

Here for you, how did we do?

Local Account for Kent Adult Social Care



Making a difference every day

September 2020 to December 2021, highlighting the achievements, improvements and challenges of KCC adult social care in Kent



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Introduction

Clair Bell, Cabinet Member for Adult Social Care and Public Health



Welcome to the local account for Kent Adult Social Care and Health, 'Here for you, how did we do'. It describes the achievements, improvements and challenges in adult social care in Kent from September 2020 to December 2021.

In our tenth edition, we're looking back on an exciting and challenging year for us all with a focus on how we've redesigned our way of thinking and shaped the future of adult social care together with people we support, carers, families, partners and our colleagues.

Our person centred approach gave us lots to reflect on and think about including successes to celebrate and areas we're working on improving together. It is also a time to reflect on our response to COVID-19 by our staff and the people we support.

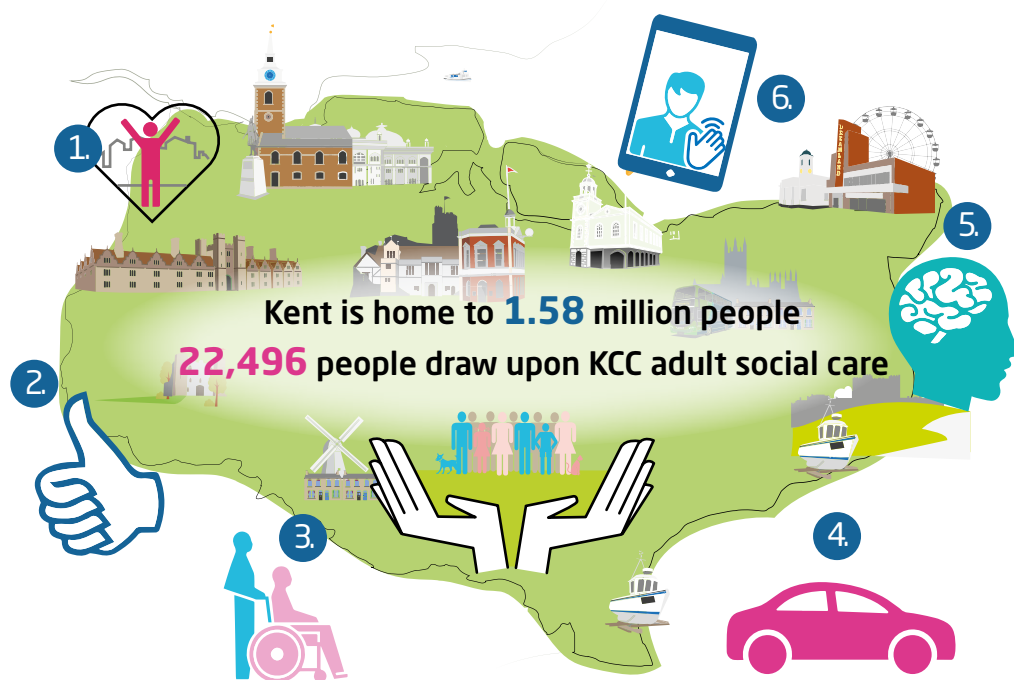
This year, we're highlighting the hard work of our teams and the resilience of our partners and communities, renewing our commitment to celebrating diversity and equality in adult social care. It is an exciting time for us, as we have co-produced our **Adult Social Care Strategy** with the public and we have continued to drive our **Making a difference every day** priorities forwards, supporting people to live as full and safe a life as possible and make informed choices in a place they call home.

Social care and health have never been more prominent in our daily lives. Our dedicated workforce has pulled together with our partner organisations, providers and communities to respond to some of the most challenging times in recent history.

Kent and its people

We value and celebrate diversity and believe it is essential to provide services which work well for all of us making Kent a great county in which to live and work. We will challenge discrimination and actively promote respect, understanding and dignity for everyone living in, working in and visiting Kent.







Equality is one of the key values underpinning the work we do - adopting a person-centred approach tailored to each individual so they can achieve the things that matter most to them. This means celebrating differences, treating each person with dignity and helping them to be safe and socially included, supporting their own sense of identity.



Key Facts

During the COVID-19 pandemic we were finding new ways of working to support people. Below are some key figures from this period.

We carefully monitored any changes in the experiences of people accessing community, residential and nursing services and worked hard to maintain the support given to the people who needed it most. We're committed to continually improving and you can view our regular performance reports online at kent.gov.uk.

<p>1. </p> <p>10,055 people received enablement services and 62% no longer needed support after the service.</p>	<p>2. </p> <p>24% of people arrange their own support with a direct payment, consistent with national figures.</p>	<p>3. </p> <p>33% increase in people who identified themselves as carers drawing support from adult social care.</p>
<p>4. </p> <p>36,000 Blue Badge parking permits were issued, keeping people mobile and independent.</p>	<p>5. </p> <p>20% increase in people supported by KCC Adult Social Care with mental health needs.</p>	<p>6. </p> <p>Over 6,500 people drawing on Technology Enabled Care Services each month.</p>

What we do

Kent County Council (KCC) has a responsibility to support people with specific needs to live independent and fulfilled lives safely in their local community. We do this by providing information, advice and guidance as well as support and services.

We offer support to the following groups of people who are over 18:

- People with physical disabilities
- People with sensory disabilities
- People with learning disabilities
- Older people
- People experiencing mental ill health
- People with autistic spectrum conditions
- People who provide care and support to friends or family
- People supported by Children's Social Services who are approaching 18 years old and may require adult social care support.

Making contact

You might want to talk to adult social care for the following reasons:

- You are finding everyday activities difficult to manage due to age, disability or ill health
- You are in hospital and have been assessed as needing adult social care to support your recovery at home
- You are moving on from children's social care and your social care contact is arranging your support
- Your doctor has referred you.

Once you have been referred or contacted us yourself, and you agree, we can complete a **needs assessment**. Once the assessment is completed we will work out if you are eligible for support from us. We do this by using guidelines and rules set by the government.



Find out more at: kent.gov.uk/careandsupport

How we do it

The example stories below aim to illustrate common journeys in social care and how people can be enabled to live a life focused on what's important to them.

Abdul, staying healthy and connected



- Community services
- Occupational therapy
- Enablement
- Blue Badge

I'm an information technology professional and an active member of the community. I volunteered with **Kent Together** to contact people who are feeling isolated during the pandemic and link them up with charities who could help. I'd like to keep doing this if I can.

I have regular hospital visits to monitor my health as I have a physical disability as a result of a serious accident, that means I need regular checks.

My consultant referred me to social care so that I can choose the best support for me to stay in my own home, as I need help with preparing meals and shopping.

I pay for my own care and I have been visited by the **KEaH** service who helped me to adapt my home with the support of the occupational therapy team. Now I can regain some freedom and get back to the things I love.

Bill, getting out and getting on



- Sensory services
- Carers support
- Community support
- Kara carephone.

I was happily married for 40 years to my wife Valerie and we loved visiting historic places together and socialising with our friends. I have a hidden disability – my sight and hearing has been affected, so Val was also my carer.

I lost her a year ago and it's been lonely and isolating for me as I miss her so much, and I can't go out without support to take my mind off things. I visited my GP and he referred me to the KCC adult social care team.

They listened to what I wanted to achieve and talked me through what support I could have, and now the Sensory Services Team are in touch with me.

They follow up with me regularly and were at the end of the phone during the COVID-19 lockdown in case I needed support to access any essential shopping or help to get to my medical appointments.

I've just been given a Kara tablet that helps me to stay connected and get in touch with my GP if I need to.



Find out more at: kent.gov.uk/careandsupport

Lizzie, moving on and moving up



- Transition support
- Supported accommodation
- Kent Enablement and Recovery Service
- Direct payments.

I love my life, my independence and I especially enjoy music and the arts. I'm 25, so have just moved from a young person's foster care placement to a shared house with other adults my own age.

I trust them, but I'm not completely settled and I've just started a new college course. Because of my learning disability, I can feel anxious about talking to new people on my course and to my new tutors.

My social workers put me in touch with the **Kent Enablement and Recovery Service** who are helping me to build my confidence in new situations, and I've joined a young people's support group in my community to meet people and expand my horizons.

I have asked to be set up with direct payments, so that I can choose the best option for me – this includes getting help through online support groups.



Find out more at: kent.gov.uk/careandsupport



Our Kent Enablement at Home service provide short term support to help people regain independence after hospital discharge or illness.

65% of people need no ongoing support after the service.

How did we do?

Despite the many challenges faced throughout 2021, in the delivery of adult social care, there has been much to celebrate.

As of 8 December 2021, the Directorate had received **168,168** contacts from **53,176** people and delivered:

- **67,847** Care Needs Assessments for 39,178 people
- **17,935** Reviews for 12,756 people
- **7,130** managed safeguarding enquiries.

Kent Adult Social Care is also currently exceeding the targets for several of its Key Performance Indicators:

- Proportion of people who have received short term services for which the outcome was either support at a lower level or no ongoing support – target: **65%**, current: **67%**
- Proportion of adults with a learning disability who live in their own home or with their family – target: **77%**, current: **82%**
- Proportion of KCC clients in residential or nursing care where the CQC rating is good or outstanding – target: **75%**, current: **83%**
- Proportion of older people (65+) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services – target: **82%**, current: **89%**.

Encouragingly, we have the largest group of **Social Work Apprentices** in the country, who have entered their second year of study and will be crucial to the realisation of our long-term strategic ambitions. Our focus on achieving excellent social work practice has been underpinned by learning from our Build and Test



Workforce Race Equality Standard

To support equality, diversity and inclusion, the directorate has participated in the Workforce Race Equality Standard, a national pilot to focus on the creation of a representative and supported workforce. The standard includes better health outcomes for all and improved access and experience for participating workforces.





Deprivation of Liberty Safeguards

These are a set of checks that are part of the Mental Capacity Act 2005, which applies in England and Wales.

The procedure protects a person receiving care whose liberty has been limited by checking that this is appropriate and is in their best interests.

Practice Model and the implementation of Practice Postcards training modules, which support ongoing learning and best practice by sharing experiences of social care through the real words of people we support.

In the **Deprivation of Liberty Safeguards** service, significant improvements have been achieved through the application of technology, driving change through performance data and deploying resources in a more innovative way. As a result, the service has successfully managed an increase in the number of applications received on a year-on-year basis and compared to statistical local authority neighbours. Kent now has one of the lowest values of months to complete outstanding cases.

In our **Occupational Therapy service**, the Principal Occupational Therapist has worked with Lead Occupational Therapists across health and social care in Kent and the Allied Health Professions Council for South-East England to develop an Occupational Therapy degree apprentice programme.

The programme is creating professional training opportunities for existing staff and developing the workforce for the future; there are now eight apprentice Occupational Therapists training at Christchurch and Brighton. Partnerships with providers of equipment and assistive telecare have also ensured that the Occupational Therapy service has maintained service delivery throughout the pandemic and has delivered 4000 pieces of equipment each week to Kent residents.



In the **Approved Mental Health Professionals (AMHP)** service, eight new AMHPs have successfully completed their training and been approved; the service is now fully recruited. The **Breathing Space** debt respite scheme has been successfully implemented and has been nationally recognised as a model of good practice which Kent has been asked to share. Additionally, the Quality and Standards team have responded to a Local Government and Social Care Ombudsman review to deliver 225 audits and reviews since August 2021. This work has also identified potential savings which will be further explored in 2022.

In **Strategic Commissioning**, Kent County Council (KCC) was nominated as a finalist for an award for its work on commissioning designated beds. KCC was one of the few authorities able to secure designated beds across the county during the pandemic, which ensured that people who were COVID-19 positive could be discharged from hospital to a designated bed for their isolation period. This reduced the risk of transmission and outbreaks in care homes and supported timely discharge from hospital when bed capacity was at its most critical.



Designing the future together

Creating our five year strategy for adult social care in Kent

In early 2021 we conducted co-production workshops to ask what's important to people we support, families, carers and our partners in adult social care.

Our person-focused vision and strategy summarise how we plan to make a difference every day and embed these positive changes over the coming years in a person centred approach. The aim is to work with people in Kent and all our partners to turn our ambitions into reality.

We gathered the views of the public and our staff on the adult social care strategy, which sets out what will be different, and outlines the principles we will follow to achieve our five-year vision of: "Making a positive difference every day, supporting you to live as full and safe a life as possible and make informed choices."

Throughout the engagement and co-production around the strategy, we gathered comments and reflections around the three areas that make up our Making a difference every day ambitions.

Our strategy's ambitions

Putting the person first - and always starting our conversation with the voice of the person, focusing on what the person can do and keeping them at the heart of everything we do; developing working relationships people can trust and helping them to achieve outcomes that are important to them.

You said

"This is fundamental - having seen the turmoil my parents went through when my father was ill before moving into a care home, and his wishes not always being taken into account. And since my husband has Parkinson's we realise ourselves that he will get worse as time goes on so we need to be aware of what is important to us to make the right decisions for the future."

Improving all the time - finding innovative ways of helping people and making sure that any support offer is tailored to the individual; learning from feedback from the people we support and building continuous improvements together.

You said

"I'm in agreement with this principle. This goes hand in hand with finding new innovative ways of helping people, increasing awareness of other services and offers of support that are available to help people achieve what is important to them."

Measuring what matters - understanding how we are making a difference to the life of the person we support by working with them, our staff and partners.

You said

"Good joined up relevant analytics are essential to review the effectiveness of different ways of addressing a particular need in real time; positive outcomes for individuals are what matter most."



Making a difference with technology

At the beginning of the COVID-19 pandemic in spring 2020, we worked closely with partners, Alcove, to implement a rapid roll-out of **KARA devices**. The devices are video carephones which enable voice and video calls, reminders, prompts and questions to be issued to people virtually.

The carephones have supported an alternative way of delivering care and support, supported adult social care in managing demand for care and support in the home services and given people the ability to stay in contact with family and friends throughout the pandemic.

As of our most recent figures, **1,890** devices have been deployed in Kent and have supported **1.24 million minutes** of video calling between formal and informal support networks.

By hearing the experiences of people who have received a KARA device, it has shown how valued they are and what a significant difference they have made in people's lives.

One carer, whose mother has received a KARA device, said that "the carephone became a lifeline for her communication to our family and helped her to feel she still had independence... I truly don't know how to put into words my thanks and gratitude to all involved [in the roll-out of the devices]".

Peace of mind with the Kent and Medway Carers Emergency Card

If you have caring responsibilities why not register for this free service. If you are suddenly taken ill or have an accident, anyone with you can call the number on the card and our staff will use the registration number to carry out a pre-arranged emergency plan.



Apply at:
kent.gov.uk/careandsupport

Kent Adult Carers' Strategy

Ahead of the formal **Kent Adult Carers' Strategy** consultation, we hosted a series of engagement and co production workshops for carers and the public. The points raised at these events and through earlier detailed research on carers in Kent, has helped us to prepare our draft 2022-2027 strategy.

As well as Making a difference every day to people we support and putting the person first, It is essential that we hear the views of people from different communities and caring situations. That includes the valuable views of any unpaid carers who currently work at Kent County Council and people who have experience of working with carers.

You said "Whilst putting the individual first is important there also needs to be consideration for other family members. For example an individual might wish to return or remain in the family home and the primary carer may no longer be able to cope."

"I think that making a difference to the lives and supporting carers is vital to improve the service. Carers need to be supported too as they are important to the cared for person's life."

new



Innovating our care and support to make a difference

In light of Making a difference every day and enabling people to live a full and independent life, we've employed Technology for Independent Living Facilitators, Matthew and Lisa, to provide advice on everyday digital solutions such as voice assistants like Alexa, apps and the video carephone, KARA.

Their role has been designed as part of our innovation approach – working with staff and people we support to consider how technology can be used to empower and support independence.

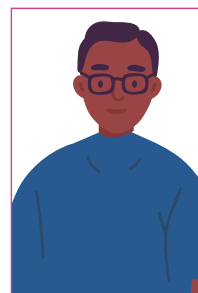
Here are two stories demonstrating how Matt and Lisa work with people who draw on adult social care to help build confidence and awareness of technology that can be used to improve everyday situations and how small changes can make a big difference.

Enabling Mr P to manage his life in a way that works for him



Mr P lives alone, and awaiting for a home care package to manage his physical needs. He was unable to read and write and had no regular support to help him go through his correspondence. A consequence to this was that he missed health appointments and benefit appointments which had a significant impact on his life. The tech facilitators were contacted to see if there were any technology solutions available. They advised a C-pen reader. This device when run over letters can scan what's on the page and read out the content. This has enabled Mr P to manage his correspondence and life better, reducing the need for additional support with his paperwork.

Mr K taking control over his health needs



Mr K lives on his own, is registered as visually impaired and has diabetes. Mr K has no family support networks and was being supported by Kent Enablement at Home (KEaH). Through KEaH supervision meetings, it was highlighted that Mr K was not managing his diabetes. His worker explored this with him and discovered that this was because he was unable to see his readings when testing his blood glucose levels. Through discussions with the tech facilitator, we were able to offer advice on a talking blood glucose monitoring device which would read the results aloud. This was a positive, low-cost solution which would enable Mr K to better manage his health and support his enablement.



Ask SARA

The AskSARA interactive website has now gone live.

It supports people to choose home adaptation as and assistive equipment easily through a series of simple questions.

It is complimented by our **Kent Connect to Support** website which offers a one stop shop for information and advice.

See page 28 for full details.



Responding to COVID-19

The Adult Social Care Directorate and provider market continued to work very differently in 2021 as a result of COVID-19. Adult social care now faces significant market sustainability issues due to a combination of factors. This includes recruitment and retention challenges in the sector and supporting people who are reaching our services with increasingly high levels of need. This is resulting in increased waiting times for services, particularly in care and support in the home.

Another key area that has seen significant growth in demand is mental health support. The level of demand accelerated during the pandemic and continues to grow; over 1,200 people received support from July to September 2021 and the majority were supported through **Supporting Independence Services** and Supported Living. Not only has the number of people needing assistance increased, but so has the amount of support per week required: on average 25.4 hours per week were provided compared with 18.4 for the same period last year.

However, the pandemic has also accelerated collaborative working with our system partners including the NHS and providers. Effective partnership working has enabled the Adult Social Care Directorate to take a holistic approach to managing system pressures and joined-up working has allowed us to make the best use of resources across organisations.

Government funding streams, including the Infection Control Fund, Hospital Discharge Funding and Workforce Recruitment and Retention Fund have been made available to support the local authority in managing specific pressures. Whilst much of this funding has been passed directly to the provider market, the Department of Health and Social Care Workforce Fund has supported a number of positive initiatives including:

- **8,000 CareFriends app** licences for providers to support recruitment
- enabling **18 residential homes** to undertake the Care Home Appointed Practitioner 10-week program, resulting in **92 care workers** gaining new health and clinical skills which will support better quality care
- **10 open webinars** on the topic of 'Resilience in a Time of Covid', which enabled workers to recognise symptoms of stress and anxiety and offered them self-help techniques
- Additional Health and Wellbeing group sessions for workers who required additional support. This enabled seven people to access one to one sessions with a counsellor
- Programmes for **80 managers** and care workers covering topics including managing grief and bereavement during restrictions, end of life care and caring beyond.

Managing COVID-19 remains a priority, but the vaccination programme has had a positive impact. Public Health have supported the vaccination roll-out throughout 2021 via campaigns and public messaging in conjunction with NHS partners and have used behavioural insights to inform this approach.

Looking forward

Improving independence with self directed support

In light of enabling people to live a safe and independent life, we have planned a number of direct payments 'game changer' events in 2022 with the aim of empowering our colleagues, where it's the best option for the person they're supporting, to encourage people in choosing direct payments as an option for their care and support. We also want to work with people to understand and share some of the great stories that demonstrate how direct payments make a difference to people's lives.

Direct payments - game changer

Direct payments are a game changer, and should empower people to take more control of their support. Getting this right is so important, as it will help us put the person at the centre so they can make choices about what helps them lead a full life.

We're also forming a Direct Payments Involvement Group to give people in receipt of direct payments, carers and personal assistants a chance to share what the challenges and opportunities are for self directed support and help us to shape the future together. On our website (kent.gov.uk/careandsupport) you can watch recipients of direct payments, share the difference that direct payments make to their lives.



"My life is beautiful, but it could always be better"

Direct Payment recipient



new

The Kent Care Summit will shape how we design a thriving care market in Kent.

Co-producing the direction of care in Kent

In March 2022, we hosted the Kent Care Summit where we will be joined by adult social care, carers, the care market, voluntary sector, Health and national organisations to share care sector insights, people's experiences and their visions for the future. There were a number of break out sessions with attendees and look to take their thoughts and feedback forward to build into our future plans in adult social care.

One of the key things we look to develop from this event is our Commissioning Strategy. We hope to set up a group of volunteers who are keen to continue the conversation and look at co-producing our priorities for how we will work in the future and the type of support we'll provide.

The Commissioning Strategy will illustrate how the current market needs to change to become more flexible and person centred, giving people more choice and control over the support they receive to live the lives they want to live. It will align closely with the Adult Social

Care Strategy and Kent Adult Carers' Strategy and will feature **Social Care Futures'** five key changes throughout.

Working with our local communities

One of the areas we'll be focussing on in 2022 is supporting the development of micro-enterprises in Kent. We'll be working with social enterprise, Community Catalysts, who work with local authorities across the country to develop micro-enterprises that are innovative, responsive and able to develop and fill gaps in local care and service provision.

Micro-enterprises are very small providers. They could be single entrepreneurs, social enterprises or cooperatives with less than eight full time equivalent employees. They are essentially local people helping other local people who need some help and support to live and stay at home or to have a good life in the community. We look forward to working with Community Catalysts in the near future.



Our People's Panel, Learning Disability Partnership Board and Your Voice Network are here to make your voice heard in adult social care.

With you



Your voice does make a difference

We're always looking for innovative ways to improve our services, respond to change and work with and listen to the people of Kent and work in partnership with other organisations to deliver the best possible results.

You may have experiences you can share with us because you have had support from adult social care services, you might be caring for someone who needs some extra help or you might just want to tell us your ideas for how we can do things differently.

Whatever your reason, get in touch to help us to shape the future of social care - we're listening.

We launched the Your voice network campaign to recruit people to a special interest group for adult social care and work together to shape the future of Adult Social Care.

We currently have 127 people signed up to our network and we hope you will be part of it.



Join us! Email: makingadifference@kent.gov.uk

Glossary

Adult Social Care Strategy: Our plan for the next five years 2022 to 2027 on how we will deliver adult social care in Kent.
Available at www.kent.gov.uk/careandsupport

Adult Carers Strategy: Our plan for the next five years 2022 to 2027 on how we will support adult carers in Kent.
Available at www.kent.gov.uk/careandsupport

Approved Mental Health Professional (AMHPs): Specially trained social care practitioners specialising in mental health crisis services.

Blue Badge: A national scheme of parking permits enabling people to park in designated bays closer to shops and destinations.

Breathing Space: A debt management scheme developed to support people experiencing a mental health condition.

KARA: Video care phones enabling people to keep in touch with carers and much more.

Kent Enablement at Home: A short term service to support people regain independence after illness or a hospital stay.

Kent Enablement and Recovery Service: A short term service to support people who have a mental health condition to gain or regain independence.

Kent Together: A service set up to support people through the COVID-19 pandemic.

Making a difference every day: Our approach in Kent Adult Social Care to continually improve and innovate our services.

Technology Enabled Care: A number of technologies to support and maintain independence including Telecare, Telehealth, apps and much more.

Supported Independence Services: A broad range of services to maintain and support peoples independence in a place they call home.

Social Care Future: A growing movement of people with a shared commitment to bring about major positive change in social care services. <https://socialcarefuture.blog>

Further information

Email and website

You can email us with queries or questions about any of our services or information.

Email: social.services@kent.gov.uk or see our website at:

Website: www.kent.gov.uk/careandsupport

Ask SARA

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<https://kent.connecttosupport.org>

Telephone our contact centre

Telephone: 03000 41 61 61

Text Relay: 18001 03000 41 61 61

For more information on the Local Account

email: kentlocalaccount@kent.gov.uk

Find our more on www.kent.gov.uk and search 'local account'.