

# Kent Adult Social Care Provider Bulletin



Friday 23 September 2022

## **‘ReferKent’ launches to streamline financial support referrals**

Kent County Council (KCC) is launching a new system to enable Kent residents experiencing financial hardship to quickly and easily find the support they need. ‘ReferKent’ is an online referral system bringing together organisations in Kent that help people affected by financial hardship, ensuring the right help, from the right organisation can be found with as few demands on individuals, already experiencing a difficult time, as possible.

ReferKent has been set up in partnership with Refernet, a UK based online referral system, in response to the multiple issues experienced by residents when seeking financial support during these challenging times.

Funded by the KCC Helping Hands Scheme, ReferKent aims to prevent signposting residents from one organisation to another by encouraging all appropriate organisations to sign up to the secure platform so that referrals can be made between organisations on behalf of the resident, reducing confusion and stress whilst accelerating support.

The new quick, easy and secure platform is free to organisations who support Kent residents affected by financial hardship. It is easily accessed from mobile and desktop devices with training and ongoing support available.

All referrals can be tracked and monitored to make sure people are getting the support and guidance they need.

Organisations across Kent who may support people affected by financial hardship are invited to join the online launch of ReferKent on 29/09/2022 at 11:00. This will be a great opportunity to find out more about ReferKent and how it can help ensure that Kent residents get the support they need.

Click here to register:

<https://www.eventbrite.com/e/referkent-launch-event-tickets-407325189607>

Roger Gough, Leader of Kent County Council said: “It has never been more important for organisations across Kent to be able to efficiently and effectively support residents who are experiencing financial hardship.

“By bringing together our partners into one platform, ReferKent will provide a one-stop-shop approach for residents accessing financial support and alleviate the time-consuming stress that can be caused by contacting multiple organisations and speed up access to the support available to them.

“I would like to encourage all organisations supporting Kent residents in financial hardship to come along to our online launch event and find out more about the platform and how to sign up to become a referral partner.”

To find out more about ReferKent visit: <https://www.kent.gov.uk/social-care-and-health/information-for-professionals/referkent>

## Net zero audits

You may be aware that from January 23 CQC will be inspecting under the new single framework and there will be new quality statements (replacing the KLOEs). One of the new quality statements will be on ' Environmental sustainability and it states “Environmental sustainability – sustainable development - We understand any negative impact of our activities on the environment and we strive to make a positive contribution in reducing it and support people to do the same”

So in order to try and prepare for this Paul Brown from Next Level Services attended this weeks Canterbury Registered Managers Network meeting to talk about the fully funded 'net zero audits' that he can provide (funded by The Kent Invicta Chamber of Commerce).

As stated on the Next level website “The audits of your organisation’s current carbon emissions and present this in a really simple report which will show exactly where your emissions are coming from. We can then work with you to turn this into a simple action plan which you can use in the coming years to actively plan to reduce your emissions and become carbon net zero”

The audits are available to any small business in Kent and Medway (at the moment until end November 22 – although may be extended).

This is the link for the Expression of Interest for a Net Zero Audit:  
<https://kentinvictachamber.jotform.com/213502569771055>

As well as the audit there is also several grants available.

- Climate Change Grant (Canterbury, Swale, Gravesham and Thanet only) £2k, The grant will be a 100% intervention for energy efficiency projects. You have to have had a net zero audit to access. We talked about this could cover change of led lightbulbs, replacement double glazing door or window or anything else that may be highlighted in the report.
- LoCASE (Low Carbon across the Southeast) [www.locase.co.uk](http://www.locase.co.uk) - 40% ERDF grant contribution to a maximum limit of £10K with the minimum grant of £1K for qualifying projects. The grant will form up to 40% of the cost of your eligible project, with the remainder matched by the business.

## The TICC final conference

Implementing a new organisational model placing humanity at the heart.

Launched in 2018, the TICC (Transforming Integrated Care in the Community) project's objective has been to implement and evaluate a new organisational model of homebased care services in the 2 Seas area (United Kingdom, Belgium and France).

For over 4 years now, partners have been creating systemic changes in health and social care by implementing this model.

Inspired by the Dutch Buurtzorg system, this model for integrated care at home relies on self-managing teams of carers and nurses, based at a neighborhood level and handling each aspect of care, ensuring their financial sustainability. This model has led to a significant decrease in back-office needs, a shift from the traditional manager to a coach whose role is to provide advice to ensure the team's autonomy. For patients, this means a provision of health and care services at home at a lower price but with higher quality intervention, resulting in fewer unplanned hospital admissions.

TICC partners are looking forward to sharing their experiences and learning, as well as reflecting on placing humanity at the heart of their services.

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

## PAN Disability provision

See below a number of opportunities that are currently on offer from Inclusive Sport. These are sessions for adults and young people, with learning disabilities, autism and physical disabilities.



**Sport stars** - A pan-disability multisport session adults and young people - Wednesdays 10.00 -11.00 at Hartsdown Leisure Centre (Margate).

**Ace it tennis** - For adults and young people with learning disabilities - Mondays 11.00- 12.00 at Tankerton Tennis Courts.

**Ace it wheelchair tennis** - For adults and young people - Mondays 10.00- 11.00 at Tankerton Tennis Courts. Wheelchairs provided if necessary.

**Kicks** - A pan-disability football session for adults and young people - Tuesdays 10.30-11.30 at Sea View Cravan Park (Swalecliffe)

To book and for more information, click [here](#).

## Consultation launched for new drug and alcohol strategy

Kent residents are being encouraged to share their views and experiences of local drug and alcohol services, and help shape a new five-year strategy.

Overseen by the Kent Substance Misuse Alliance - a partnership of key organisations including councils, Kent Police, emergency services and health providers - the strategy aims to tackle drug and alcohol misuse through prevention, treatment and recovery, and community safety. All the priorities in the Kent strategy are taken from local needs and are also aligned to the National Drug Strategy: "From Harm to Hope".

Figures for 2021 estimated that nearly 308,000 people in Kent were drinking above the recommended levels of alcohol\* and an estimated 15% are binge drinkers. Self-reported weekly consumption has declined significantly in the younger age groups since 2011, however this has slightly increased for those aged 45 or older and is highest amongst 45 to 65-year-olds.

Illicit drug misuse continues to be a key issue in Kent. Recreational illicit drug use is still pervasive with around 10% of adults reporting drug use within the past year. There has been an increasing trend in reported drug use in 25 to 29-year-olds.

The 2023 strategy replaces the previous Kent Alcohol Strategy and is now out to consultation with the public at [www.kent.gov.uk/drugandalcoholstrategy](http://www.kent.gov.uk/drugandalcoholstrategy). It builds on notable successes from the previous five-year strategy including support of the Kent Community Alcohol Partnership, early help through One You Kent services and strengthened links to prisons and criminal justice.

The Alliance reports to both the Kent and Medway Health and Wellbeing Board and the Kent Community Safety Partnership.

KCC Public Health Consultant, Jess Mookherjee said: “The heart of this Strategy is to empower, encourage and support individuals and communities to take a more active role in preventing and reducing the harmful effects of drugs and alcohol in Kent. It considers the links to mental wellbeing, health inequalities and the impact COVID19 has played on these issues.

“The new strategy takes a whole system approach which means a strong partnership is required to bring together all the relevant organisations and key individuals, share an understanding of the reality of the challenge, consider how local systems are operating and where there are the greatest opportunities for change.”

The new strategy has 13 strategic priorities, grouped under three areas; Prevention, Treatment and Recovery, and Community Safety. Some of the strategic priorities already have outcomes and some are to be identified.

This strategy is driven by Kent Drug and Alcohol Needs Assessments which includes a variety of data sources such as hospital admissions, Office for National Statistics and Kent substance misuse treatment service data, taking account of national guidance and reflecting the scientific evidence.

Superintendent Peter Steenhuis from Kent Police said: “This is an excellent strategy for resource sharing and shared learning placing prevention at the heart of the strategy. Early intervention and diversion strategies improve public awareness about the risks of harmful drinking and drug use, especially for young people to the personal harm they could be causing as well as wider societal harms they might not be aware of.”

A consultation is now underway to seek views on the strategy from anyone impacted by drugs and/or alcohol, including individuals that have experience of drug and alcohol treatment and recovery services, family and friends of individuals that have been impacted by drugs and/or alcohol and practitioners working with individuals that have a drug and/or alcohol support need. It will also ask for ideas on how services can be improved.

The consultation closes on 31 October 2022. To give your views and find out more information, go to [www.kent.gov.uk/drugandalcoholstrategy](http://www.kent.gov.uk/drugandalcoholstrategy)

KCC’s online tool ‘Know Your Score’ encourages Kent residents to find out how much drinking may be affecting their health and relationships, as well as giving potentially life-saving advice from key health professionals [www.kent.gov.uk/knowyourscore](http://www.kent.gov.uk/knowyourscore)

## Autumn Kent Registered Manager Conference

We are pleased to announce that our fully funded **10<sup>th</sup> 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.

<b>Speakers</b>	<ul style="list-style-type: none"><li>• KCC Update - Richard Smith Corporate Director Adult Social Care &amp; Health</li><li>• National Homecare Association - Ruby Peacock</li><li>• Liberty Protection Safeguards Update - KCC Safeguarding Team</li><li>• K&amp;M Integrated Care Service update, and T levels - Nathan Pascall-Smith &amp; Wayne Wilson</li><li>• Q&amp;A Panel – including CQC, Skills for Care, NCA, KICA, KCC Commissioning, NHS • CQC Changes to Regulatory Framework - Jo Wallace Inspection Manager South East</li></ul>
<b>AM workshop topics</b>	<ul style="list-style-type: none"><li>• RESTORE2 and Calibration of NHS gifted equipment (oximeters etc)</li><li>• Kent Adult Social Care Strategy</li><li>• Healthy Workplaces</li><li>• Difficult Conversations</li></ul>
<b>Lunchtime and break drop-in surgery with the Occupational Therapist Team</b>	
<b>PM workshop topics</b>	<ul style="list-style-type: none"><li>• Domestic Homicide in Care Homes</li><li>• CQC Single Assessment Framework</li><li>• Self Directed Support and Personal Budgets</li><li>• A Managers View - Recruitment and Retention Initiatives</li></ul>

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.

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**We'd love to hear from you!**

To make a submission to this bulletin please contact [stakeholderteam@kent.gov.uk](mailto:stakeholderteam@kent.gov.uk)