

Health Scrutiny Sub Committee Update

14th January 2021

Incident Response

Our incident room has been running via a mixture of physical and virtual attendance since March 2020. In December this was stepped back up to daily meetings, Alongside this incident we have had to rapidly mobilise and implement the following:

- EU Exit preparations
- Cataloguing guidance – so far we have received in the region of 400 separate items of guidance which all need to be easily searchable for our incident team
- Situational reports (Sitreps) – we are currently completing on average 6 sitreps per day
- Risk assessed all staff (at least twice)
- Centralised FFP3 mask fitment training and rapid booking systems
- Community Management Service for COVID 19 patients within the community
- Issued more than 1 million items of PPE out to our staff since the pandemic began
- Rapid LFT test kits rolled out initially w/c 14/12 for patient facing staff; extended to whole organisation w/c 21/12
- Issued out 500 laptops and 400 phones to enable mobile working
- Video conferencing and consultations across the organisation

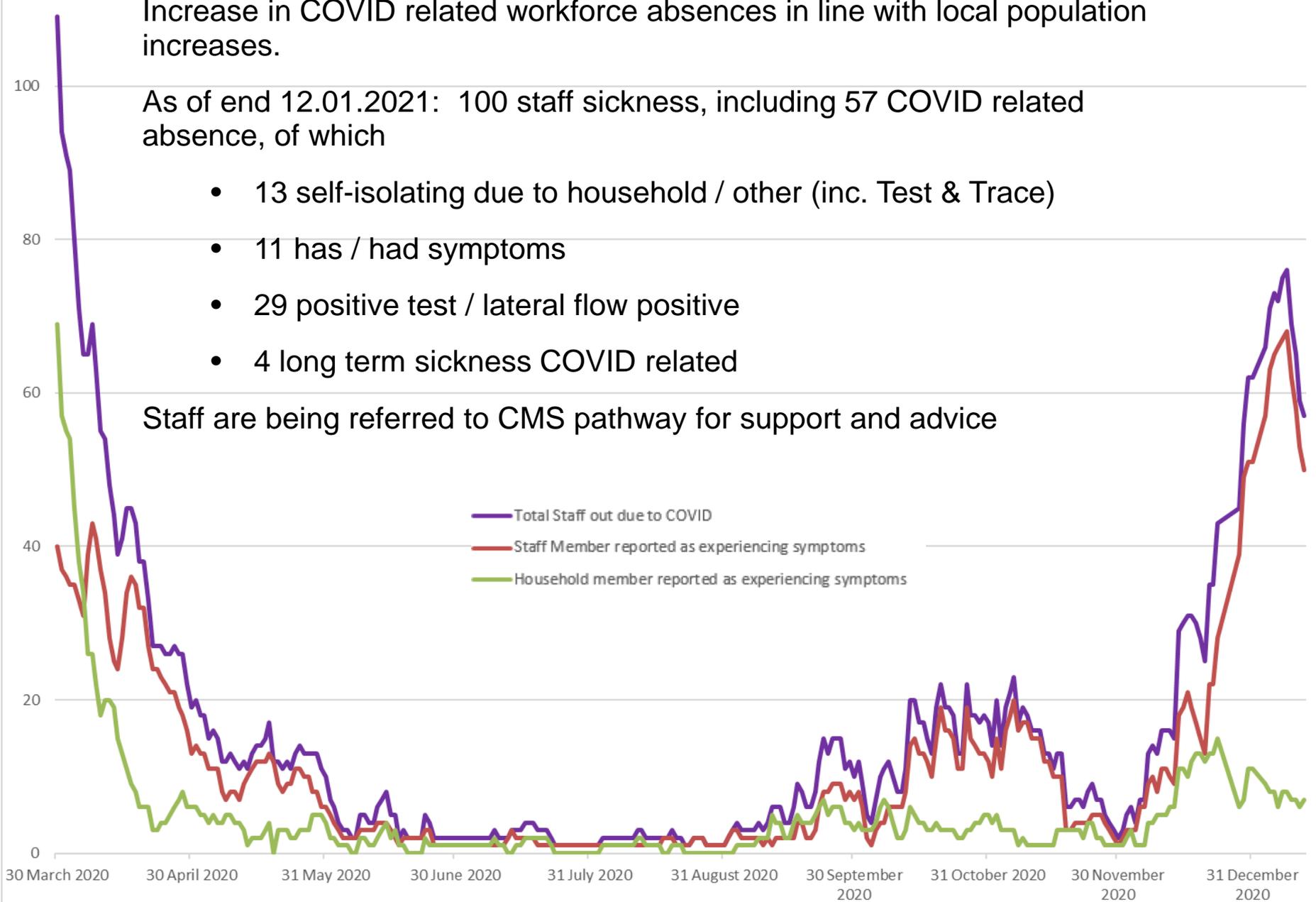
Workforce Response: Second Wave

Increase in COVID related workforce absences in line with local population increases.

As of end 12.01.2021: 100 staff sickness, including 57 COVID related absence, of which

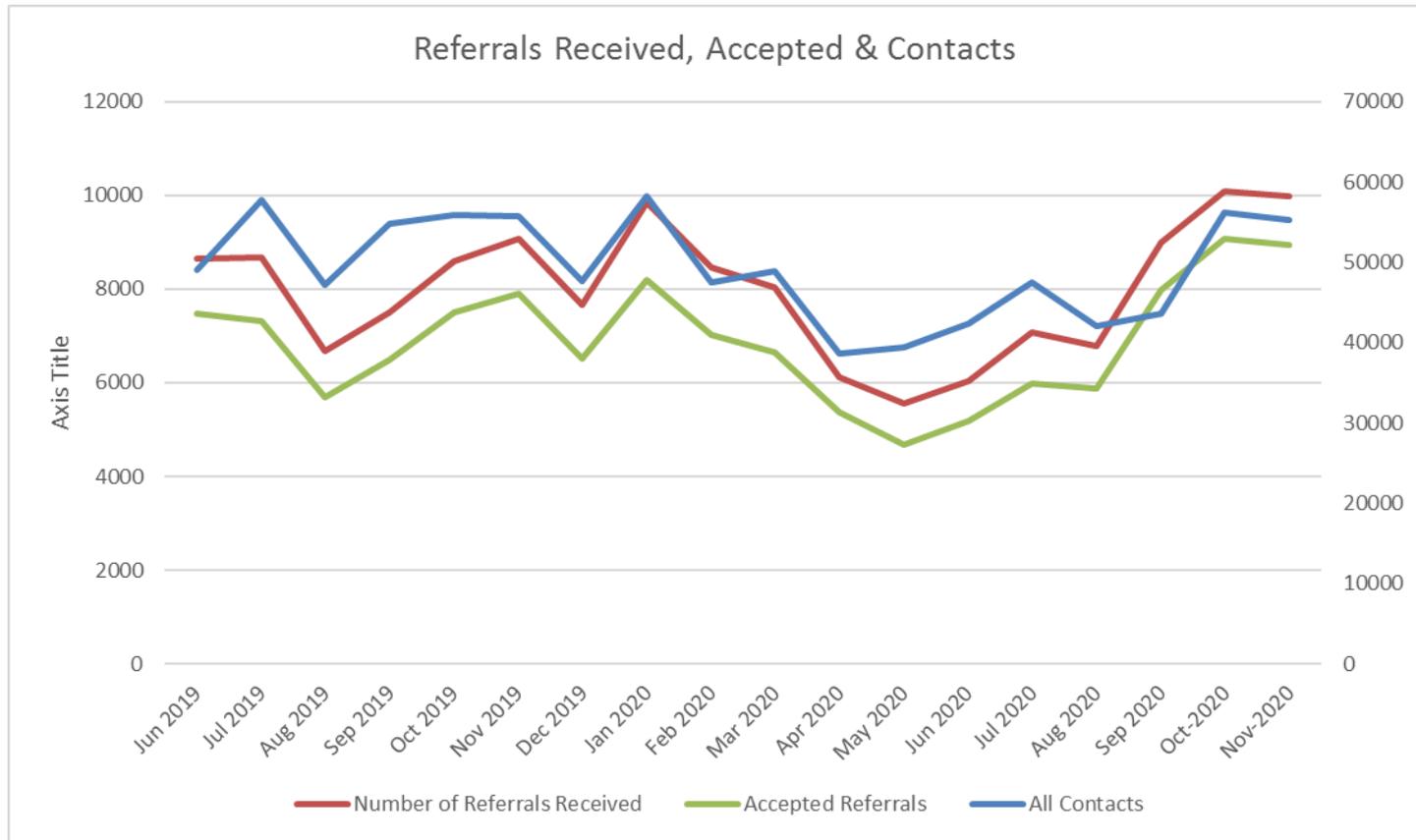
- 13 self-isolating due to household / other (inc. Test & Trace)
- 11 has / had symptoms
- 29 positive test / lateral flow positive
- 4 long term sickness COVID related

Staff are being referred to CMS pathway for support and advice



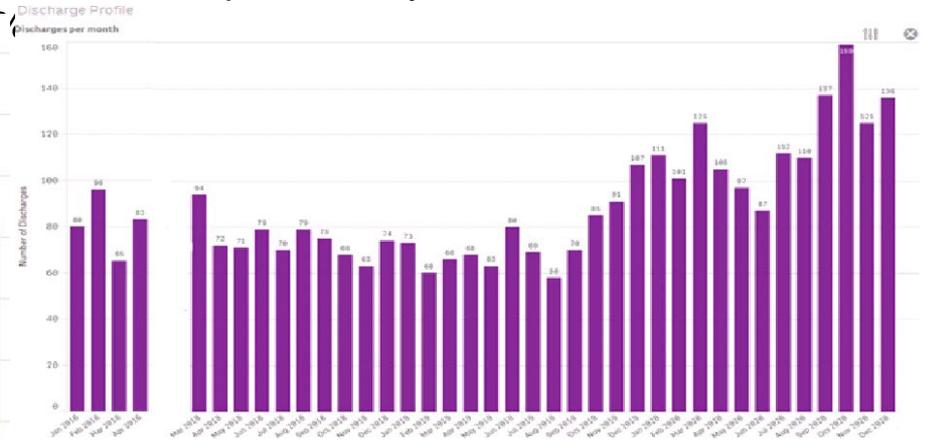
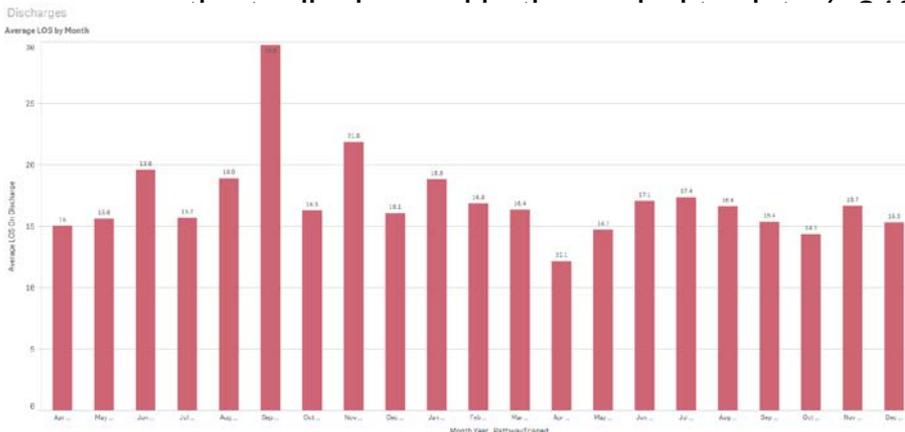
Patient activity (to Nov Flex)

As services have recommenced following wave 1, an increase in referrals can be seen, along with a corresponding increase in activity. Referrals in Oct and Nov 20 were above the levels received in Oct & Nov 2019.

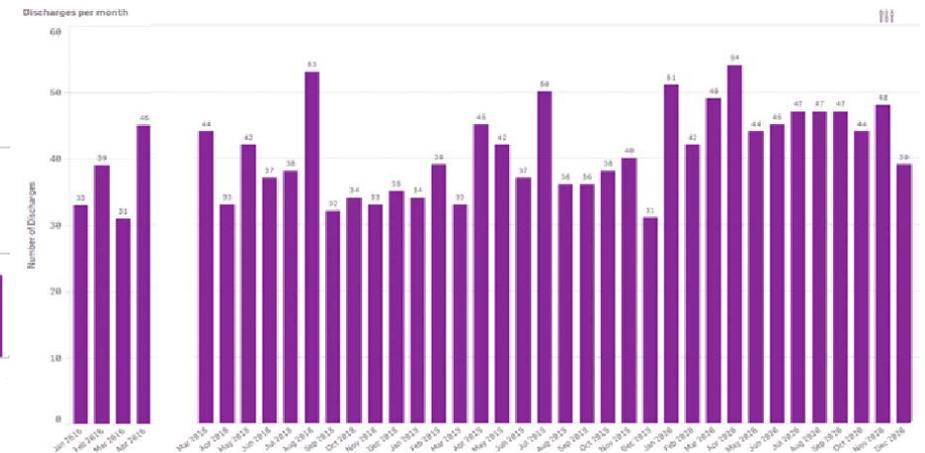
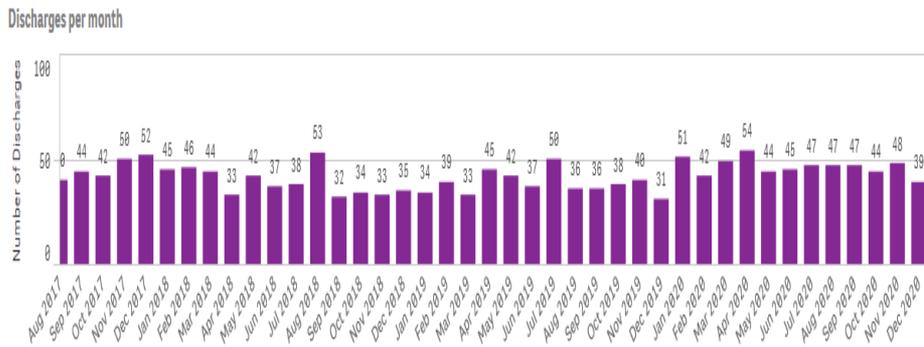


Hospital Discharge Services: Rehab Home & Beds

- There has been a reduction in length of stay and an increase in discharges:
 - LOS in home pathway has continued to decrease, with a patient spending 1.5 fewer days on the pathway in Q3 20/21 vs Q3 19/20. (-6%) against the same period last year, with an increase of 83



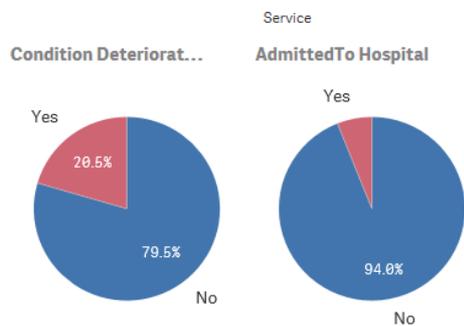
- LOS in beds have continued to decrease further. In Q3 a patient spent on average 4 days fewer on the pathway (-20%) against the same quarter last year, with an increase of 10 patients discharged in the period to date (+9%)



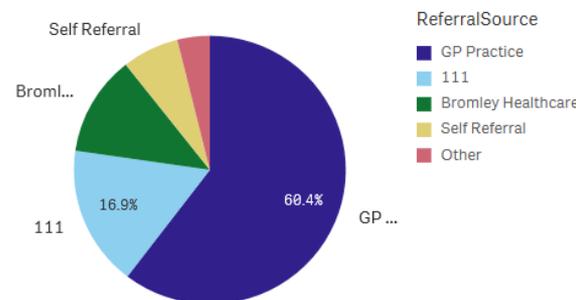
Bromley Community Covid Monitoring Service (BCMS)

- There have been 4302 admissions to the CMS service, of which 473 were readmissions
- In the last 7 days, the service has seen 252 referrals, in the previous 7 days 268
- The caseload currently stands at 183 patients

COVID-19 CMS - Main



ReferralSource (Last 7 Days)



New Service & System Mobilisations

During the pandemic BHC successfully mobilised the new Bromley 0-19 Public Health Service. This included the following actions:

- 78 staff TUPE'd
- Creation of a new website (www.bromley0to19.co.uk)
- Installation of new IT equipment and networks to 3 x new premises
- Issued new laptops and iphones to all staff on day 1 which was a much bigger challenge than usual with the COVID 19 infection control measures in place
- Migrated over 1 million rows of data: progress note migration & document upload ongoing
- Agreed KPIs and commenced reporting

The teams have also been working with partners to roll out the following services:

- Hospital@Home: 18 month pilot commences 26.01.2021; staff in place 04.01.2021
- Additional Winter Capacity Respiratory Pathway commenced Nov 2021 to support adults with an exacerbation of a respiratory condition. 11 referrals received to date, 3 accepted to the service.

The following systems updates were made:

- Datix Cloud IQ: Live 4.11.2020. Services reviewing current risks and migration to take place Jan 2021.
- Malinko (auto scheduling): Work on home pathway underway – go-live planned Jan 2021.

Regulatory Performance

- **CQC:** A visit was completed on 17/11/20 for the Bexley and Bromley 0-19 services. Initial feedback was positive with minor improvements. We await the full report.
- **Ofsted:** The Hollybank Children's Short Break Service is regulated by Ofsted. As part of the regulation framework, Hollybank receives an annual unannounced inspection. Hollybank reopened for days on 27.10.20 and for reduced capacity overnight stays in Sunshine on 17.11.20. The assurance visit carried out 28-29/10/20 is not rated and the Inspector evaluated to the extent to which (1) Children are well cared for (2) Children are safe (3) Leaders and managers are exercising strong leadership. The report is extremely positive and the Inspector's report state that she did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance visit.
- There were two statutory requirements identified to be completed by 01.02.21 and one recommendation:
 - Keeping the Statement of Purpose up to date (reg 16)
 - Undertake Quality of care reviews (reg. 45)
 - Greater range of toys to be provided.(recommendation)
- **Ofsted Reg 44:** The Independent person, in accordance with regulation 44, undertakes a review of the service on a monthly basis (both announced and unannounced). This has now recommenced following Hollybank's reopening for overnight stays.
- **Audit Programme (non clinical):** Oct 2020 Cyber Security report for 19/20 was rated substantially compliant with minor improvements.

Staff Flu & COVID Vaccination Programmes

Staff Flu Vaccinations

- 439 staff vaccinated as at 14.01.21; 76% uptake rate; 96% offered rate
- Peer to Peer vaccinations, staff run clinics and OCH clinics used. Additional sessions being set up to be used.
- IMMFORM (monthly) and NHSE SEL (weekly) reporting completed on time
- Weekly reminders in CEO update
- Internal communications have included feedback from staff who have had this year but not last to encourage additional staff to come forward:

Health Visitor Bexley 0-19 service: “I decided to have the flu vaccine this year as I was worried about being unwell with the flu especially with the Corona Virus situation. I was grateful that one of the team leaders were able to administer the vaccine at my base which was really quick. I did have some mild side effects after for a few days which did not hinder me from working”.

Children's Community Dietitian: “I decided to have it this year as an added level of protection for myself, my family and my vulnerable patients during the covid pandemic. I have felt fine since having the jab, only a slightly sore arm for a few days after but no other side effects”.

Staff COVID Vaccinations

- Priority colleagues first cohort of staff to be immunised and first staff immunised during first week of vaccinations. As at 14.01.21 71 BHC staff have been vaccinated at the PRUH, including 10 vulnerable staff
- Roll out to all staff commenced 04.01.2021



Staff Wellbeing; Equality & Inclusion

- **District Nursing:** District Nurse strategy day held in early Dec to look at retention, recruitment and career progression within Bromley Healthcare
- **Equality & Inclusion Network (BAME):** the network have completed a survey and shared results with the Board. Key themes will form an integral part of BHC's People & Business Plan priorities over the coming year(s).
- **Mental Health First Aiders; Freedom to Speak Up Ambassadors** and **Schwartz Round** roles to be recruited to in Jan 2021 to support the People & Business Plans.
- Looking to establish **LGBT & Disability/Long Term Condition Networks** across One Bromley.
- **Health & Wellbeing Conversations:** The people and development team have developed guidance & a framework for these which has been incorporated into an updated version of the COVID Staff Risk Assessment.
- Rolled out mandatory unconscious bias training across the organisation

Plaudits

Home Pathways: ...Call from next of kin to thank service for their support when patient was discharged from hospital. Patient has passed away and his wife wanted to let the team know that they had really helped during a difficult time.

Lymphoedema Clinic: ...was warm, friendly and very understanding. She made me feel a lot better.

District Nursing: ...Thanks to one of the District Nurses for her handling of a specific patient. We feel that she really went above and beyond to deliver a flu vaccine for a patient with an egg allergy. The nurse went to two different surgeries to find a suitable vaccine, had discussions with GPs, and vaccinated and stayed with the patient for 25 minutes to check for a reaction. Her help this year with the flu campaign is greatly appreciated!

Contraception & Reproductive Health:

... I feel normal again and I am not bleeding which after 9 months of hell has been very much appreciated. Thank you so much for the work that you do especially in these uncertain times. I would also like to wish you all compliments of the season.

Podiatry: ...The service provided is marvellous!

Adult Speech &

Language: ...Patient with MND said she was very grateful for the appointment and help provided. She said the SLT was an angel and the changes made to her iPad including setting up her emails, will change her life as she is unable to verbally communicate so relies on writing/typing.

TtB: ...Excellent. Support was in place swiftly, was very well guided by therapist. Could not recommend it more highly.

Childrens Dietetics: ...It was perfect. It was a great experience.