



10th February 2021

COVID-19 Commissioned Public Health Services Briefing

Dear KCC Partner,

This is a one-off briefing to update you on the current service levels of Commissioned Public Health Services considering the continuing Covid-19 pandemic.

Following the announcement of England's third national lockdown on the 4th of January, we would like to assure partners that KCC's commissioned Public Health services continue to operate and are open for referral. With the current closure of schools and colleges, it is important that referrals into services supporting children and young people continue.

This briefing provides information on the current service offer and referral routes for various Public Health services.

Future live updates will be via the [Coronavirus service updates page](#) on the KCC website. If you require more information, contact the provider directly. For all other COVID-19 queries, see the end of this briefing. Please note that the situation is changing **rapidly** and updates will be released as required so it is recommended that you regularly check the [Coronavirus service updates page](#).

Thank you for your ongoing co-operation in following the Public Health measures during these challenging times.

Useful Resources:

- [NHS Coronavirus Website](#) - latest NHS information and advice about Covid-19.
- [Public Health England COVID-19 Promotional Materials](#) - leaflets, posters, guides etc.
- [Kent Resilience Hub](#) – aimed at parents of children aged between 10-16. It has a range of helpful articles, tools and resources for parents and carers, so that they can increase understanding and find tools and approaches to help build a child's resilience.
- [Kent Multi-Agency Mental Health and Wellbeing Hub](#) - suggestions for individual and family wellbeing including local activities, inspiration, and a list of resources and services.

Below is the current position for KCC Public Health Services as of 20th January:

Sexual Health: Sexual health services are still operational across Kent through Sexual Health Clinics, Community Pharmacy, GPs, and online services. Sexual Health clinics operate an appointment only service, triaging patients via telephone and organising appointments based on client risk. Where appropriate direct clients online via the [KCC Sexual Health website](#) where they can access a range of sexual health services including [online STI testing](#) and [condom distribution](#).

Restrictions on capacity may result in sexual health services being **unable** to offer appointments for non-emergency Long Acting Reversible Contraception (LARC), vaccinations (i.e. HPV, Hep B), repeat contraception which will result in increased waiting

times.

For more information, call the provider using the following numbers:
0300 790 0245 (East Kent) Phone line open 8am-5pm (Monday to Friday)
01622 225713 (West Kent) Phone line open 8am-10am (Monday to Friday)

How to refer or signpost clients in light of COVID-19:

- Communicate the importance of responsible sexual behaviour.
- Direct clients to online services for condoms, STI testing, and wider sexual health information.
- Call the sexual health service using the above numbers if the need is urgent (i.e. exposure to HIV, emergency oral contraception) where patients will be triaged and either allocated an urgent appointment or signposted to a nearby service (such as community pharmacy) for their care needs.
- Clients that may require HIV Post Exposure Prophylaxis (PEP) treatment can also attend A&E and should do so within 72 hours of exposure.

www.kent.gov.uk/sexualhealth.

Adults' Public Health Services:

Substance Misuse Services: Substance Misuse Services are open and accepting all new referrals. Service delivery is predominantly virtual at present; however, service users will be seen face to face if there is concern around risk or vulnerability. Clinical assessment will continue to take place for high-risk service users, whilst adhering to government guidelines on social distancing and infection control at all times.

Change Grow Live (CGL) in West Kent and Forward Trust in East Kent, are continuing the changes to their prescribing regimes for some service users on an Opiate Substitute Therapy (OST) medication (Methadone and Buprenorphine). As a result, there will be an increase in the take home supply of medication. Service users are being reminded to safely store all OST medication in the lockable box that has been provided by the substance misuse services.

Needle exchange services are still running within the drug and alcohol services and in local pharmacies. The services are also offering postal needle exchange and Naloxone supply to service users that require it.

How to refer or signpost clients in light of COVID-19: Forward Trust (Ashford, Canterbury, Dover, Folkestone & Hythe, Swale and Thanet)
For more information call 0300 123 1186 or visit <https://eastkentdrugandalcohol.org.uk/>

CGL (Dartford, Gravesham, Maidstone, Sevenoaks, Tonbridge & Malling, Tunbridge Wells)
For more information call 0330 128 11133 or visit <https://www.changegrowlive.org/>

Residential Recovery Housing: The Recovery Housing service is accepting referrals and operating an active waiting list. Assessments are being carried out and individuals are being moved into the properties. 15-minute wellbeing appointments are being delivered face-to-face for all service users on a weekly basis. All other key work and groups are currently being delivered virtually. Staff presence on-site is being closely monitored and minimised to one member of staff per property throughout the day.

How to refer or signpost clients in light of COVID-19: Check the KCC [Coronavirus service updates](#) page for further announcements.

Health Checks: KCHFT's core team continue to provide Health Checks, with the outreach programme being stopped at this time. The offer is significantly reduced within primary care, with most GPs and pharmacies temporarily pausing Health Checks delivery.

How to refer or signpost clients in light of COVID-19: Direct potential clients to the [One You Kent](#) and / or [Live Well Kent](#) websites.

One You Smokefree Service: New referrals **will be accepted**, with clients being offered support by telephone, **0300 123 1220** or oneyou.kent@nhs.net. All face-to-face sessions and support groups have been suspended. To ease the unprecedented demand, please do not direct potential clients to pharmacies or GPs.

How to refer or signpost clients in light of COVID-19: Promote the [One You Kent](#) website for information and the smokefree app, submit *essential* referrals via: 0300 123 1220 or oneyou.kent@nhs.net.

One You Obesity and Lifestyle Services: New referrals **will be accepted**, clients can choose to have on-line support via Telephone, email or individual or group video calls.

Referrals for the service will be **via the online referral form** at [One You Kent](#).

Clients can also call 0300 123 1220 to speak to an advisor who will be able to talk through options and direct them to their local service or they can email oneyou.kent@nhs.uk and an advisor will contact them.

Please note that online services will replace face to face delivery until further notice.

To ease the unprecedented demand, please do not direct potential clients to pharmacies or GPs.

How to refer or signpost clients in light of COVID-19: Promote the [One You Kent](#) website and apps, Live Well websites and submit essential referrals via the **online referral form** at [One You Kent](#) or by phone on 0300 123 1220 or by email oneyou.kent@nhs.net.

One You Kent Ashford shop: The One You Kent shop in Ashford is now closed to the public, and all groups and events have been postponed. Promote the One You Kent and / or

Live Well Kent websites, submit essential referrals via 0300 123 1220 or oneyou.kent@nhs.net for Ashford residents.

My Quit Route (Smoking) and Lower My Drinking (Alcohol) apps:

Both apps are available free to residents with a Kent postcode over the age of 18.

My Quit Route is an app that supports people to quit smoking. It guides and prepares people towards a quit date whilst providing advice and behavioural support to develop the skills required to stay smoke free for the long term. It can be used as a stand-alone intervention or as continuous, on demand behavioural support in combination therapy with NRT, medication or e-cigarettes.

The Lower My Drinking triage site and app supports people to reduce their alcohol consumption to within low risk levels and to prevent alcohol-related harm. The confidential and personalised platform supports users to set drinking goals, provides advice and support to track alcohol consumption, and to understand the risks of drinking above lower risk amounts. The behavioural change features support users to understand and address the underlying reasons for their drinking and to make long-term lifestyle changes.

How to refer or signpost clients in light of COVID-19: Clients can download both apps from the Google Play and Apple App Store, using the below links.

My Quit Route (Smoking): <https://www.kent.gov.uk/social-care-and-health/health/one-you-kent/quit-smoking>

Lower My Drinking (Alcohol): <https://www.kent.gov.uk/social-care-and-health/health/one-you-kent/drink-less>

Postural Stability Service: Referrals are open and will be triaged by the provider who will then contact the client to arrange the next steps. Currently, classes are being delivered virtually.

How to refer or signpost clients in light of COVID-19: Submit new referrals via the [online referral form](#).

Children's Public Health Services:

Targeted Relationships: Barnardo's offer the BeFree Positive Relationships Service which is for 10–18-year-old females, including transgender individuals, living in Kent, who are at risk of experiencing unhealthy or abusive relationships.

The service is still accepting referrals but are no longer providing face-to-face sessions; all sessions are now tailored to digital and/or telephone delivery, whichever the young person prefers.

The service is still operating at full capacity and waiting times are typically expected to be no longer than 6 weeks.

How to refer or signpost clients in light of COVID-19: Submit new referrals via the [online referral form](#).

Kooth: Kooth continue to deliver free, anonymous, online counselling to 10-16 year olds across Kent via instant self-referral at www.kooth.com.

Counselling can take place via chat or messaging along with fully moderated forums and access to an online magazine offering self-help resources. COVID-specific content is available which responds to the presenting needs of young people using Kooth.

How to refer or signpost clients in light of COVID-19: Submit new referrals at www.kooth.com.

Young Person Substance Misuse Service: The service is accepting referrals and offering support mostly via digital means (video calls). Each new service user is risk assessed, which helps to inform the sort of intervention they should receive, taking into account the young person's wishes and needs.

How to refer or signpost clients in light of COVID-19: Referrals should be made via the We Are With You website or a DUST Form. <https://www.wearewithyou.org.uk/services/kent-for-young-people/>

Health Visiting and Infant Feeding Services: All families with a new baby will continue to be offered a face-to-face appointment delivered in the family home (wherever possible) between 10 - 14 days after the birth of their baby. Pregnant women will be contacted by the service to offer support and to promote the district Duty Line.

All development checks are being delivered. Most checks are being delivered virtually either by video call or telephone and some are being delivered face to face based on need.

Parenting groups and drop-in clinics remain suspended until there is a change to COVID guidelines nationally. Free online (Solihull) parenting courses, including an antenatal course, can be accessed at www.inourplace.co.uk using the access code 'Invicta.'

All other contacts will be triaged via the local health visitor duty line. Support can then be offered virtually or via a local bookable clinic appointment. The district duty telephones lines can be accessed by families between 9am and 5pm Monday to Friday. **Families and professionals are encouraged to contact the duty line if they have any concerns.**

Support for vulnerable and high-risk families will continue to be predominately face-to-face and informed by a risk assessment. These will be in clinic or at home for all contacts.

How to refer or signpost clients in light of COVID-19: If mothers, babies and their families need advice or support from a health visitor please ask them to call their local Health Visitor team duty line.

Calls will be triaged and, where appropriate, families will be offered a local bookable clinic appointment. More information is available at the [Kent Health Visiting service web page](#). Regularly check the [KCC Coronavirus updates page](#) for more information.

Families referred to the Specialist Infant Feeding Service are triaged remotely and continue to be risk assessed for face-to-face contact in a clinic or at home. Breastfeeding drop-in groups are suspended and clients can access information and support via websites, social media, a health visitor, or a specialist service.

<https://www.kentcht.nhs.uk/service/kent-baby/specialist-breastfeeding-service/>.

Online support has been enhanced at [We Are Beside You website](#)

How to refer or signpost clients in light of COVID-19 Signpost clients to www.wearebesideyou.co.uk and @besideyoukentmedway on [Facebook](#) and [Instagram](#). Clients requiring support can also refer themselves to the service using the [self-referral form](#).

Primary & Adolescent Kent School Health Service and the Children and Young People's Counselling Service:

The service continues to provide support for children and young people's physical and emotional health needs, including those who do not attend school.

Service updates and changes

For those schools with whom the service had booked to deliver screening for the National Child Measurement Programme and Vision programmes for Year R students, please be advised that these bookings are now postponed. The service will work to reschedule sessions once schools are fully reopened.

Hearing screening will continue to be delivered as planned in April (subject to further school closures).

For those schools with whom the service had booked to visit to deliver Year 6 Health Needs Assessment questionnaires and drop-in clinics, please be advised that these bookings are now cancelled. The service will work to reschedule sessions once schools are fully reopened.

The School Health Service continues to offer support and packages of care to children and young people across a range of health needs including emotional health. Further information is available at <https://www.kentcht.nhs.uk/service/school-health/>.

The rest of the service continue to operate to support you and your communities.

How to refer or signpost clients in light of COVID-19:

Refer a young person: Refer young people for a general health concern or for emotional wellbeing. Submit all referrals via the [online referral form](#).

For more information, contact nem-tr.kentchildrenandyoungpeoplehealthservices@nhs.net or call 0800 0113 474.

- **Unsure whether you need to make a referral? You can call and speak to one of the team** to receive a consultation to help ascertain if a referral is needed – call 0800 0113474 between 8am and 6pm. You can also download and use the [map for navigating the 'Kent Emotional and Wellbeing System'](#) to signpost a CYP to the most appropriate service for them.

Young people aged 11 – 19 can also text the School Health team about any concerns or

health issues on 07520 618850. The number is monitored Monday to Friday, 9am to 5pm.

Young people can also visit the [Kent Youth Health website](#) for health information and available services on a range of health needs.

Stay up to Date with KCC Developments:

Please visit www.kent.gov.uk and <https://kccmediahub.net/> for the latest information from KCC, and also @[kent_cc](#) on twitter and @[kentcountycouncil](#) on Facebook.

All Other COVID-19 Related Queries:

Contact PHBusinessSupport@kent.gov.uk with the subject '**COVID-19 Query**' with details of your query, and you will be directed to the appropriate individual.

Yours faithfully,



Andrew Scott-Clark
Director of Public Health



Victoria Tovey
Lead Commissioner for Public Health