

COVID-19 Weekly update

NHS
Lancashire &
South Cumbria
NHS Foundation Trust

We are
LSCft

March 30, 2020

Dear colleagues,

Thank you for all the positive feedback we received about this update last week, it was much appreciated and good to know this information is so useful.

We'll continue to provide a snapshot weekly of the activity carried out by Lancashire and South Cumbria NHS Foundation Trust (LSCFT) over the past week in response to the global coronavirus pandemic, but can increase or decrease the frequency as appropriate over the coming weeks and months.

Please feel free to ask any questions, give us your feedback, ideas, suggestions and, indeed, share this with any colleagues who might find it useful.

Caroline Donovan

Chief Executive

Lancashire and South Cumbria NHS Foundation Trust



HEADLINES

We continue to make significant progress in our response to the global COVID-19 pandemic including the introduction of seven day working in the incident management room, which is physically staffed by a multi-disciplinary team between 8am and 8pm and led each day by a member of the Executive Team. We also continue to provide an update to staff sharing key information every day, including the latest guidance on use and availability of PPE.

We have begun to broadcast updates from the Chief Executive to everyone across the Trust and are inviting and answering questions every day. In spite of significant staff absences, we have been absolutely blown away by the unwavering commitment, dedication, amazing teamwork and compassion shown by colleagues.

RESPONSE OVERVIEW

PPE Ensuring we have the appropriate PPE remains a high priority for the Trust. We are following and sharing the latest national guidance with staff in a variety of ways including through video and digital content.

VISITING In line with national guidance, we have taken the really difficult decision to suspend face to face visiting on our wards, except for parents visiting children and those with families receiving end of life care. This is to protect everyone currently receiving inpatient treatment from being exposed to the virus and, of course, reduce the risk to everyone from the team that is based in these settings. We have invested in technology for wards including tablets and smart phones to help people keep in touch with their loved ones

SOCIAL DISTANCING As many staff as possible are now working from home and we have moved all services where it is appropriate to do so to telephone or video consultation. Many clinical teams have suspended face to face appointments but are utilising new and innovative technology to continue to provide care and support to people. We have also relaxed our policy for those currently on maternity leave to allow them to return earlier than planned to a business continuity role required to support the coronavirus response.

STRENGTHENING OUR FRONTLINE SERVICES We have asked all staff to be aware that they may need to change the way they work or even their role in the weeks ahead. We are aware we are going to need as many people as possible to contribute to patient care and to support redeployment that support this we have established a Trust-wide clinical skills register. This includes those that work in a non-clinical role, have clinical skills (or a professional registration) who will all potentially have a role in help to meet the needs of service users and patients.

24/7 PATIENT ADVICE LINE We have extended our existing external telephone helpline to provide support 24 hours a day, seven days a week. This is to help reduce the number of people ringing 111 and accessing services through other pathways. The helpline offers emotional support and a listening ear to anyone who is suffering from stress or anxiety or to people who may be feeling lonely and isolated during this time. The service is available to everyone in Lancashire and South Cumbria and can be contacted **on 0800 915 4640 or by texting 'HELLO' to 07862022846.**

MENTAL HEALTH URGENT CARE CENTRES Along with a number of organisations throughout the country the Trust is reviewing the pathway for people who require urgent support with their mental health needs following their attendance at A&E departments. A mental health urgent care centre will be established in each Integrated Care Partnership (ICP) locality as soon as is practicable. From a process point of view, mental health patients presenting in A&E will be triaged and if they have no COVID symptoms or physical health symptoms such as self-harm or overdose will be immediately conveyed to their respective centre where further assessments can take place. Those individuals with COVID symptoms or physical health issues will remain in A&E to receive input from the appropriate professionals, liaison staff or the acute hospital team. Further updates on these key developments will continue to be provided.

ESTATES We have reviewed the current operational and estate-related issues from a COVID-19 risk perspective and will be consolidating PICU beds across the Trust due to staffing levels. A review of dormitory accommodation has also been carried out. Where possible dormitory arrangements which do not allow effective social distancing between patients and increase the risk of the virus being passed between people will be phased out and single room accommodation created.

DISCHARGE TO COMMUNITY The Trust is part of the ICS' out of hospital community cell which aims to create capacity across the system by progressing the safe discharge of as many people as possible from inpatient settings into community-based care in accordance

with the NHS England directive. We are working collaboratively within each ICP locality to ensure there is a clear menu of services and support available to manage the surge in demand for home based treatment and other community services.

CHANGES TO OUR SERVICES TRUST WIDE AND BY LOCALITY

CHANGES TO SERVICES The following steps have been taken in Lancashire and South Cumbria NHS Foundation Trust:

- We are prioritising mental health patients at admission in acute wards and A&E to minimise the time spent by these patients in the wards
- Secure service assessments will now be undertaken using video conferencing instead of using face to face appointments
- The forensic inpatient service is restricting admissions to those under the forensic community mental health team assessed as requiring urgent admission, those in a non-hospital setting i.e. prison assessed as requiring admission and those who are assessed as being unmanageable in a PICU environment
- Perinatal, rheumatology and older adult services will be moved to video consultation with high risk service users where appropriate
- The living skills service provided by our community teams in Pennine, Central and West Lancashire have been suspended
- We have engaged a company called Language Empire to provide telephone interpretation as an alternative to face to face discussions with people

South Cumbria

- The Community Learning Disability Team and Adult Social Care in South Cumbria are now working together to maintain support to vulnerable families and carers
- The Memory and Later Life service in South Lakes has suspended memory assessments and all annual cognitive enhancer reviews unless urgent

Central Lancashire

- Phlebotomy clinics have been remodelled to be able to operate from a reduced number of sites
- The way patients take leave from our Guild Lodge facility in Preston has been amended to reflect government guidance which aims to reduce the time people spend outside and to prevent service users from gathering with peers from other wards
- We are going to reduce the number of people seen in treatment rooms and focus on priority care only to release staff to other areas in the trust

Fylde Coast

- Blackpool Local Authority Clinical Psychology Service will reduce face to face contact and move to Skype/telephone consultations and assessments

The Bay

Lancashire County Council education colleagues who are usually based at the Cove have moved to a temporary distance learning approach

- The Cove will continue to allow immediate family to visit children being treated as inpatients

Southport & Formby

- The Intermediate Care and Re-ablement service (ICRAS) is offering telephone consultations for routine patients and only visiting priority patients, as well as supporting discharge planning in Southport District General Hospital
- Those requiring treatment for bladder and bowel issues will now be provided with support on the telephone instead of face to face appointments

SUPPORTING OUR STAFF

MANDATORY TRAINING AND INDUCTION To reflect the latest guidance we've made some changes to both our induction and mandatory training. This will ensure that new colleagues and those re-joining us receive the right training and support in the most appropriate way. We've suspended all unnecessary face to face training apart from Enhanced Life Support (ELS) and Basic Life Support (BLS).

TEXTING AT CRITICAL TIMES The Trust has a system in place to text all of our business phones. We will be using this where it is critical for us to get information to staff and are in the process of adding personal mobile numbers to our database by consent with colleagues.

NATIONAL HELP All Trust staff have now been made aware that NHS colleagues nationally have free access to a number of wellbeing apps until the end of December 2020 to support mental health and wellbeing.

LISTENING INTO ACTION We have rekindled our Listening into Action app to provide a forum for staff to raise concerns, issues or questions. Their feedback will be collated twice weekly and used to inform operations and our communications programme. We will also be able to access themes from other NHS organisations.

WORKPLACE The Trust is utilising the Workplace platform (provided by Facebook but restricted to individual organisations) to provide a safe space for colleagues to share information, ask questions or post tips. Caroline is also using the platform to share information about her visits to teams on the front line and has been filming 'Workplace Lives' (similar to Facebook Live) where colleagues can ask and make comments in real time.

HR SUPPORT We now have a seven day staff helpline in place. Anyone with questions about whether to self-isolate is asked to ring in before a conversation with their line manager and will be taken through a clinically-based algorithm to determine the next steps. It is hoped this will enable the Trust to advise appropriate self-isolation, where people can remain in work or if working from home is the best option to keep as many essential staff at work as possible.

CLEAN DESK POLICY We have instructed everyone to leave their desk and workspace as clear as possible every night so that our cleaning team can make sure it is properly sanitised.

