

SERVICE CHANGES IN RESPONSE TO COVID 19

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Health Lead**

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Supporting people to be Safe, Well and at Home

We support people to lead independent, healthy lives

OBJECTIVES

Objective 1:

- To prioritise health, safety and wellbeing of staff

Objective 2:

- Identify/maintain and continue to run high quality, responsive and effective safe critical

Objective 3:

- Develop workforce for priority mobilisation and redirection from non-critical services to LSW/

Objective 4:

- Set up a scalable community and inpatient staff testing service

Objective 5:

- Maximise digital contact and virtual services for patients to prevent spread

Objective 6:

- Maximise performance of critical services in LSW

Objective 7:

- Maximise performance of critical services in the system/mutual aid to local health and social

Objective 8:

- Implementation of new discharge from acute hospital model

Objective 9:

- Support high risk patients/individuals in self isolation and care home resilience

Objective 10:

- Staff have essential tools and equipment

Objective 11:

- Maximise learning for future state to aid recovery

Objective 12:

- Ensure Board assurance plan – April – July 2020

This framework has been:

- implemented to ensure there is a consistent approach in prioritising services during the COVID 19 period
- adopted from the work being completed by DPT to ensure there is a consistent approach across Devon

PRIORITISATION FRAMEWORK 2/3

In prioritising services and people who use those services, we considered the following principles:

- Prioritisation should be undertaken only if demand for services is greater than the resource available to meet it
- Prioritisation should last only as long as necessary
- Prioritisation considerations will be kept under constant review with regard to a dynamic response to wider system demands
- Prioritisation will be based on the minimisation of harm to the population. Within this we will prioritise reducing harm to others above that harm to self, with consideration of the number of people likely to be impacted by the harm events.

MENTAL HEALTH SUPPORT FOR LIVWELL SOUTHWEST STAFF AND FAMILIES 1/2

Work to date:

- Simple clear and easily accessed intranet hub offer providing practical support, promoting mental health awareness and resilience.
- Redeployment: working with operational managers and mentorship team to prepare redeployees and the managers welcoming them, including accountability guidance
- Bereavement: practical and emotional support (including education resources and chaplaincy details)
- Testing: support for those testing positive and their managers – briefing document outlining support available and expectations

Work ahead:

- All team leads to be allocated 'listening partner' to provide sounding board and support manager resilience, compassion and role modelling
- Defining and operationalising ongoing support offer to Covid positive staff
- Enabling Psychologist support for debrief sessions in event of trauma/ bereavement.
- Scoping and preparing ongoing medium and long term support for staff and managers.
- Continual review of offer to incorporate feedback and learning and ensure an agile response

MENTAL HEALTH SUPPORT FOR LIVEWELL SOUTHWEST STAFF AND FAMILIES 2/2

Self Help

- Please see the Intranet Coronavirus hub for lots of useful links and resources on managing well being whilst socially distancing, from Public Health England, NHS Wellbeing, MIND and many more
- <http://pchnet.derriford.phnt.swest.nhs.uk/Coronavirus/Resourcesforstaff.aspx#mh>

Employee Assistance Programme

- Free confidential helpline for all employees and their immediate family members
- Available 24/7
- Access to confidential advice services on Relationships, Debt, Legal queries, Alcohol & Drugs, Wills, Benefits, Bereavement, Employment, Stress & Anxiety, Divorce
- Support and information service for managers to provide advice on supporting employees.

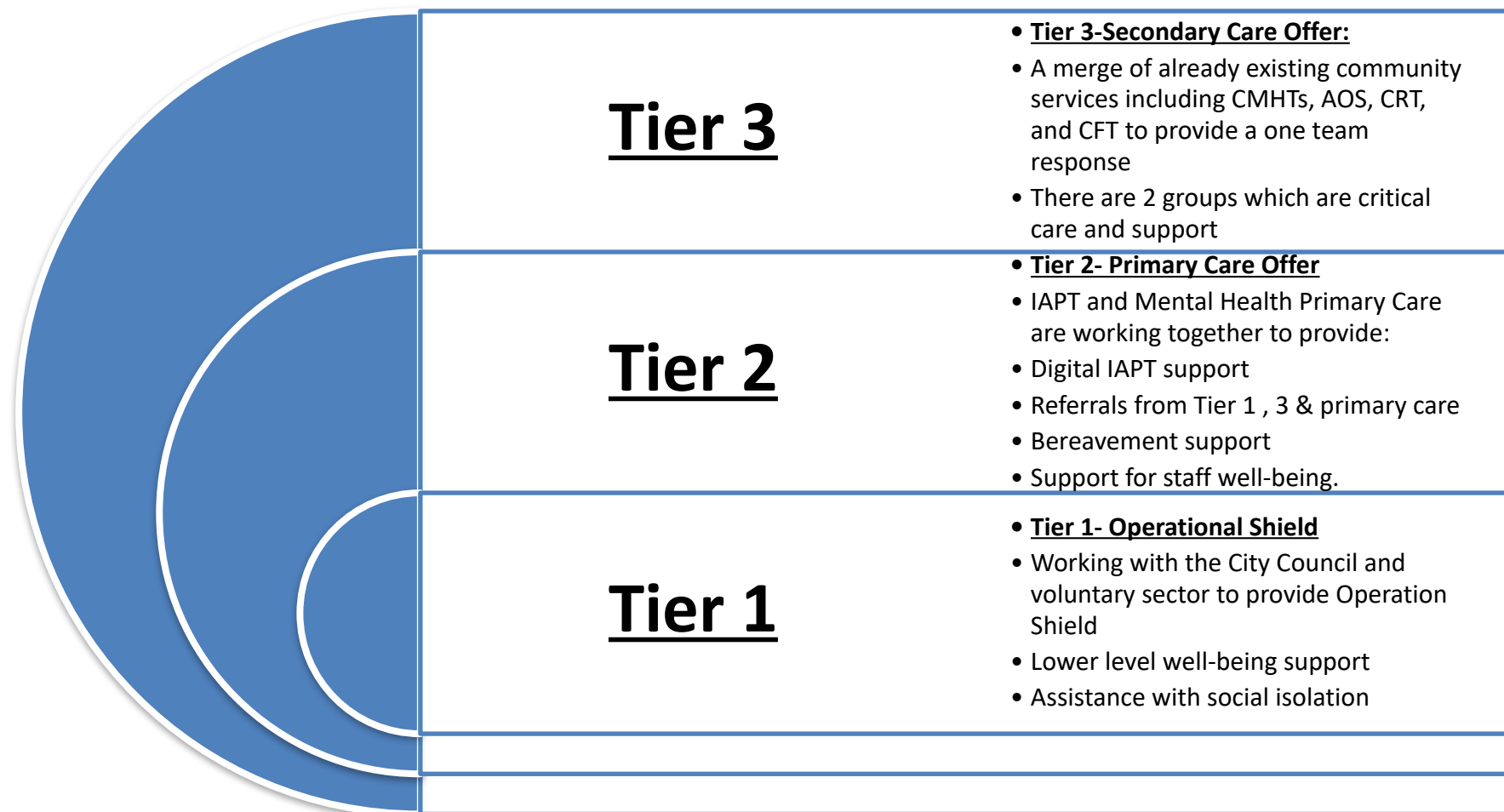
Options (IAPT)

- Helping people manage common mental health problems such as Depression, Anxiety, Stress and emotional distress due to life events such as trauma.
- <https://www.livewellsouthwest.co.uk/plymouth-options>
- Cornwall <https://www.cornwallft.nhs.uk/outlook-south-west>
- Devon Partnership Trust Talkworks <https://www.talkworks.dpt.nhs.uk/>

In an Emergency

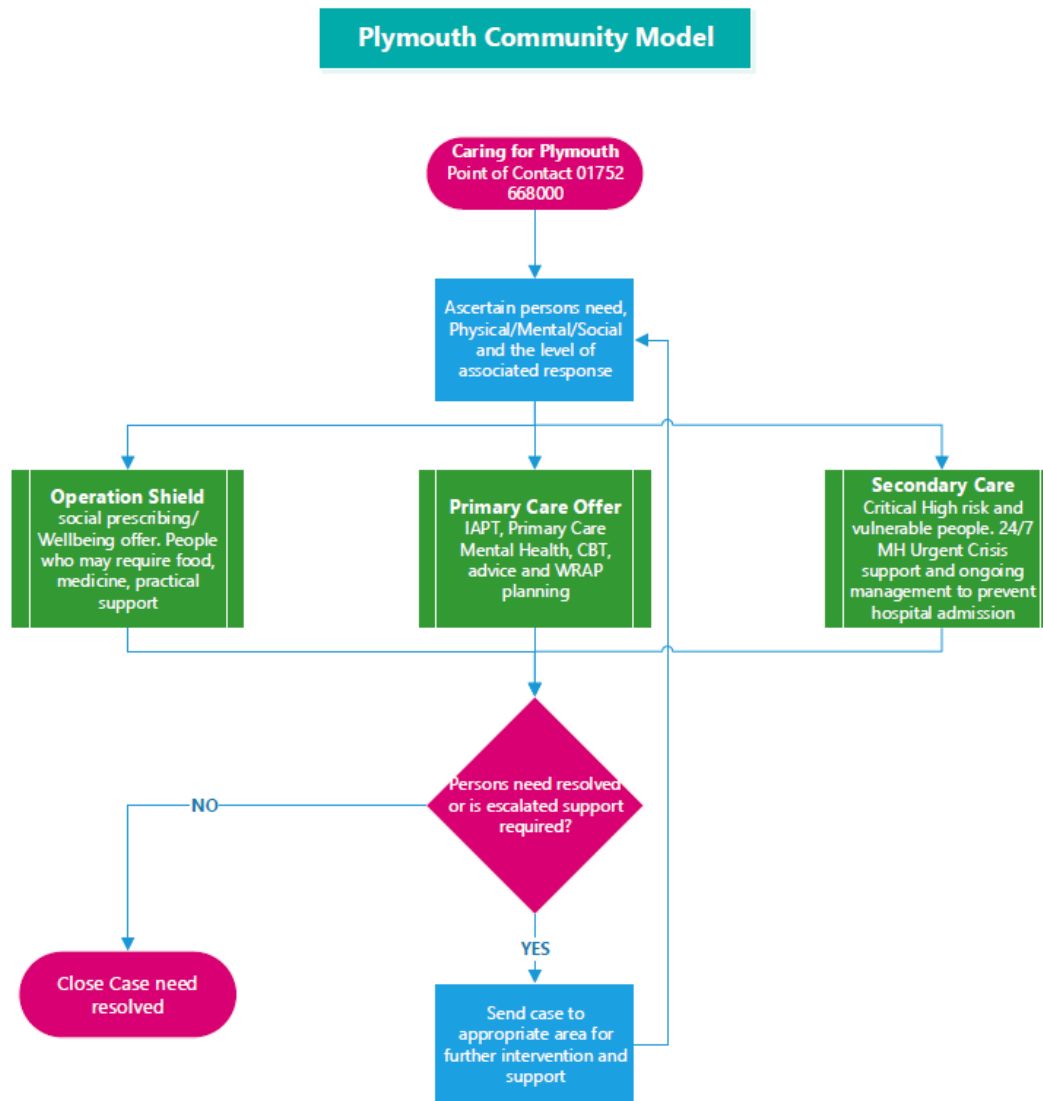
- If you feel at high risk to yourself or others please contact your GP or call 111
- **Valued Lives** 01209 901438 (7 days a week 5pm-midnight)
- **Samaritans** 116 123 (free from mobile or landline)
- **SHOUT** – 24/7 text service – (Text Shout to 85258)
- **SANE** 30pm-10.30pm – 0300 304 7000
- **Papyrus** – for young adults 0800 068 4141
- **Campaign against living miserably (CALM)** for men – 0800 58 58 58
- **Childline** – 0800 1111
- If you are involved with the **Community Mental Health Team (CMHT)** then please ask to speak with a member of the team you are involved with. **Community Mental Health Team** 0845 207 7711

SERVICE CHANGES – A 3 TIER COMMUNITY MODEL



All tiers enable a step up/down approach

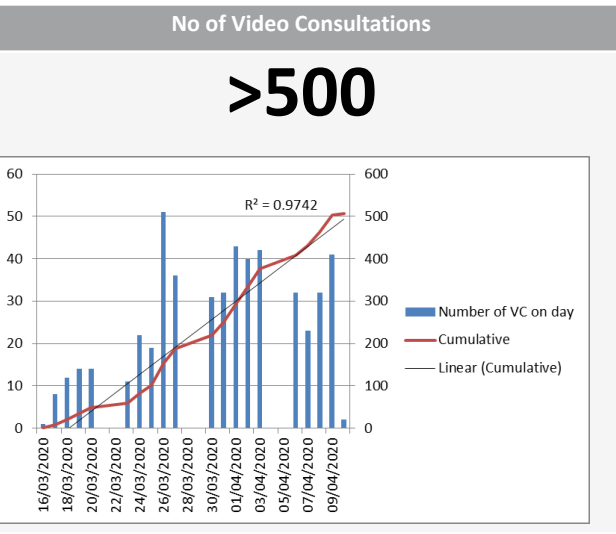
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SERVICE CHANGE – DIGITAL OFFER

Aim

Livewell Connect is an alternative environment web based / mobile tool for people to interact with our services negating the need for a face-to-face appointment. During the COVID crisis, we are using this solution to enable staff to have video consultations with people in a variety of services



Number of trained staff

700+

Average length of call

20:51

Feedback

	Video Quality	Help received
People	<p>3.8/4</p>	<p>3.9/4</p>
Staff	<p>3.4/4</p>	N/A

Service Users

Really helpful in difficult times!
Great service!

Very good, Amy very good put our minds at ease 😊

the video call was glitchy at times however it was pretty good on the whole and it was good to be able to see Bassie and interact with her.

Service Users

Great service for this difficult time. very helpful and sorted what I needed straight away. Excellent.

During my appointment today I received both extremely useful advice and support which really helped to reduce my anxiety levels.

Therapy Staff

"Just wanted to let you know that I've just completed my first video conferencing with one of my community patients and it couldn't have gone better. My patient suffers with some mental health issues so being able to talk to her face to face was brilliant and she said how it felt like she was speaking to someone real as she could see me."

SERVICE CHANGES – DIGITAL OFFER – OTHER SOLUTIONS



Widespread use of Microsoft Teams as a collaboration and communication space



About to start using a wound photography app that measures and analyse wounds to improve collaboration and efficiency around wound care



About to start eObs to input clinical obs using a App directly to S1- will more efficient, and will quickly spot deteriorations