

# Kent Adult Social Care Provider Bulletin



Friday 22 March 2024

## Right Care Right Person (RCRP) Implementation in Kent 2 April 2024

[New initiative aimed at enhancing health services for those in a crisis | Kent Police](#)

Right Care Right Person is a national commitment to end the inappropriate and avoidable involvement of police in responding to incidents involving:

- people with mental health needs and/or where there are concerns for the welfare of a person,
- a person who has walked out of a healthcare setting or a person absent without leave from mental health services.

The approach involves the consistent use of the Right Care Right Person threshold to determine whether the police are the appropriate agency to respond at the point at which the public or other professionals report a mental health-related incident.

### **What you should do to prepare**

Please take the time to review your internal policies and processes for requesting 'Welfare Checks', and reporting 'Missing Persons' to ensure they are compatible with this initiative.

We will send out an online survey soon to explore the appetite for a workshop for providers to inform and advise you in relation to the new approach.

Please be assured that the police will continue:

- to investigate a crime that has occurred or is occurring; or

- to protect people, when there is a real and immediate risk to the life of a person, or of a person being subject to or at risk of serious harm.

**Prior to 2 April 2024**, please ensure that where possible everyone has an **up-to-date risk assessment** and **contingency plan** and that **Next of Kin** details are up to date.

If you are concerned for someone's welfare or they are missing, please ensure that you have all the information to the following questions **before** you contact the police:

1. Do you know the person is at risk? (Have you been to where the person is and tried to talk to them?)
2. Do you know where they are, but you can't speak to them to assess the risk?
3. Have you tried contacting any family or friends to get a clear picture of what's going on?

If you need to contact the police for a welfare check please use the **online form**: [Request police help with a welfare check | Kent Police](#)

If you have requested that the police make a welfare check or reported someone missing and they are known to Kent County Council, please alert the relevant community team.

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## Tissue Viability training for Social Care Nurses

The Tissue Viability Training course is provided by four virtual sessions over a few weeks (three date options to choose from) PLUS one practical session (a choice of two dates to choose from).

Attendance at all four dates virtual sessions and a practical is required to complete the course and receive a 20-hour CPD certificate.



Please book one of the Theory group options and one Practical option.

### **Group 1 Theory 9am – 12.30pm (morning option)**

- Wednesday 22 May - Fundamentals of Wound assessment and Management
  - Tuesday 28 May - Fundamentals of Lower limb ulceration
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- Monday 3 June - Wound infection and inflammation
- Friday 14 June - Identifying and managing complex wounds

[Click here to book](#)

**Group 2 Theory 1pm – 16.30pm (afternoon option)**

- Wednesday 22 May - Fundamentals of Wound assessment and Management
- Tuesday 28 May - Fundamentals of Lower limb ulceration
- Monday 3 June - Wound infection and inflammation
- Friday 14 June - Identifying and managing complex wounds

[Click here to book](#)

**Group 3 Theory 9am – 12.30pm**

- Wednesday 3 July - Fundamentals of Wound assessment and Management
- Thursday 11 July - Fundamentals of Lower limb ulceration
- Thursday 18 July - Wound infection and inflammation
- Tuesday 23 July - Identifying and managing complex wounds

[Click here to book](#)

**Practical leg ulcer skills days 9am – 3pm**

- Thursday 6 June - Face to Face - Practical leg ulcer management skills

LDC Office 109 Barton Road, Dover, CT16 2LX.

[Click here to book](#)

- Tuesday 16 July - Face to Face - Practical leg ulcer management skills

Mid Kent College Medway Campus (Room - Pure) Medway Road, Gillingham, ME71FN.

[Click here to book](#)

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## Pressure Ulcer Awareness for Care Workers

This 2 hour online training session is aimed at carers working in **care homes and home care settings** and will provide the attendees with a fundamental knowledge of:

- Pressure ulcer prevention & management
- Moisture associated skin damage
- Normal wound healing
- Basic wound care



At the end of the session, attendees will have more confidence recognising some common skin problems and signs of pressure sores.

There are a choice of dates and times with booking link. Once you have booked a place the webinar link will be emailed to you nearer the event date.

- 16 April – 13.00 – 15.00 - [click here to book](#)
- 25 April 10.30 – 12.30 - [click here to book](#)
- 14 May – 14.00 - 16.00 - [click here to book](#)
- 23 May – 14.00 – 16.00 - [click here to book](#)

**This is a knowledge only session with no competency assessment, so workers need to follow their own workplace policy, procedure and practice regarding the tasks they are permitted to carry out.**

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## Household Energy Bill – additional support

We are delighted to inform you that Kent County Council is currently working with Citizens Advice North and West Kent to support residents on low incomes who are taking positive steps to address their debts.

**Residents could be eligible for additional support towards their household energy bill and receive up to £500 (subject to eligibility criteria).**

**Eligibility criteria**

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To be eligible for this scheme, residents must at a minimum meet the following qualifying criteria:

- Be aged 16 or over.
- Be a Kent resident, permanently living within one of the 12 local authorities covered by Kent County Council (this excludes Medway, Bromley, and Bexley).
- Be responsible for paying the household energy bill (one award per household). *If a partner is awarded an energy card, but is not the main energy account holder, they can still use the card against the household energy costs.*
- Be accessing support through the 'Kent Money Advice Hub'.

Other eligibility criteria will apply and be assessed through the debt advice process.

**Funding is limited, so please encourage residents that meet the above criteria to contact the Kent Money Advice Hub (we advise residents to contact the Kent Money Advice Hub via 'video call' in the first instance - click on the link below and scroll down slightly to select 'make a video call').**

[Kent Money Advice Hub](#)

***This support is funded by the UK Government's Household Support Fund – the scheme will close once all funds are spent or before the 31 March 2024.***



## Best start for life strategies - public consultation



We are consulting on two draft strategies to help make sure that every baby in Kent has the best start in life.

**Nurturing little hearts and minds: a perinatal mental health and parent-infant relationship strategy** sets out the ways in which KCC plans to work with partners to support infants, parents and families during pregnancy and the first two years of life, nurturing positive mental health and building strong parent-infant relationships.

**Nourishing our next generation: a five-year infant feeding strategy** shows five key themes and how these could be developed to support families in their infant feeding journey.

Find out more about both strategies and tell us your views at [kent.gov.uk/startforlifestrategies](https://kent.gov.uk/startforlifestrategies)

Consultation closes **3 April 2024**.

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## Adult Social Care Charging Policy consultation

Kent County Council (KCC) provides adult social care services to approximately 16,394 residents aged over 18 years old. Approximately 15,806 of these people receive chargeable social care services.

When people living in Kent need adult social care, as well as assessing their care needs,

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we also assess their income to decide how much they pay towards their care. Some people don't pay anything, and the council picks up all of the cost, some people pay a contribution, and some people pay for all of their care (these people are known as self-funders).

KCC sets out what and how people need to pay in the [Charging Policy for adult social care in a person's own home or in the community\(External link\)](#). This policy does not impact on people who live in and receive care and support in a residential care home.

KCC is facing a large increase in the cost of providing services and ever-increasing demand for services and needs to find ways to make these services sustainable. One possibility is to make changes to the Adult Social Care Charging Policy. You can find more information about this [here](#).

### *What are these consultations about?*

KCC is reviewing how much people may have to pay towards the chargeable care and support services that we provide or arrange at home (for example homecare including supported living) and in the community (for example daytime support).

We are consulting on two potential changes to our Adult Social Care Charging Policy:

- 1. To stop disregarding the higher or enhanced rates of Attendance Allowance (AA), Personal Independent Payment (PIP) and Disability Living Allowance (DLA) when we calculate a person's income.**
- 2. To introduce a new Self-Funding Arrangement Set up Fee for all new self-funders who would like KCC to negotiate, arrange and manage care and support services with care providers on their behalf.**

### *How can you find out more and have your say?*

Click on the links below for more information on both consultations, including details of:

- The proposals, who could be impacted and how
- Why we are proposing these changes
- The current charging policy
- How you can tell us your views.

[Higher Level Disability Benefits](#)

[Self-Funding Arrangement Set up Fee](#)

These consultations are open from **Tuesday 6 February** and close at midnight on **Sunday 7 April 2024**.

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## Annual physical health checks and mental health

NHS Kent and Medway would like to hear feedback and experiences of [annual physical health checks](#) from people with long-term mental health conditions such as schizophrenia, bipolar affective disorder, other psychoses, or are taking anti-psychotic medication. This feedback will help us to improve our services and ensure people are supported to attend their health check.

We are keen to know what awareness there is and if there is anything that would help or enable someone to attend. An online survey is available here: [Annual physical health checks | Have Your Say In Kent and Medway](#) and we are also happy to talk with any existing group members or networks to have a discussion or offer people a 1:1 discussion in a safe space, if of interest.

Thank you in advance for your support and please do contact our mental health team if you require further information at: [KMICB.mentalhealth@nhs.net](mailto:KMICB.mentalhealth@nhs.net)

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## Join us at the KiCA Annual Conference on Thursday 16 May

**KiCA Annual Conference, Thursday 16 May, 9am - 4.30pm,  
Mercure Great Danes Hotel, Maidstone.**



KiCA is delighted to announce this year's Annual Conference.

We have a full day of keynote speakers for you to give you all the latest, crucial information you need as ASC providers, including:

- Jane Townson OBE, Homecare Association
  - Prof Martin Green OBE, Care England
  - Director of Commissioning at KCC
  - Neil Eastwood
  - Healthwatch
  - Citation
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Full agenda to follow in due course.

We will also have an exhibition area where you can talk to some of our sponsors about their latest products/bespoke KiCA offers.

KiCA Members - £20 pp

Non-Members - £50 pp

To reserve your place(s), please email [louise.faulkner@kica.care](mailto:louise.faulkner@kica.care)

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## Kent Connect to Support website and financial estimator tool



Have you explored our new website for adult social care in Kent?

Visit [kent.connecttosupport.org](http://kent.connecttosupport.org) and take a look at the range of information, advice and guidance now available to you - and to the people that access your services.

You can browse the homepage and navigate to specific areas such as:

- **Community directory** - listings of local organisations, voluntary and community groups and much more. You can also submit a listing for free for your own care-related business or community organisation.
  - **Financial estimator tool** – use the simple tool to gain a better indication of what care and support may cost
  - **Support in the home and community** - homecare, home adaptations, personal assistants and residential care.
  - **Caring for someone** - financial support, emotional support and carers assessments.
  - **Health and wellbeing** - staying healthy, keeping safe, neurodiversity, learning disabilities, autism, mental health and more.
  - **Housing** - information about local housing options and homelessness prevention and support.
  - **Out and about** - public transport, accessible toilets, changing places, how to get involved in sports and leisure activities
  - **Money and legal** - paying for care and support, power of attorney, welfare and benefits.
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We would be grateful if you could promote the platform in your service. If you would like to request copies of printed posters or flyers or gain further information, please email: [connecttosupport@kent.gov.uk](mailto:connecttosupport@kent.gov.uk) and visit the site at: [kent.connecttosupport.org](http://kent.connecttosupport.org)

The website has been developed in collaboration with people that access care and support and we are constantly seeking feedback, so please do use the online form to send through your own comments and ideas to be considered for further development. Find out how you can get involved in shaping adult social care and share your views, by joining the Your Voice Network. Visit [kent.connecttosupport.org/get-involved](http://kent.connecttosupport.org/get-involved) to register for updates.

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## BetterCare Support online self-assessment

Adult Social Care and Health (Kent County Council) have launched [BetterCare Support](#), an online self-assessment tool, to enable people to live independently and safely within their communities and home.



By answering questions about their social care needs, the tool provides people with information, advice, and guidance about the options and services available to them.

Other online resources:

- [Kent County Council Adult Social Care and Health website](#)
- [Financial Calculator to estimate how much you may need to pay](#)
- [Connect to Support, information, advice and guidance website with community directory](#)
- [Kent PA Personal Assistants website](#)

Please share and advertise these resources with your services and contacts.

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## Want to have your say on social care? Join the Your voice network!



If you aren't already a member, are interested in hearing more about social care in Kent and would like us to keep you updated about opportunities to get involved, receive our newsletter or link you up with our lived experience groups.

Please **[join our Your voice network](#)** online or contact **[makingadifference@kent.gov.uk](mailto:makingadifference@kent.gov.uk)** to speak to a member of the team.

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

**Our mailing address is:**

**[Stakeholderteam@kent.gov.uk](mailto:Stakeholderteam@kent.gov.uk)**