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Date:7 September 2023

Dear Member

**ADULT SOCIAL CARE CABINET COMMITTEE - WEDNESDAY, 13 SEPTEMBER 2023**

I am now able to enclose, for consideration at next Wednesday, 13 September 2023 meeting of the Adult Social Care Cabinet Committee, the following report that were unavailable when the agenda was printed.

**Agenda Item No**

12                    **Enablement and Support Services Update - To Follow (Pages 1 - 12)**

Yours sincerely

A handwritten signature in black ink, appearing to read 'Ben Watts', is written over a faint circular stamp.

Benjamin Watts  
General Counsel

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# Enablement and Support Services

Adult Social Care Cabinet Committee  
13 September 2023

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Barbara Rickman  
Assistant Director Enablement and Support Services

## Who we are

Kent Enablement at Home (KEaH) is a preventative service focused on enhancing quality of life. Care Quality Commission (CQC) registered service, rated Good. A recent CQC report acknowledged how KEaH is “a ‘well-oiled machine’ and had been fine-tuned over the pandemic period”.

## We provide

Services 365 days from 7am to 10pm. These are intensive, short-term targeted interventions for up to six weeks which assist people to regain, maintain, or develop personal and daily living skills within their home.

## We work with

Older people and people with a physical disability from the age of 18. We comply with the Care Act and apply eligibility at the end of our intervention, to identify any longer-term care and support needs required.

## We support

Adult Social Care Community Teams, providing additional support around carer breakdown and emergencies or during a crisis for our external providers who are not able to provide care.

We accept referrals from:

- Area Referral Service
- Occupational Therapy, in safeguarding issues
- Adult Social Care Community Teams
- GPs, hospitals and a variety of health partners

All our supervisors are Trusted Assessors.

86% of people accessing KEAH will not require a long-term care package after the enablement support.

KEaH prevents people from requiring long term care and support.

We undertake care needs assessments for people joining social care for the first time, and re-assess if their needs change, ensuring the least restrictive services.

# Kent Enablement at Home Facts and Figures July 2022 to July 2023

Making a  
difference  
every day

**5196** hours of support have been offered to people with support needs

Referral to start in KEaH = **5 days**

KEaH do not hold a waiting list

Utilisation = **74%** - (the % of capacity used by our teams)

Services in hours = **111,912**

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Initial Level of Need = **5.8 hours**

Final Level of Need = **0.9 hours**

Reduction in Needs = **85.3%**

People enabled back to independence **86.7%** (no further public support – no cost to Kent County Council)

**17%** of people with on-going needs further enabled by **24.8%**

Hilda passed on her thanks to everyone. Everyone has been lovely and very helpful. Knowing exactly when to step back and let her build confidence. Hilda is so pleased with how far she has come thanks to the service. Hilda said the comments from KEaH and our confidence in her ability has made her feel really chuffed with herself”.

“(…)may I say a great big thank you to all the carers that have looked after me for the last few weeks since my accident. You have all been so kind when visiting me in the mornings and have made my day through your kind attention (…)”.

“I think the service is very valuable and an asset to the community”

“Without the support of KEaH myself as full-time carer of my elderly mother would have broken down! The ladies visiting mum to assist and support her have been invaluable to us both (even though mum can't always see that!) I have looked forward to their visits as they have enabled me to get on with household matters which otherwise is often very problematic”.

“All carers were really nice people they treated me with dignity”

## Who we are

Kent Enablement Services (KES) are not a regulated service with CQC as the service does not deliver personal care.

## We provide

Short-term person-centred outcome focused service for up to 12 weeks, supporting with domestic tasks, shopping and food preparation training, budgeting, safety, accessing leisure activities, further education, social interaction and finding paid and voluntary work.

Needs led not diagnosis led, enable people with an overlap of conditions removing the need for multiple services.

Through a multi-skilled workforce.

Can reduce numbers of people needing or reducing the level of ongoing care and support.

Help Desk and Advice Line providing individuals with information and advice with benefits housing and sign posting.



## Central referral pathway

- Older people
- Adult learning disability
- Autism
- Mental health

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## Referrers

- Adult Community Placement Teams
- Older People
- Learning and Physical Disability
- Autism
- Young Persons Team 18-25
- Area Referral Service

## Face to face Support

Based on Supporting Independence Service (SIS) Contract basic rate £18.57

## Cost Avoidance

- April 2022- March 2023 = **252 hours avoided**

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**Recommended: £4,679.64**

- April 2023- August 2023 = **598 hours avoided**

**Recommended: £11,104.86**

## Cost Savings

- April 2022- March 2023: **20 saved = £ 371.40**
- April 2023- August 2023: **10 saved = £ 185.70**

## Help Desk

**Based on SIS Contract basic rate £18.57**

April 2022- March 2023: **270 hours avoided**

**Recommended £5,013.90**

April 2023 - August 2023 **170 hours avoided**

**Recommended £3,156.90**

## Advice Line

April 2022- March 2023: **55 hours avoided**

**Recommended £ 1,021.35**

April 2023 - August 2023 **10 hours avoided**

**Recommended £ 185.70**



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Kyle was referred for travel training as he wanted to travel to Mencap independently. Kyle was supported with researching the train times, using the ticket machine and reading the train information screens.



When Kyle was confident with this journey we travelled to other places by train and then by bus. He can now make use of his free bus pass. Kyle now travels independently and confidently.



With the support Kyle has now joined a gym, which he travels to by bus or train. Here he has made friends and enjoys improving his fitness

The Adult Social Care Cabinet Committee is asked to  
**NOTE** the content of this presentation

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