initial contacts. Our staff supported 36,907 people in the following ways:

- **19,515** Care Needs Assessments for **16,212** people; **15,903** Occupational Therapy Assessments and **8,296** Deprivation of Liberty Assessments
- **19,668** Reviews of a Care and Support Plan for **14,195** people
- Receiving **14,538** Safeguarding concerns and completing **6,538** enquiries, with **93%** of completed enquiries having the risk removed or reduced.

1.



**8,198** people received **enablement services** and **62%** no longer needed support after the service.

2.



**24%** of people arrange their own support with a direct payment, consistent with national figures.

3.



**10%** increase in people who identified themselves as carers drawing support from adult social care.

4.



**32,421** Blue Badge parking permits were issued, keeping people mobile and independent.

5.



**7.36%** increase in people supported by KCC adult social care with mental health needs.

6.



Over **6,000** people drawing on **Technology Enabled Care Services** each month.



# 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 social care contact is arranging your support
- You are an unpaid carer and need 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: [kent.gov.uk/careandsupport](https://kent.gov.uk/careandsupport)

# How we do it

Our aim is to keep working with communities to help people earlier, so they feel more empowered to find trusted help and support locally from a range of sources. When we do things right, this is how people should think and feel about their support

**Amanda** is a carer for her husband who has multiple sclerosis and feels isolated. Amanda found information about local community support on the Kent Connect to Support website. Amanda now attends a local carers' group with her husband and is aware of carer support and entitlements.

"I feel stronger as I have access to a range of local support that is helping me to live the life I want"



## Initial contact

People experience personal and person-centred conversations which build on what they can do and develop support with them.

**Derek** lives alone. He recently experienced a fall which has affected his confidence.

After making a full physical recovery he spoke about his goals and what he felt he needed to be supported. Derek accessed an enablement service to rebuild his confidence, and a community volunteer connected him with a local choir as he is a keen singer.

"I feel reassured I can speak to someone, but also have access to online information about the options available to me"



## Our support

People experience more joined-up support because of effective communication and coordination between providers and partner organisations.



**Cameron** struggles with mental health issues which he manages alongside his GP. His GP referred him when he began to struggle with everyday tasks. Cameron now receives a better coordinated therapy service from both health and social care. Joined up working has meant Cameron is connected to the right support for his personal circumstances.

### Positive support

People experience positive person-centred support which is simple for them, allowing time to build relationships and offer innovative solutions.

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**David** has moved from children's to adult social care. He was referred by a medical specialist after he developed a health condition which will affect his ability to be fully independent.

### Commissioning

People experience flexible and creative ways of arranging support which enable a balance between choice for the person we support, quality and value.

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**Lynn** has multiple conditions that affect her vision and movement, and this can change from day to day. She enjoys music and has a passion for social history.

"I feel safer, my strengths are recognised to help me make my own choices and I have greater control to achieve my goals."



"I feel confident in social care and trust them because they know all about me. I only had to tell my story once. My support is coordinated, the staff work well together and I'm involved in decisions."



"I feel in control because I can decide what kind of help I need and when, where and how to receive it. I know how this is funded and that my views and feedback shape how support is provided."





**8,198** people received **enablement services** and **62%** no longer needed support after the service.

# How did we do?

Our vision for adult social care in Kent, Making a Difference Every Day

Throughout 2022, we have worked closely with people that draw on care and support, their friends, family, carers and our partners to co-produce our adult social care strategy and vision - as well as our Kent Carers' Strategy. We have been engaging with communities across Kent, sharing the key findings and most importantly, hearing from those who matter most on what's working well and understanding the areas we can improve together.

Our vision is:

“Making a positive difference every day, supporting you to live as full and safe a life as possible and make informed choices.”



## What people in Kent told us was important to them

Trust, listening,  
understanding and  
clear information

Language, consistency  
and promoting choice

Flexibility, accessibility  
and good conversations

Every day innovations  
(small and big)

Share data and nurture  
change in technology and  
innovation

Ask people 'are you living  
your life better the same or  
worse than before?' and  
'do you feel listened to?'



# Putting the person first

Here is just some of the feedback we've had from people who draw on care and support that shows how we are working to embed our core principles of **Practice** - putting the person first, **Innovation** - improving all the time and **Meaningful Measures** - measuring what matters.

"Thank you for your kind care and the attention you paid to my father... You made this difficult transition for him and us, the family, liveable."

You  
said

"Amazing, empathetic, compassionate, and person-centred care. I had a long conversation yesterday on the phone and was blown away by the kind and caring way in which she spoke to me, whilst always treating me with dignity and respect. I wanted to take time to pass on how positive my experience was and what a huge difference has been made to our entire family."

"Thank you for the meeting with my father yesterday ... As I'm sure you're aware, these moments in life are not easy to digest and I was very impressed with your courteous and kind professionalism when interviewing my father."

You  
said

"The time, care and dedication provided was exceptional, showing a clear understanding of the needs that we as a family were looking for and has proved to be the perfect place as it is clear to see that they are enjoying life at and are extremely well looked after.

This was only possible thanks to the way in which you carried out your work with such consideration."



## Community micro-enterprises

In 2022, we awarded a contract to Community Catalysts to support the development of micro-enterprises in Kent. Micro-enterprises are small providers that include local people helping other local people who need some help and support to live and stay at home or to have a good life in the community.

### **Community micro-enterprises are aimed at supporting:**

- Older people
- People with a physical or learning disability and autistic people
- People that want to improve their mental health and well-being.

### **A community micro-enterprise gives people more choice about their care and support and they offer a wide variety of support including:**

- Support at home - personal care, meals, cleaning, shopping, running errands, companionship
- Support to get out and about - activities, hobbies, therapies, learning new skills, alternatives to day services, peer support.

We have a dedicated team of community catalysts working in Kent, aligned to each locality area, they are working with both new and existing enterprises to take them through a development programme and ensure they meet the “Doing it Right Standards” before adding them to an online directory services Our social care staff have worked with community catalysts to understand what micro-enterprises are on offer to people in the area they work in.



Find out more at: [www.smallgoodstuff.co.uk](http://www.smallgoodstuff.co.uk)

## Kent Connect to Support

With input from experts by experience we launched Kent Connect to Support, a website to enable people to look after themselves and remain independent.

It provides information on health and wellbeing, support for carers, housing, money and legal plus lots more. We have also launched our community directory which offers access to information about local organisations, voluntary and community groups.



Find out more: <https://kent.connecttosupport.org>

new



**Kent Connect to Support**  
Fast | Clear | Connected

## Improving all the time

Our Technology Enhanced Lives service has been developed to ensure the people who draw on social care have access to a wide range of technology to support them to live a safe life in a place they call home. It empowers people to live independently and to provide person-centred support that recommends technology according to the needs and wants of the individual.

In 2022, we ran a Technology Enhanced Lives project with people in East Kent in Thanet, Dover, Folkestone and Hythe to deliver a catalogue of technology items to give people greater choice and control.

At the end of the project:

- **133** people received a technology intervention
- **97%** of these **133** people have reported an improvement in their situation
- On average, all people supported by the project have seen their personal outcomes improve by **32%** following eight weeks.

### Bryan's story

Bryan has diabetes and regularly experiences episodes which cause him to collapse and become unconscious without warning. When regaining consciousness, he would often be unable to get himself up from the floor, until he had the strength to get to a phone and call for help. The worry that he might fall prevented Bryan from leaving the house and doing simple tasks.

Now Bryan has a lifeline system which means that when he falls, he can simply press the button to call for help.

**'It's helped me a lot. All I need to do is press the button and I know someone will help me. The peace of mind has made a huge difference to my life.'**





## Meaningful measures

A key part of how we aim to measure the achievement of our vision in Kent, is to increase access to self directed support - that includes making more people aware of **direct payments**. To do this, we need to understand what people want, so we can shape our self directed support offer and give people more choice, control and flexibility to get better outcomes for themselves.

We hosted a series of 'game changer events' with staff and people we support to empower them to choose direct payments, and give them opportunities for feedback and input. We also developed self-directed support training for staff to build on their knowledge and encourage its promotion to people they are working with.

"Direct payments changed my life because I don't need to call on social care, as I employ my own personal assistants and can manage staff myself and be in control of my own life."

You  
said

We developed Kent PA web, an online personal assistant portal where people can advertise their vacancy when looking to employ a personal assistant. Alongside this, our Personal Assistant Development Officer was employed and attended numerous events and engagement opportunities across the county to promote the job of personal assistants and get a good understanding for the personal assistant market across Kent.



## Kent Adult Carers' Strategy

### Our vision for carers



Carers come from all walks of life, ages, ethnicities and backgrounds - anyone can find themselves in a caring role at some point in their life. In 2022, our Kent Adult Carers' Strategy, which we co-produced with carers in 2021, was launched and we began promoting it across the county.

This plan has been developed with carers, people that rely on care and support and other key stakeholders and we have committed to work towards our vision of:

**"Making a difference every day by supporting and empowering you to live a fulfilling life whilst being a carer, as long as you are willing and able."**

We aim to work in partnership to achieve this ambition, by focusing on the following areas that need to 'wrap around' the carer:

- **Supporting you to be you** - to live a full life, carers have told us they need the right support so they can make time to get everyday tasks done. Support also needs to allow time for doing what contributes to someone's own identity - including help to participate in employment, education and social activities
- **Providing the best support possible** - carers have been clear that they, and the people they look after, need to be treated with respect and supported through every stage of their journey - not just during a crisis. We are committed to listening and learning from people's experiences, so this can inform the way we provide and commission support in the future
- **Positive outcomes** - the 10 areas that make up this principle have been influenced by carers' stories. Everything we do alongside providers and partner organisations should focus on what makes a real difference and leads to positive change in carers' experiences. By monitoring these outcomes, we will know when our shared vision is being delivered
- **Seven key moments** - as well as the need for ongoing advice and contact, carers have identified specific times when support is particularly important for them, starting with the first conversation they have about their new caring role. These have been emphasised, so that in partnership, we can shape how and when support should be offered.

10% increase  
in people  
identifying as  
a carer





## Future ways of working

In July 2022, we began an internal consultation of proposed changes to the current structure, staffing and management arrangements of teams that are part of Directorate. The purpose of this was to review and reshape how we work from the first conversation to accessing and paying for care and support, to make sure we can put the person first throughout their journey and monitor the quality of our support.

A great deal of detailed feedback was received and each one of the ideas and comments submitted by staff was reviewed and where applicable, included in the final proposal for future changes.

### Community social care teams

In Kent, we now have 24 community teams. This means that staff who used to be arranged in teams that focused separately on learning disability, autism, physical disability, older people and mental health, will be more joined up. The staff in these teams will still keep their expert focus but will work much more closely together with colleagues around a person's often multiple needs and have more opportunity to share their skills and gain broader experience.

This multi-disciplinary way of working aligns to our Making a Difference Every Day strategy and will mean that our new teams will be more empowered to make links with their local communities and partner organisations in their area.

## How do I get in touch with the teams and refer to them?

There are currently no changes to how you get in touch with our teams.

Safeguarding referrals will remain the same as before and can be made as per the current process. Please check the last page of the Local Account for general contact details or [www.kent.gov.uk/careandsupport](http://www.kent.gov.uk/careandsupport) on how to make a referral.

## Our community teams



1: Dartford

2: Swanley

3: Gravesend

4: Sevenoaks

5: Tonbridge

6: West Malling

7: Maidstone East

8: Maidstone West

9: Tunbridge Wells

10: Sheppey

11: Sittingbourne

12: Faversham

13: Ashford North

14: Ashford South

15: Whitstable

16: Canterbury

17: Folkestone Rural

18: Folkestone Town

19: The Marshes

20: Dover

21: Sandwich

22: Birchington

23: Ramsgate

24: Margate

# Your voice



As part of the co-production work on our strategies, people also told us loud and clear that they wanted to be listened to and worked with when it comes to arranging and accessing support, and that they want to be treated with respect and involved in decisions about their lives or the lives of people they care for.

The council has committed to working closely with Kent residents to implement a more person-centred model of adult social care. This requires a joined-up approach, building the right conditions for true co-production in Kent, so that people's ideas and experiences are at the heart of social care.

"Co-production is part of the voice and experience that we in Kent seek, to enable us to get that continuous feedback to achieve our goals and ambition. This also builds on the power of our lived experience and stories to help change hearts and minds, but also helps build people power so that those of us who draw on help and support have a stronger voice in dialogue about the future. Also it builds power to bring different people and organisations together to think and do things in new and better ways" – **Clenton Farquharson, CBE and national co-production expert**

In 2022, there was a lot of change in adult social care and it was the right time to refresh how we do things. Across the county, brand new multi-skilled community-based teams were established. They will want to work more closely with people that draw on support, empowering them to live a good life and will link with local community partners like district councils, voluntary groups, health organisations, care providers and charities.

The launch of the Future Ways of Working support programme, which was shaped with colleagues, includes the recent launch of Kent's Practice Framework and is an opportunity for social care practitioners and other

key staff to embed true co-production, focus on people's strengths and involve them as early as possible in any decisions about their lives, giving them more power to focus on what is important for them so that they can flourish.

Co-production is not just producing services, it is about sharing power more equally at many levels. That can mean helping someone identify and achieve their personal goals and decide what support they need, or involving people from start to finish as equals in creating new ways of supporting a whole population. Co-production is not the only way to involve people with lived experience. As an organisation, we can still engage, involve and consult people to understand their views. We can choose a mix of different methods to enable people to have their views considered. But committing to work towards true co-production means changing our culture.

Person-centred care is essential to the duties of the Care Act. As a growing movement, Social Care Future is just one example of how people with lived experience have influenced the national landscape of social care. Its members have called for five key changes prompted by the collective voices of people that draw on care and support in England.

**Join the Your  
Voice Network**  
see page 32

**Get  
Involved**



# How we involved people with lived experience throughout 2022

Here is a recap on some of the key areas that we have worked on with people who have lived experience of social care.

**Making a difference every day, Adult Social Care Strategy 2022-2027** - listening, co-production of vision, strategy, model of care, and public consultation.

**Kent Adult Carers' Strategy 2022-2027** - Carers' Behavioural Study research project, early engagement, co-production and public consultation.



**Kent and Medway Learning Disability and Autism Strategy** Co-production of vision and strategic principles with people with lived experience and advocates/carers.



**Quality Assurance** Quality Assurance focus group (practice development officers) and involvement of people with lived experience.

**Technology Enabled Lives Build and Test** - Start-to-finish plan of involvement/co-production with people with lived experience, providers and staff.

**Community Micro-Enterprises** - Stakeholder workshops (varied representation - people with lived experience / partners / staff.

**Ongoing co-production activity** - Prompted by strategy insights from people with lived experience.



**Future Ways of Working** - Public feedback from strategy co-production built into proposed model and job descriptions.

**How do I want to be interacted with by staff in social care?**  
People influenced the development of community teams and were Involved in recruitment.

**Kent Connect to Support-** Initial insights from strategy development, insights from focus groups and public engagement.

**Self-Directed Support**  
- Public events to engage and inspire. Direct payment involvement group set up to take things forward.



**Technology Enhanced Lives** - community promotion and involvement of people of lived experience of adult social care.

**Innovation Framework** - People's panel involvement in development, Your Voice network feedback.

**Organisational Development** - Workforce strategy influenced by key themes from Adult Social Care and Carers Strategies.



**Meaningful Measures framework** - Learning Disability Partnership Board and People's Panel involvement discussions.

**Care Quality Commission assurance** - People's Panel and Kent Learning Disability Partnership Board engagement discussions.



## Shared experiences, shared homes – Kent Shared Lives

In 2022, we continued to promote shared lives which focusses on working with carers to help them to get paid to open their homes to support eligible people over the age of 16 including those with learning and physical disabilities, mental health issues, autism or Asperger's, sensory impairment, older people or those living with dementia.

There are three types of service a carer that's offered:

- Long term - where someone would move in with a carer and their family
- Short breaks - where someone would stay for a night or two, weekend or week(s) with the carer based on what is needed.
- Day support - one session lasting up to five hours based at the carer's home and/or out and about in the community.

**“It’s about living together and being content and feeling secure, but know that we’re also working towards gaining more skills, promoting independence.”**

# Sharing experiences and developing the future Kent Care Summit 2022



Over 200 people both in person and online joined the first Kent Care Summit on 2 March 2022. The event brought together people supported by Adult Social Care, carers, the care market, voluntary sector, Health and national organisations to share care sector insights, people's experiences and their visions for the future. By inviting representatives from all areas of the sector to tackle challenges and create solutions the aim was to agree future priorities and actions to develop the future Kent care market.

A panel of local and national care sector representatives discussed the current status and future of social care and shared ideas and agreed action plans.

Some of the key themes from the day were:

Living in a place we call home	Sharing power as equals	Communities where everyone belongs	More resources, better used	Leading the lives we want to live
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Here are some of the outputs from the discussions on the day:

Promote direct payments to staff to increase choice improve outcomes for people	Education about what's available in communities	Smoother interaction between services – helping people at home and in the wider community
Holistic and collaborative approach	Employ people with lived experiences in health and social care, where they can influence and impact	More regular community forums for people with lived experiences

These key themes were used to inform the Adult Social Care Commissioning Intentions 2022-2027. They set out how we plan to create person-centred and flexible care and support in Kent to address the challenges and opportunities in adult social care.

We have developed the following nine intentions in partnership with people we support, carers, Kent residents, our care market providers, partners, and our workforce.

### **Co-production**

Working with people with lived experience of social care to design better support.

### **Self-directed support**

Enabling people to arrange their own choice of support and be more in control.

### **Wellbeing**

Empowering people to be as healthy as they can be in body and mind.

### **Partnership and integration**

More joined-up working between organisations.

### **Technology and data**

Exploring how technology can help to achieve positive outcomes for people.

### **Workforce**

Making sure that staff are supported and have the right values and skills for their roles.

### **Accommodation based support**

Helping people to live in a place they can call home.

### **Communities**

Building on the best of local resources and services.

### **Awareness and information**

Providing the right information that is clear to understand.



Find out more: <https://letstalk.kent.gov.uk/kent-care-summit>

# BUILDING A BETTER FUTURE TOGETHER



## Building a better future together

We continued to promote diversity and inclusion within our workforce in 2022. We held a number of Equality Forum meetings where we gave staff the space to come together and have meaningful conversations about equality, diversity and inclusion and to promote a movement for change that improves the experience of our workforce and the people that we support. Here are some of the key themes from one of our Equality Forum meetings.

### Workforce Race Equality Standard - actions and reporting

In 2021, the social care Workforce Race Equality Standard (WRES) was tested across eighteen Local Authority in England, which was commissioned by The Office of the Chief Social Worker for Adults. The purpose of the Social Care WRES is to ensure that employees from Black, Asian, and Minority Ethnic backgrounds gain equal access to career opportunities and receive fair treatment in the workplace. A similar WRES was introduced into the NHS in July 2015.

Eighteen local authority social care departments were selected to be part of test programme, which launched April 2021 and was carried out through 2022. The WRES seeks to agree and establish a Standard (or measuring tool)

to support and strengthen the efforts of Local Authorities to maintain and create processes around fairness and equality at work, with a focus on improving data collection and analysis.

A key part of the programme was to produce, publish, and implement action plans to demonstrate commitment to supporting all staff and developing a culture of inclusion and equality. In 2022, we launched our WRES plan on our website and worked together across adult social care to implement and measure the impact. The test phase ends April 2023, with a national report and recommendations. The WRES action plan is not to be seen in isolation and is part of the Adult Social Care Organisational Development Plan and actions within the wider Council.

Throughout the year the WRES Steering Group got together to report on the actions, and to challenge areas for improvement.

## Improving accessibility

In 2019, the number of social care requests for deaf people to do daily tasks such as going to the bank, accessing public transport and accessing important information were at an all time high. Since then, our Deaf Community Team have worked with local communities to make Kent more accessible.

Some of the key achievements around communities within Kent are:

- **80 Deaf Champions** attended training and are working with Kent Police to increase accessibility
- **270 local Citizen Advice Bureau** branches will introduce a British Sign Language video relay service
- **British Sign Language interpretation on Healthwatch and other websites** related to accessing mental health and wellbeing support
- We worked with Involve to **improve access to GPs** through support from national deaf organisations
- We worked with **domestic abuse survivors** to support them in getting British Sign Language communication and sensory equipment

Not only do the team support people that access social care, they're passionate advocates for change in Kent County Council and with our local partners including the police and local businesses.

## Awards and recognition

### Healthwatch Awards 2022

The Adult Social Care and Health Stakeholder Engagement team were given an award for 'Recognition for excellence in listening to people's views and thoughts about services via the people's panel'.

The awards were attended by around 100 people from social care and health across Kent and Medway.

### iESE Awards for Innovation in the Public Sector 2022

The Stakeholder Engagement team, were also awarded Silver in the Communications Category for innovation. The award submission included work on our 'Your voice network' social media campaign, our refreshed adult social care bulletin and intranet content, new 'Our voice' style guides and co-production of our Making a Difference Every Day strategy.





Our People's Panel, Learning Disability Partnership Board and Your Voice Network are here to make your voice heard in adult social care.

Get Involved

## With you

### Your voice does make a difference

We're always looking for innovative ways to improve our services, respond to change and work with and listen to the people of Kent and work in partnership with other organisations to deliver the best possible results.

You may have experiences you can share with us because you have had support from adult social care services, you might be caring for someone who needs some extra help or you might just want to tell us your ideas for how we can do things differently.

Whatever your reason, get in touch to help us to shape the future of social care - we're listening.

We launched the Your Voice Network campaign to recruit people to a special interest group for adult social care and work together to shape the future of adult social care.

We currently have 160 people signed up to our network and we hope you will be part of it.



**Join us!** Email: [makingadifference@kent.gov.uk](mailto:makingadifference@kent.gov.uk)



# Glossary

**Adult Social Care Strategy:** Our plan for the next five years 2022 to 2027 on how we will deliver adult social care in Kent.  
Available at [www.kent.gov.uk/careandsupport](http://www.kent.gov.uk/careandsupport)

**Adult Carers' Strategy, Making a Difference Every Day:** Our plan for the next five years 2022 to 2027 on how we will support adult carers in Kent.  
Available at [www.kent.gov.uk/careandsupport](http://www.kent.gov.uk/careandsupport)

**Approved Mental Health Professional (AMHPs).** Specially trained social care practitioners specialising in mental health crisis services.

**Blue Badge:** A national scheme of parking permits enabling people with disabilities to park in designated bays closer to shops and destinations.

**Breathing Space:** A debt management scheme developed to support people experiencing a mental health condition.

**KARA:** Video carephones enabling people to keep in touch with carers and much more.

**Kent Enablement at Home:** A short term service to support people regain independence after illness or a hospital stay.

**Kent Enablement and Recovery Service:** A short term service to support people who have a mental health condition to gain or regain independence.

**Kent Together:** A service set up to support people through the COVID-19 pandemic.

**Technology Enabled Care:** A number of technologies to support and maintain independence including telecare, telehealth, apps and much more.

**Supported Independence Services:** A broad range of services to maintain and support people's independence in a place they call home.

**Social Care Future:** A growing movement of people with a shared commitment to bring about major positive change in social care services. [www.socialcarefuture.org.uk](http://www.socialcarefuture.org.uk)



## Further information

Find information and advice on adult social care, health and community services on our **Kent Connect to Support** website  
<https://kent.connecttosupport.org>

### Get in touch

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

**Email:** [social.services@kent.gov.uk](mailto:social.services@kent.gov.uk) or see our website at:

**Website:** [www.kent.gov.uk/careandsupport](http://www.kent.gov.uk/careandsupport)

### Telephone our contact centre

Telephone: 03000 41 61 61

Text Relay: 18001 03000 41 61 61

### For more information on the Local Account

email: [kentlocalaccount@kent.gov.uk](mailto:kentlocalaccount@kent.gov.uk)

Find our more on [www.kent.gov.uk/yourvoice](http://www.kent.gov.uk/yourvoice)