

Update for Partners re TEWV COVID-19 Contingency Arrangements Week commencing 21st December 2020

Please note that this update is written to provide partners with updates in terms of action the Trust is taking in response to C19. It is not written as a public facing document and we would therefore ask that it is not used in that way eg on websites etc. If you would like to be able to direct the public to information about TEWV please email the communications team tewv.enquiries@nhs.net and they will provide details of our website which contains a large amount of information.

Key issues and changes (applicable to all services) since our last briefing are:

National COVID restrictions

Over the period of national restrictions, we have been able to sustain all our core services. Like many partners, we continue to see a number of small outbreaks across our services as staff and others have come into contact with people suffering from COVID-19 but have been able to manage these safely.

Our visitor guidance allows contact for patients with their loved ones, including visits where appropriate, whilst minimising the risk of infection to staff and patients. Leave/time off the ward continues to be determined based on clinical need of the individual. This is kept under review as national guidance is updated.

Inpatient and Crisis/Urgent Care Services

- Adult inpatient wards continue to be busy across the Trust, as are our crisis teams. We are now working hard to ensure as many people as possible can be at home for Christmas.
- *Support over the Christmas period*

We recognise that whilst for many the Christmas period is a happy occasion, it can be a very difficult time for some people. This year in particular may be harder than normal for many. It is really important that people are able to get support quickly if they are struggling. Our Freephone crisis number – 0800 0516171 – is available 24 hours a day, seven days a week for anyone, of any age, living in the Trust area. Callers are diverted to their local TEWV crisis team by following a series of options. However there is also a lot of lower level and online support available across our area which we would urge partners to share with people.

For people with a learning disability, it may be particularly difficult to understand why they may not be able to see loved ones through this period. This video is a

useful guide to explaining the tier system which partners may find helpful - https://youtu.be/H8_t22Om1QY

We will be sharing information periodically over our Facebook page in the coming days, but more information can be found at www.tewv.nhs.uk/crisisadvice

Community Services

- Face to face appointments continue to increase as it is safe to do so. Phone and video appointments are also continuing and we are monitoring waiting times closely to ensure people can get access to the help they need.

Care Homes

Each locality continues to work hard to support care home residents and staff. We continue to offer more specialist support to homes as needed, including specific clinical support for residents as well as emotional/mental health support for care home staff.

Forecasting Mental Health Demand Across our Systems

The impact of COVID-19 on the population's mental health will continue to be felt for a long time. TEWV, with the help of our partners in commissioning, public health, primary care and the voluntary sector will update its forecast of changes in mental health needs, and demands on services in the new year to reflect new research, data and intelligence. This will help all parts of the health and care system to plan how best to meet those needs during 21/22 and beyond. We hope to have this updated information, including the level and type of possible increased population mental health need, to share with partners to help inform what we might need to do next early in 2021.

Supporting Staff

As outlined in our last briefing, we have been working with partners to try to better understand the impact COVID and national/local restrictions have had on our key worker workforce. Some useful resources are included again below – these may be particularly helpful for staff over the Christmas period. Further support, advice and guidance will be shared in the new year.

Online wellbeing resources:

<https://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing/guidance-for-the-public-on-the-mental-health-and-wellbeing-aspects-of-coronavirus-covid-19>

<https://newyorkersfornewyork.org/toolkit/>

NHS specific:

<https://www.nhsemployers.org/covid19/health-safety-and-wellbeing/supporting-staff-at-home-and-work/support-available-for-nhs-staff>

- NHS staff support helpline 0800 069 6222 7am-11pm 7 days per week (see poster below)



- 24/7 text service for NHS staff (text FRONTLINE to 85258).
- A free confidential bereavement support line operated by Hospice UK 8am-8pm 7 days per week on 0300 303 4434.

Social care specific:

<https://www.gov.uk/government/publications/coronavirus-covid-19-health-and-wellbeing-of-the-adult-social-care-workforce/health-and-wellbeing-of-the-adult-social-care-workforce>

“Psychologically Savvy” Supervisor/Peer Support Training Links:

REACT Mental Health® conversation training is available for all managers, supervisors and those with caring responsibilities for NHS people, in clinical and non-clinical NHS services, across all NHS, health and care organisations here: <https://people.nhs.uk/react-mh-conversation-training/> Psychological First Aid courses are also available: <https://www.futurelearn.com/courses/psychological-first-aid-covid-19/1>

Resilience Hub for Health and Social Care Staff:

Nationally, some funding has been released at ICS level to develop resilience hubs for health and care staff. A regional hub and spoke model is being developed at pace and should be in place, at least in part, shortly after Christmas. We will share additional information with you as it becomes available.

An Update on Our Big Conversation

We've got some news about Our Big Conversation and how we're creating big changes together.

Our Big Conversation brought together more than 2,100 people who shared over 35,800 ideas, comments and votes. Thanks to everyone who engaged with us, and the efforts of independent analysts, we have now co-created a draft strategic framework. The framework sets out our ambitions for the future and reflects what people who use our services, carers, partners and colleagues have said over the past few months. All of this means we're already getting clear on the big actions we will take to achieve the ambitions set out in our framework.

So what next? In January, our Board will discuss the new framework and our emerging plans. In February, there will be an opportunity for all our colleagues, governors, people who use our services, carers and stakeholders to suggest improvements to our big ideas for change and our draft plans. In March, we'll use everyone's feedback to finalise and agree what happens next. We will share this in a business plan. From April, as we get into action, look out for more Big Conversations.

Finally, we would like to wish all partners a very Happy Christmas. We really value your ongoing support and wish you all the very best for a happy 2021.