

Kent Adult Social Care Provider Bulletin



Friday 6 November 2020

Message from the Leader of KCC to Business Leaders

I am writing to say that we will do all we can support you, your employees and your business through this extremely difficult time.

Without a thriving business community, the county simply doesn't function. Working with business support and public sector colleagues across Kent, we want to ensure your business comes through these next few weeks, and can help us to renew the Kent economy as we emerge from another lockdown.

Firstly, our priority has to be health. In every Kent district cases of Covid-19 are rising, and in some areas, at a very concerning rate. Kent County Council is working with health colleagues to do everything we can to stop the virus from spreading more widely, and to ensure that the people of Kent are protected. The more quickly and firmly we bear down on this, the better the prospect of bringing us back to normal business conditions.

The Prime Minister has now set out the measures that need to be taken nationally to ensure that health services are not overwhelmed and that the number of cases and deaths of COVID-19 are reduced. It is clear that a national lockdown is the only way to endeavour to achieve this.

I urge you to follow [the latest government advice](#) and [local Public Health information](#) including [latest case numbers across Kent](#). We will be updating the local information regularly.

Next, we want to ensure that you get all the support that you are entitled to. Funded by Kent County Council, Kent District Councils and SELEP, the **Kent & Medway Growth Hub** has already had over 10,000 telephone and on-line conversations with businesses to provide advice on what financial support is available and to provide wider assistance. We will continue to ensure the Growth Hub has the most up-to-date information freely available to anyone who wishes to make contact. Kent County Council has extended its financial support of the **COVID-19 Business Helpline**, where businesses can get up to date support from a team of advisors. Full details are at <https://www.askphil.biz> or you can call the helpline on **03333 602300**.

More widely, through the Growth Hub, Kent Invicta Chamber of Commerce, the Federation of Small Businesses, the Institute of Directors, local Chambers and business agencies including Locate in Kent and Visit Kent, we will do all that we can to co-ordinate support and will work together to ensure the county returns to business as soon as possible after restrictions are lifted.

We will also step up our business communications. I intend to provide regular updates through our website and social media. I understand just how important it is for you to be as prepared as you can possibly be for any changes in guidance and restrictions that may affect your business and your staff over the coming weeks.

This is unquestionably a challenging time for everyone in the county – but for business the challenge is even more complex. I want to reassure you that we are doing everything that we can to manage the situation, keep people safe and businesses trading after lockdown.

With best wishes

Roger Gough
Leader of Kent County Council

Hospital discharge update

Winter is always a challenging period for health and social care systems and this year we face an even greater challenge to continue to deliver outstanding care with the combined impact of winter pressures, the Covid-19 pandemic and EU transition.

Therefore, it is critical that our hospital discharge pathways operate effectively to ensure there is capacity in critical care for those who are most in need of it, and that people can be discharged home wherever possible.

Following an external review, we have reviewed our discharge pathways and identified five key deliverables for this winter with rapid work now underway to deliver on these priorities.

The Hospital Discharge Pathways Programme will be focusing on:

- Ensuring that there is appropriate capacity in our post-discharge services to deliver a Home First model
- Delivering a Single Point of Access and Triage
- Working collaboratively through an Effective Integrated Multi-Disciplinary Team
- Delivering a Trusted Assessor model
- Implementing a Dementia Pathway for hospital discharges.

The programme of work is being taken forward by senior leaders from Kent Community Health Foundation Trust, Kent County Council and the NHS Kent and Medway Clinical Commissioning Group. Discharge to Assess arrangements are already in place across the county in line with the national Discharge to Assess policy, and we are currently in the process of arranging additional capacity within community services to enable this approach.

These deliverables will further support the system to embed the Discharge to Assess approach, with a greater focus on supporting people back to their own home. This programme of activity represents a really exciting opportunity for us to ensure our readiness for the challenges that this winter will bring, and to ensure that the people of Kent receive the best possible support following a stay in hospital.

Updated national restrictions poster

The government has issued more guidance about the current restrictions taking place from 4 November to 2 December. Please download a copy of the latest poster from the DHSC website which makes the dos and don'ts easy to read.

[Download the poster here](#)



RESTORE2 Training

RESTORE2 Training continues to take place via Microsoft Teams every Monday from 1pm -2.30pm. DGS and Thanet localities have been chosen to start the RESTORE2 system first.

The clinical commissioning group has sent information which explains:

- What to do if one of your residents tests positive for Covid-19
- How to link with your local NHS monitoring hub/primary care treatment service
- The use of oximetry to monitor and identifying 'silent hypoxia' and rapid patient deterioration (as we are aware that poor outcomes are best identified by monitoring oxygen levels and escalating concerns at the earliest possible time)
- NHS England (NHSE) guidance, setting out principles to support remote monitoring, using pulse oximetry, of patients with confirmed or possible Covid-19.

It is important that all managers and staff working in care homes receive this training so that they know what to do according to the NHSE guidance if any residents test positive for Covid-19.

Please find the link below to join the training for RESTORE2. This session will be running on a weekly basis. When you join, you will be asked to type the care home name and the person on the call into the meeting chat.

Join on your computer or mobile app

[Click here to join the meeting](#) | [Learn More](#) | [Meeting options](#)

Membership offer from National Care Association

We are offering all providers in Kent, associate membership to National Care Association free for one year. This offer has been funded by KCC 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 sign up, 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

[Download and return the application form.](#)

This funding also includes the launch of the Kent Care Hub, which will lay the foundations for an alliance between National Care Association, Kent County Council and KiCA to provide local and national guidance and training on infection control. Further information will be announced shortly.

Department of Health and Social Care: FFP3 masks

If you have previously received Cardinal FFP3 masks from the Department of Health and Social Care (DHSC), please remember that they are being retired within the next few weeks and will no longer be available via the department. Therefore, we would encourage you to arrange fit testing to alternative models. This will ensure colleagues who require FFP3 masks stay protected.

DHSC can provide FFP3s from the list below. All of these masks have been inspected by the Health and Safety Executive before release into the supply chain, meet every aspect of the Covid-19 protection package, and are certified, verified and CE marked. These models have sustainable and robust supply chains.

FFP3 masks available to LRFs and LAs
FFP3 mask, F31000 (GVS Filter Technology, flat fold unvalved)
FFP3 mask, HY9632 (Optimum Medical, cone with valve)
FFP3 mask, VSP352TF-07C (Valmy, flat fold unvalved)
FFP3 mask, HY9330 (Meller Designs, flat fold unvalved)

Fit testing

DHSC can supply fit testing products (fit test kits and solutions) to help you ensure providers are fit tested to the above FFP3 models.

Guidance on Fit testing of RPE can be found at the [Health and Safety Executive's website](#). There are 2 sizes of solution: 55ml (which can serve up to 80 tests) and 2.5ml ampoules (up to 3 tests). We can offer the following fit testing products:

Product type
Fit test kit, Bitter
Sensitivity (A) solution (6 x 2.5ml ampoules), Bitter
Test (B) solution (6 x 2.5ml ampoules), Bitter
Sensitivity (A) solution (6 x 55ml), Bitter
Test (B) solution (6 x 55ml), Bitter

If you want to adjust your demand, please contact ppe-requests@dhsc.gov.uk.

Legionella guidance during the pandemic

Employers, the self-employed and people in control of premises, such as landlords, have a duty to protect people by identifying and controlling risks associated with legionella.

If your building was closed or has reduced occupancy during the coronavirus (COVID-19) pandemic, water system stagnation can occur due to lack of use, increasing the risks of Legionnaires' disease.

You should review your [risk assessment](#) and manage the legionella risks when you:

- reinstate a water system or start using it again
- restart some types of [air conditioning units](#)

If the water system is still used regularly, maintain the appropriate measures to prevent legionella growth.

You can find out what Legionnaires' disease is, where it comes from, how people get it and symptoms and treatment by reading our guidance [What is Legionnaires' disease?](#).

New guidance to support safe care home visits during lockdown

Please read this welcome new guidance provided by DHSC to enable visits for residents in care homes.



- Visits should be tailored to residents and facilities and should prioritise residents and staff's safety to limit the transmission of Covid-19
- Care homes, especially those who haven't allowed visits since March, will be encouraged and supported to provide safe visiting opportunities as new national restrictions come into effect
- Measures put in place should provide Covid-secure opportunities for families to meet using visiting arrangements such as floor to ceiling screens, visiting pods, and window visits

All care home residents in England should be allowed to receive visits from their family and friends in a Covid-secure way – with social distancing and PPE - following [new guidance to be used while national restrictions are in place from Thursday 5 November](#).

The guidance will enable care home providers, families and local professionals to work together to find the right balance between the benefits of visiting on wellbeing and quality of life, and the risk of transmission of COVID-19 to social care staff and vulnerable residents.

It will set out clear principles for how visits are conducted – with arrangements to be adapted from home to home, based on the needs of their residents and taking into consideration factors such as layout and facilities - and reiterates the importance of ensuring social distancing and proper PPE use is observed.

Options for safe care home visits in line with the guidance could include:

- Visits using Covid-secure visiting areas/pods with floor to ceiling screens and windows where the visitor and resident enter through different entrances, are separated by screens and visitors do not need to enter or pass through the care home;
- Visits at windows, where the visitor doesn't need to come inside the care home or where the visitor remains in their car, and the resident is socially distanced;
- Outdoor visits with one other person - visitors can meet outside with a loved one, in areas which can be accessed without anyone going through a shared building and;
- Further support for virtual visits, encouraging the use of video calls.

Plans are currently being developed to allow specific family and friends to visit care homes supported by testing. A sector-led group is overseeing the development of these plans with trials set to begin later this month.

A new national programme for weekly testing of professionals who regularly visit care homes, including community nurses and physiotherapists, will also be rolled out in the coming weeks following a successful pilot in Cambridgeshire, Peterborough and Northamptonshire.

The government is also working with providers to help them communicate to families and help them plan visits in a way that minimises the wider risks – for example, avoiding travelling to and from the home using public transport, or maintaining social distance from other families when they arrive at the home for their visit.

Visits outside of these principles should still be allowed in exceptional circumstances such as end of life.

Care homes should support the NHS Test and Trace system by keeping a temporary record, including address and phone number, of current and previous residents, staff and visitors as well as

keeping track of visitor numbers and staff. It is recommended homes have an arrangement to enable bookings or appointments for visitors and ad hoc visits should not be permitted.

Protecting staff and residents has been a priority throughout the pandemic, with 120,000 tests being sent out every day solely for the care sector. The government has provided access to £3.7 billion for local authorities through un-ringfenced grants so they can address the expenditure pressures they are facing in response to the COVID-19 pandemic, including social care, as well as £1.1 billion provided to support infection control in care homes.

In addition, 11,000 iPad tablets, worth £7.5 million, will soon be distributed to thousands of care homes across England to help residents keep in touch with loved ones.

More information can be found on the GOV.UK website:

<https://www.gov.uk/government/publications/visiting-care-homes-during-coronavirus>

Attending hospital outpatient appointments

There will be circumstances where residents need to attend a hospital for an outpatient appointment that cannot be deferred or delayed. It is important that residents continue to receive necessary healthcare and treatment, and where a resident has visited for a routine appointment there is no requirement for isolation when they return to their care setting.

Attending hospital accident and emergency departments

Where a resident has been assessed in an accident and emergency setting reserved for non-Covid-19 suspected patients, they may return to the residential setting and will not need to be isolated.

If a resident has been assessed or treated in an environment where Covid-19 patients were also being treated or where this is unknown, there may be a need for isolation when they return to the care setting. Please seek appropriate advice from the hospital or local PHE Team.

[Read more on the Health and Safety Executive website](#)

Re-thinking Trans Healthcare in the 21st Century

Webinar: 3.30pm – 4.45pm Wednesday 11 November 2020 via Zoom

This webinar will be led by Adam Shepherd, who completed his Master of Public Health at King's College London and is currently pursuing his medicine degree. Adam's research focuses on trans people's experiences in healthcare and the discursive construction of gender. After the presentation there will be an opportunity for questions and discussion. The session will provide an insight into the history of transgender people in medicine as well as reflecting on topical issues faced by the trans population, such as inappropriate curiosity and the need for structural competency among healthcare workers. Combining his experiences as a trans man, researcher, and medical student, Adam will explore how healthcare professionals can adapt their practices to better meet the health needs of trans people.

This event is free but registration is required: www.eventbrite.co.uk/e/re-thinking-trans-healthcare-in-the-21st-century-tickets-123650902177 You will be emailed the joining link prior to the webinar.

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.