

Adult Social Care and COVID-19 Lessons Learnt so far:

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Introduction

The presentation sets out the impact that the pandemic has had on Adult Social Care Demand, the Social Care Market and workforce and Public Health Services, responses and solutions we have implemented, and the lesson learnt.

Send feedback to Stakeholder Engagement Manager, Lisa Clinton: lisa.clinton@kent.gov.uk

An activity was undertaken in Summer 2020 to pull together lessons learnt from across the Directorate and partner organisations.



150 lessons learnt were captured.



This included 78 lessons categorised as **positive** or **neutral** – “what worked well”

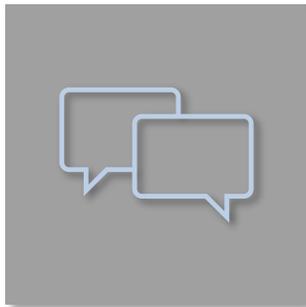


72 lessons categorised as **negative** – “what could work better”

In reviewing these lessons, several opportunities were identified to capitalise on some of the positive changes and innovations that various teams had adopted during the pandemic. The use of technology and remote / online ways of interacting were seen very positively by the people we support, who enjoyed the flexibility and freedom they could offer.

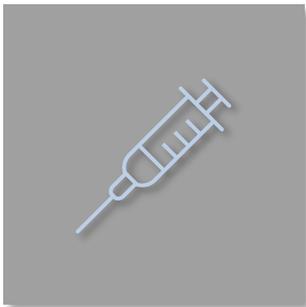
A selection of some of the positive outcomes as a result of responding to the pandemic are detailed in the next slides

Lessons Learnt – Top Themes



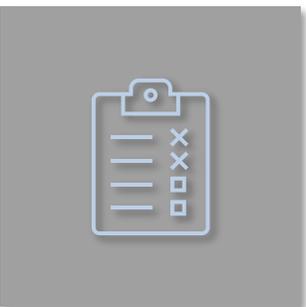
Communications

There were challenges in sharing information and guidance with staff, partners and providers. Often government information changed rapidly and came from multiple sources. We implemented bulletins and live events to clarify these messages from a single source. We have also been able to use communication to give information to staff and providers around Personal Protection Equipment, so they understand what is required of them to keep each other safe.



Vaccinations

The Government authorised the use of two vaccines for COVID-19, Pfizer BioNTech and AstraZeneca. This led to the start of the largest vaccination programme ever rolled out in the UK. The Kent and Medway Clinical Commissioning Group lead the roll out of the programme in Kent with support from Adult Social Care in line with the prioritised groups set out by Government.



COVID-19 Testing

There were 24 covid testing sites setup between November 2020 and March 2021 offering capacity of approximately 22,000 tests a day across the county. The sites were heavily used when they were opened and any variant appeared, but over a period of 11 months the sites were reduced as demand reduced to leave 2 sites open with a capacity of between 400 and 800 tests a day.



Infection Control Fund

The Adult Social Care Infection Control Fund was introduced in May 2020 with the Rapid Testing Fund in January 2020 to:

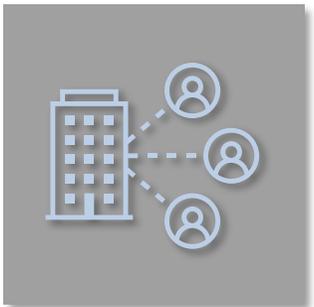
1. Reduce the rate of COVID-19 transmission within and between care settings through effective infection prevention and control practices and increase uptake of staff vaccination.
2. Conduct additional rapid testing of staff and visitors in care homes, high-risk supported living and extra care settings, to enable close contact visiting where possible.

Lessons Learnt – Top Themes



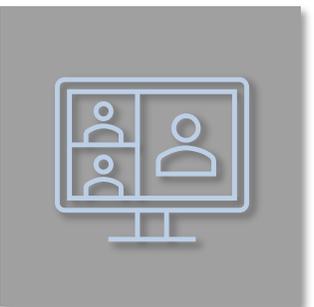
Information, Advice & Guidance

We learnt early on that many of the ways that people explored what support they could access, and the ways in which they engage with our service, could be convoluted and unclear. We are reviewing and improving all the access points to our services – our 'Digital Front Door' – to make it as simple as possible to find what you want, when you want it.



Providers / Working with the Market

We have seen a shift in types of commissioned services required, there now seems to be a national need for more care in peoples own home and people wanting more choice and control over the support they want. We are developing a further self-directed support offer and delivering services and support in new ways such as delivering day support differently, our inhouse services have expanded their offer to support the market and meet the persons needs, and we are working with smaller localities to look at what can be delivered .



Independence through Technology

It was evident that we did not have the right technology in place to support people remotely early in the Pandemic. A series of projects were started to explore different technological solutions we could implement that would enable social workers to engage with the people they support remotely and improve independence and wellbeing.



Workforce

We have seen challenges in the workforce in particular filling , personal assistant, homecare worker, senior care worker and nursing care worker roles. We are working with partners to recruit together and will be putting on a Care Summit in 2022 to discuss and explore options for the future. We have also worked with Care homes to help them become digital literate.

Independence through Technology

Making a
difference
every day



KARA

Kent, Alcove, Rethink Alliance

As part of a response to COVID-19, KCC investigated alternative ways of delivering Care and Support. Delivering elements of care virtually, minimises face to face contact and enhances the safety of our staff and service users. The Video Carephone can be delivered and set up remotely; The device is designed for those with little to no tech skills.



TEC

Technology Enabled Care

We have learnt by using KARA that people want more technology to help them be independent and stay in their own homes where it is safe for them to do so. We are exploring and testing the use of new technology, which can be used in place of, or to supplement traditional care packages and help people to connect with people they need to.

Examples include:

- *Wearable devices (such as smart watches)*
- *Assistive technology (such as video doorbells and medical dispensers)*
- *Apps for smart devices*

Winner...

Major Project Go Live – Rethink Partners

In March 2020, Rethink Partners, Alcove and Essex, Suffolk and Kent Councils launched a programme. Within 16 weeks it had equipped over 5,000 vulnerable adults with video 'carephones', so that they could talk to friends, family, carers and other professionals, via video, when they were unable to meet due to COVID-19 restrictions.

The strategy was to identify key groups of people, with the most need, to help them stay connected with their friends, family and care services. By the end of July 2020, the project had delivered 2,000 video carephones in Essex, 1,700 in Kent and 1,400 in Suffolk, allowing more than 1 million video calls to be made across the last 12 months.

The team also trained more than 750 health and care professionals, including those working in care homes and in the community, so they were able to support vulnerable people to use the technology and stay in contact with families and friends when contact was limited.



Discharge Pathways

Working collaboratively with partners including Kent and Medway Clinical Commissioning Group, Kent Community Health Foundation Trust and Medway Community Healthcare to review the discharge pathways across Health and Social Care in Kent and identify a set of priorities that can be delivered at pace to strengthen them.

Exploring a new system-based Bed Brokerage process in conjunction with the NHS - the goal of which is to ensure we take a joint commissioning approach when identifying, purchasing and placing people in short-term Nursing and Residential beds.



Resilient Communities

Build a dynamic directory offering information, advice and guidance. Developing and maintaining a strong relationship between communities and Adult Social Care.

Establish and develop a micro-provider market in Kent.

57% of the people Adult Social Care and Health have spoken have said our website is not easy to navigate. We also know that people want to be able to access information Advice and guidance in ways that meet their needs

AskSARA is an interactive platform that asks simple questions and provides suggestions of equipment that could help and directs people to where they can buy it.



MOSAIC Portals

A secure interface that will enable the people we support to engage with the services they receive more effectively and directly. They will be able to collaborate with the workforce directly, receive notifications, provide additional information and view their records.



Digital Front Door

KCC will introduce a new online channel that will allow the people of Kent to engage with our services. The aim is to provide access to information advice and guidance that will enable people to understand and meet their own care needs.

It will also look to improve Kent.gov and methods by which people can contact Adult Social Care for support.