

Kent Adult Social Care Provider Bulletin



Friday 24 June 2022

[Urgent 13 days left to complete - social care reform, home care cost of care toolkit responses and drop in Q&A for home care providers](#)

If this email has been sent to an incorrect address- please forward on to the most appropriate person/persons within your organisation. This is a reminder to please complete your response to the Fair Cost of Care exercise by the 6 July 2022 and email to the faircostofcare@kent.gov.uk

Thank you to everyone who have already completed their submissions and sent them to us. We have listened to your feedback and have extended the submission date to the **6 July 2022**, to provide over 5 weeks to complete and send in the data via the [Home Care Cost of Care Toolkit](#) and email the form to the faircostofcare@kent.gov.uk. We cannot extend past this date as we anticipate having one of the largest sets of returns in the country due to the size of Kent, and we must have sufficient time for an independent analysis partner to review the data during July to feed into the Market Sustainability Plan which has to be submitted in **October 2022**.

We have put together and sent out some FAQ's from the drop-in sessions we held. Please let us know if you didn't receive these or our other communications via faircostofcare@kent.gov.uk.

Please click [here](#) to view the Fair Cost of Care Privacy Notice.

If you have any questions or queries or require any further information please contact faircostofcare@kent.gov.uk and we will reply to your email as soon as possible.

Please do take the time to fill in the tool and send it back, it will help us understand the true cost of care in Kent and it is our opportunity to evidence to Government what is required to meet this in Kent. As Kent is such a large, varied county with affluent and deprived, urban and very rural areas, we understand that these bring their own issues and costs. Without a large broad response from across the county the data may not highlight the true picture and in turn lead us not to be able to evidence this to the Government.

We look forward to working with you.

The Fair Cost of Care Project Team

Urgent 13 days left to complete - social care reform, care home cost of care tool responses and drop in Q&A for older persons' care home providers

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Thank you to everyone who have already completed their submissions and sent them to us. We have listened to your feedback and have extended the submission date to the **6 July 2022**, to provide over 5 weeks to complete and send in the data via the [iESE Tool](#). We cannot extend past this date as we anticipate having one of the largest sets of returns in the country due to the size of Kent, and we must have sufficient time for an independent analysis partner to review the data during July to feed into the Market Sustainability Plan which has to be submitted in **October 2022**.

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Social Enterprise Kent Employability Services



Social Enterprise Kent has been delivering employability services to people with additional barriers to accessing the labour market for over 10 years. We provide one to one support covering all aspects of going into employment or training as well as promoting community engagement and belonging.

The delivery model is deliberately flexible with no set time limit. Participants develop an action plan of their short and long terms goals, then each meeting is structured to empower individuals to

take positive steps for themselves to build their confidence and skills around going into work.

We have a team of highly skilled and very friendly Employment Support Advisors waiting to work with people; we also have an extensive Employability Toolkit which is made up of a wealth of resources for the benefit of our participants.

Whilst we help with CVs, cover letters, job applications, interviews, skills analysis etc. our main focus is on building confidence, skills and knowledge to provide people with a deeper level of understanding of how to access and stay in work. We support people to develop strategies to overcome the specific barriers they are facing, even if these are seemingly unrelated to employment. This holistic approach enables people to open doors that may have been seemingly closed to them for many years.

To find out more about any of the Social Enterprise Kent Employability Projects or to make a referral, please email j.bartindale@sekgroup.org.uk or call 07718 975721.

Kent and Medway listens

Kent and Medway Listens is the largest and deepest county-wide engagement exercise ever undertaken focusing on the mental wellbeing of the population.



We have partnered with various community partners including Involve Kent, Kent equality cohesion council, Rethink Kent, Social Enterprise Kent, Medway Voluntary Action (MVA), the Medway Diversity Forum, Befriending Together, MEGAN CIC, Centre for Independent Living, Medway Gender and Sexuality Diversity Centre and Medway Plus.

We have set up some interactive, online workshops to give stakeholders, residents of Kent and Medway and those who have been listened to, the opportunity to come together to hear what is impacting the population. This will be done through looking at themes from the listening, quotes and stories. We hope by coming together it will spark conversation, reflections and even the movement towards some actions.

A workshop will be held in each health care partnership (HCP) area and will be hosted by Kent County Council, Medway Council and the Kent and Medway NHS partners.

- Monday 20 June 2022, 1pm – 4pm
[East Kent HCP\(External link\)](#)

Who should attend?

We believe this event will be of interest to a wide range of stakeholders and decision makers at all levels and in all organisations:

- local authorities
- NHS
- Community organisations
- Charities
- Residents with a passion for improving the wellbeing of communities in Kent and Medway

What will be discussed?

The workshop will include a detailed presentation of the findings so far, a space to reflect on the results and interactive discussions to start thinking about what more can be done to address the issues that have been identified.

Free session and resources to help people with lived experience become peer supporters

Kent County Council's ENSURE Project, is an Interreg 2 Seas funded project, that has created a peer support approach for adults (18+) with Autism in Kent.

The project is running a 12-month pilot, being delivered Advocacy for All, which has focused on training people with lived experience to become peer supporters. Our peer supporters provide advice, guidance and encouragement to people who are experiencing similar challenges to the ones that they have experienced. Since last September we have been delivering training sessions which prepares people with lived experience of autism to become peer supporters.

We would like to invite you to a one hour online session on either the **28 June at 3pm** or the **12 July at 10am**. The object of the session is to share our learning and expertise with you to help you in your work and support teams to deliver similar programmes. The materials are written for people with autism but can be adapted very easily to other groups.

The session will include:

- An Overview of the Ensure project
- How peer support can support social inclusion
- What are the challenges of running a peer support programme
- How KCC and Advocacy for All created a peer support programme for Adults with Autism.

You are welcome to come and see what we have to offer or just to find out what we do.

To sign-up please complete our short form [here](#).

'Be a leader' training course

New leadership course launched for people with learning disabilities.



In a first for Kent and Medway, a leadership course for people with learning disabilities has been announced. Organisers are searching for potential candidates who have the passion and drive to succeed at leadership level.

Called 'Be a leader' the brand new course is designed to give people with learning disabilities the skills and knowledge to lead and govern. The initiative is headed up by bemix, a Kent-based social enterprise, which works with people with learning disabilities and autism.

Matt Clifton from bemix, says: **"The terms 'leadership' and 'learning disabilities' are almost never used in the same sentence. But there are people with learning**

disabilities who can and do lead, who speak up to champion the rights of their peers, a group that is too often unseen and unheard. We need more though, as there are far too few leaders in Kent and Medway.

“The course has a vision to change how people with learning disabilities are perceived. Shifting the emphasis from what people can’t do, or are slower at doing, to recognising them as contributors and achievers. People who make our lives richer when given the chance to thrive.”

Research by bemix reveals that an estimated 500 people in Kent with learning disabilities have aspirations for leadership, but often lack the confidence, support and skills to be seen and heard. The new course is designed to address this.

Steve Chapman is co-chair of the bemix board and has 20 years experience of being a leader with a learning difficulty in Kent. He will be teaching on the course and says: **“Boards are where all the big decisions are made - if you don’t have your voice heard, they just do what they want to do. If you have strong leaders, they can attend meetings and say ‘this is not right, I want my voice heard, I want other peoples’ voices heard’. So that’s why I am here, to be a strong leader.”**

Be A Leader will cover topics such as law, politics, education and governance and is designed to help people with learning disabilities thrive in all types of leadership settings. The course will be based in Maidstone and starts in September 2022, running for ten months.

There are eight places available to candidates with learning disabilities, living in Kent or Medway and aged 18 or over/18+. Students will participate in the course alongside a nominated co-learner, without learning disabilities.

Bemix will be working with East Kent Mencap, LDC Care, Kent County Council and Medway Council to deliver the ‘Be a leader’ initiative. They are asking for anyone who is interested or knows someone who may benefit from the course to get in touch by visiting the ‘Be a leader’ website: bealeader.info

Deadline for applications is Sunday 3 July 2022.

Aspens Reverse Job Fair



Aspens have organised a reverse job fair on Friday 22 July from 11.30am – 1.30pm at the Angel Centre, Angel Lane, Tonbridge, Kent TN9 1SF.

This is aimed at local employers in need of dedicated, skillful, hard-working employees.

The fair will be hosted by people with disabilities who have received practical job training, are committed to working and who have either completed or are working towards a City and Guild skills for Working Life qualification.

For more info contact: megan.hollamby@aspens.org.uk / 01892 822168

RESTORE2

Kent Surrey Sussex Patient Safety Collaborative (KSS PSC) has had such a great response to its RESTORE2 training that it's added in some extra dates.

If you're still deciding whether RESTORE2 is suitable for you and your setting, or are not entirely sure what it's all about (don't worry, we know that there are so many things you need to be involved in, and how hard it can be to keep across all initiatives) then here's a quick overview:

RESTORE2 is a physical deterioration and escalation tool for care/nursing homes based on nationally recognised methodologies including early recognition (Soft Signs), the national early warning score (NEWS2) and structured communications (SBARD).

It is designed to support homes and health professionals to:

- Recognise when a resident may be deteriorating or at risk of physical deterioration
- Act appropriately according to the resident's care plan to protect and manage the resident
- Obtain a complete set of physical observations to inform escalation and conversations with health professionals
- Speak with the most appropriate health professional in a timely way to get the right support
- Provide a concise escalation history to health professionals to support their professional decision making.

To find out more about RESTORE2 and KSS PSC's training visit [KCC Innovation Delivery Team](#)

Specialist support in the community for people with a physical disability

Centre for Independent Living Kent has rebranded and is now known as **Disability Assist**. The charity provides support for all aspects of living with a disability or long-term health condition, including information, advice and guidance, advocacy, help with benefits and peer support. And because the charity's employees have lived experience of disability, they really are "experts by experience" and help to reassure clients that they understand the challenges of living life with a disability. The new identity also coincides with the start of a key contract with Kent County Council to be the delivery partner of the Physical Disability Wellbeing Service.

The new website www.disabilityassist.org.uk features a contact form to easily refer people to the service and you can also sign up to the monthly newsletter for the latest news and information.

Downloadable content will also be added to the website over the coming months to help more self-sufficient users who are looking for guidance. Please get in touch with Disability Assist for more information by telephone on 01233 633187, email info@disabilityassist.org.uk or visit the new website www.disabilityassist.org.uk.

ReSPECT

ReSPECT stands for recommended summary plan for emergency care and treatment.

ReSPECT

Recommended Summary Plan for
Emergency Care and Treatment

The process allows you to create a plan, detailing the medical care you would like to receive in an emergency. It can be used when you aren't able to make a decision or let other people know how you want to be treated.

The plan is written after conversations with your doctor, who will record what is agreed, and provide you with a copy.

Who is it for?

This plan can be for anyone; but is most relevant for people who:

- have complex health needs
- are likely to be nearing the end of their lives
- are at risk of sudden deterioration or cardiac arrest.

ReSPECT is
for everyone



Some people will want to record their care and treatment preferences for other reasons including cultural and religious beliefs.

How does it work?

The plan is created through conversations between you and your health professionals. It stays on your notes and should be immediately available to any health professionals called to help you in an emergency, whether you are at home or being cared for elsewhere.

Professionals, such as ambulance crews, out-of-hours doctors, care home staff and hospital staff will be able to make quick decisions about how best to help you if they can see your ReSPECT plan in an emergency.

Who makes the decisions?

ReSPECT is designed to support conversations between you, your health professionals and other people important to you, to develop an agreed plan that records what types of care or treatment:

- you would want to be considered for in an emergency
- you would not want to receive
- would not work or be of overall benefit to you.

In an emergency, where you are not able to make decisions or express them, clinical decisions will be made by health professionals trying to act in your best interests and for your benefit.

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

Live Well Kent and Medway: mental health service

Run in partnership with Kent County Council, Live Well Kent and Medway offers free support for anyone who is aged 17 and above to improve their mental health and wellbeing.

Live well

Kent and Medway

The service connects the hardest to reach, most vulnerable people with the help, information and skills they need to build healthy, independent lives. The service work with people experiencing common mental illness. The service also offer early intervention and preventative services in local communities, often in areas of deprivation.

The mix of practical and emotional support is focused on the individual and often meets a range of complex needs all in one place.

As well as support with mental health, the service can help with benefits, housing paperwork or form-filling, finding education and work opportunities. They will also connect people with specialist services where needed.

The choice of support includes:

- Free therapy and counselling services
- Manage anxiety and depression
- Gain confidence, meet new people
- Help finding work, volunteering and education opportunities
- Support for issues with drug or alcohol
- Wellbeing activities and support groups run locally.

To make a referral

There's no waiting list. People are matched with the right support then begin receiving help within seven days.

Referrals can come from any council, social work or health professional, GP, friend or family member or as self-referral.

Call Porchlight's free helpline on 0800 567 7699 (Mon to Fri, 9am to 5pm), visit www.porchlight.org.uk/livewellkentmedway or email info@livewellkent.org.uk
The service is funded by Kent and Medway CCG and provided by Porchlight and Shaw Trust.

One You Kent

With longer days and warmer weather ahead, One You Kent can help put the spring into your step if you want to lose weight, eat better and move more.



One You Kent supports the national Better Health campaign by encouraging residents that 'healthy changes start with little changes' and lots of help is available locally in various ways including healthy walks and activities, group and one-to-one sessions, online and face-to-face interactions with a lifestyle adviser in your area.

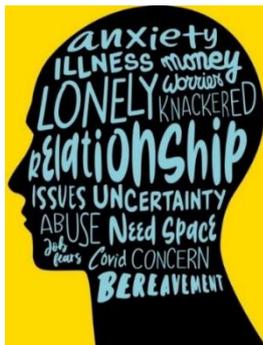
"Kent residents are facing increasing health issues from poor key lifestyle behaviours including inactivity and unhealthy eating," explains KCC Director for Public Health, Dr Anjan Ghosh.

He adds: "Along with smoking and drinking too much alcohol, this could be seeing short, and long term, effects on their emotional and physical health, leading to an increased risk of many types of cancer, heart and lung disease and stroke.

“Maintaining a healthy weight can help to prevent many illnesses but we know that achieving and sustaining a healthy weight can be difficult for lots of people; it is a key public health priority for us to focus on changeable factors and support families. This includes helping them to eat a healthy, balanced, reduced-calorie and sugar diet, and physical activity, at least 20 to 30 minutes a day of brisk walking.”

One You Kent has many free tools and support at www.kent.gov.uk/healthyweight where you can also try the ‘How are You?’ quiz, Easy meals app or Active 10 app, and find the NHS 12 week diet and exercise plan, plus a referral form to speak to a One You Kent advisor.

Release the Pressure helpline



Life can get really tough sometimes, but talking can help. We have a highly trained and experienced team available 24/7 to provide expert support no matter what you are going through.

Don't suffer in silence: Release the Pressure. Text the word **Kent** to 85258 or phone 0800 107 0160 for free confidential support at any time. Find out more at www.releasethepressure.uk

Funded: Care provider support programme from Heart of Kent Hospice



We are pleased to offer these free clinical training sessions to support you through the ongoing challenging situation with healthcare provision.

NHS funding has been provided to enable delivery of these sessions. They are open to all care providers in Kent and Medway. To reserve your place on one of the sessions below, and obtain the Zoom link and password please contact Jackie Pritchard, Clinical Educator on 01622 792200 ext. 217 or email jackie.pritchard@hokh.co.uk or glenda.cullinane@hokh.co.uk.

(Only 20 places available on each programme/session). Please ensure you indicate which session you wish to attend.

Topics	Session
<p>Dementia and introduction to ‘Namaste’ “Honour the spirit within’ A structured programme developed by Joyce Simard in the USA, incorporating an overview of the management of the person with dementia.</p> <p>It integrates compassionate care with individualised activities for people with dementia and at end-of-life. The programme is multi-dimensional, including physical, sensory, and emotional elements.</p> <p>The purpose of Namaste is to provide comfort and care to people with</p>	<p>Wednesday 13 July 10 to 12 midday</p>

advanced dementia through sensory stimulation, especially the use of touch.	
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It increases the time spent engaging and connecting with residents (meaningful time). It enriches quality of life.	
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Kent County Council's Civil Society Strategy

We want to make sure we are working to support a strong and vibrant civil society across our communities and support the social sector (voluntary, community and social enterprise sector)

Our new Civil Society Strategy outlines how we do that and replaces the previous Voluntary and Community Sector Policy (2015).

Aims and objectives of this strategy:

- A recognition of the contribution of civil society in Kent and the VCSE (the 'social sector') as a core part of that.
- A commitment to supporting civil society to flourish and be sustainable; to safeguarding the independence of the social sector; and to building on the partnership working we have seen over the last year between both public sector partners and the social sector, which recognises the sector as an equal partner.

Why is the strategy important to me in my role?

If you work with, fund or interact with community groups, charities, voluntary associations or social enterprises, you will need to be aware of the ambitions and commitments of this strategy and what it means for your work.

We would also ask you to share the strategy with organisations and groups you work with so they can see KCC's commitments, to both our engagement and how we work with the sector in partnership.

The strategy:

- Outlines our relationship with civil society in the future and the social sector as a core part of that
- Helps us to be clear on how to engage and work with the social sector
- Guides our approach and ensures we are consistent when awarding grants to the social sector
- Sets out our offer of support and commitment to a fair funding practice with the social sector.

Link to the strategy on Kent.gov.uk: <https://www.kent.gov.uk/about-the-council/strategies-and-policies/corporate-policies/civil-society-strategy-for-kent>

Free Support to complete the Data Security and Protection Toolkit

Kent County Council in partnership with Kent Integrated Care Alliance are supporting social care providers across



Kent and Medway to register on and complete the Data Security and Protection Toolkit.

The toolkit is a free online self-assessment of your organisation's data and cyber security and is recognised as the official tool to evaluate your compliance with legal requirements, data security standards and good practice. It is also required in order to access key services such as NHSmail, proxy ordering for medication and shared care records.

[Watch our introductory webinar online, Sign up to small-group virtual workshops and 1:1 sessions on our website](#) – free support to help you register and work through the toolkit.

Not sure where to start with this? Or got some questions? Please send us an email: dspt@kent.gov.uk

Have you heard of 'Breathing Space'?

One in four people will develop a mental health problem and 50% of those who experience mental distress also have a problem with debt.

The Mental Health Crisis Breathing Space service can provide protection to those suffering a mental health crisis who are struggling with debt. If anyone you support is struggling with a mental health crisis, you can refer them under the scheme. Full referral criteria can be found online: <https://www.kent.gov.uk/social-care-and-health/health/mental-health/mental-health-crisis-breathing-space>

Protections can include:

- freezing interest and other charges
- pausing enforcement and collection
- preventing contact from creditors.

These protections can last for up to 30 days after the mental health crisis has ended. Under the scheme, people will be given legal protections from their creditors for 60 days, with most interest and penalty charges frozen, and enforcement action halted.

People who are eligible will also receive professional debt advice to design a plan which helps to get their finances back on track.

And recognising the link between problem debt and mental health issues, these protections will be available for people in mental health crisis treatment – for the full duration of their crisis treatment plus another 30 days.

Find out more on the [KCC website](#).



Free annual National Care Association Membership for Kent providers

We are delighted to be able to offer all care providers in Kent the prestigious associate membership to National Care Association free for one year.

This offer has been funded by Kent County Council's Infection Control Fund. to enable all Kent providers to remain up to date with the latest infection prevention and control guidance and information to support your care service with through this difficult time.

To take up this offer please complete the application form on the link below and return to info@nationalcareassociation.org.uk

Associate membership includes:

- latest industry changes, guidance and news in your inbox in real time
- members only information communicated via email
- monthly round-up newsletter
- benefits from discounted deals from our sponsors and suppliers
- access to secure DBS service.

Note: If you are a current National Care Association Member (on 13/10/2020) you are still eligible for this funding. You do not need to do anything! This 100% discount will be automatically applied to your next renewal!

More information can be found here: [Free annual NCA Membership for Kent Providers-736328](#)



We'd love to hear from you!

To make a submission to this bulletin please contact stakeholderteam@kent.gov.uk