

## EARLY INTERVENTION MATTERS

APRIL 2021

### ○ EI STAFF UPDATE

**Chris Holt, BCHC's Chief Operating Officer and Birmingham's Early Intervention Lead**, will give his monthly update to staff on the EI Programme on Wednesday 19 May 1230-1pm

[Click here to join the meeting](#)

### ○ PERRY TREE TEST SITE FOR NEW BED MODEL APPROACH



Left to right Dan Brown, Shwetha Radhakrishnan and Shakoor Khan gearing up for the next phase of Beds planning.

Perry Tree has been chosen as the first test site to review the Early Intervention (EI) bedded rehabilitation service as part of its goal to develop a new city-wide P2 bed model that will provide a consistent service and offer for the 1million+ citizens of the city.

Shwetha Radhakrishnan, therapist at Perry Tree, has been identified as the EI clinical lead for the centre and will work with the EI's Improvement Team on the continuous improvement approach to help design the model. Dan Brown and Shakoor Khan from the Improvement Team will be based at Perry Tree with immediate effect and will be joined by colleague Sam Herrett next month. The improvement work will focus on the upper floor at Perry Trees. The ground floor is long term care and therefore not included.

Ben Richards, Lead for the Early Intervention Beds Workstream and Director of Adult and Specialist Rehabilitation at BCHC said: "We are delighted to welcome the Improvement Team on board to support us going forward on the next stage of our journey.

"As we start to move to a steady state, we recognise that we need to develop a new city-wide EI community bed model for Birmingham that will provide a consistent offer and citizen experience. The new model will respond to new D2A guidance and adopt the city's integrated care approach and Home First ethos. *Continued on page 2.*

Dan, Shakoore, Sam and Shwetha will work with our team at Perry Tree to start gathering information and feedback on how we can best deliver this. The improvement team will move around all bedded sites to talk to all colleagues in the coming weeks.

The new approach will incorporate the work of the EICT and its continued in reach work to 'pull' patients through bed pathways to return home.

Dan Brown, Improvement Team Lead added: " We are already starting to get feedback from colleagues at Perry Tree - what is working well, what is working not so well and where they believe improvements can be made. If anybody does have anything they want to chat about, please do just come and find us– front line staff engagement is essential to create the right service for the people we care for and the staff working in the service.

## o @EARLYINTERVBHAM TWITTER LAUNCHES



Please follow us on Twitter to help us share our Early Intervention journey and its successes to as many people as possible.



The EI programme has a new home on Twitter. We launched [@earlyintervbham](https://twitter.com/earlyintervbham) mid-April and are busy connecting with people and organisations across Birmingham and Solihull, as well as the rest of the UK, to share our story, our progress and best practice learnings.

Our new online presence will also help us to grow our knowledge and gain information and insights from others who are also practicing the home first ethos. This will help us to be better at what we do. Please do follow us and share our news to help tell the story of Birmingham's integrated health and social care partnership success.

[@earlyintervbham](https://twitter.com/earlyintervbham)

## ◦ EI TO TRIAL REMOTE DIAGNOSTIC STATION



Birmingham's EI programme is trialling a new mobile technology station to help prevent unnecessary hospital admissions, avert delays in discharge from hospital and help patients to remain as independent as possible in their own surroundings.

Developed by BT, the mobile station enables clinicians to provide remote clinical support to colleagues, using digital stethoscopes and electrocardiograms (ECGs) to review and provide diagnoses for patients – away from their locations – in real time and a converged 4G/5G and Wi-Fi network.

The station includes a high-definition camera that can be worn by colleagues in the patient setting, giving clinicians a clear bedside view of their patients.

As part of EI's rehabilitation care approach, consultants and other lead clinicians are currently making multiple journeys, between the city-wide sites to carry out face to face patient care in conjunction with junior doctors, advanced clinical practitioners and other ward-based staff.

A successful proof of concept pilot has completed at Norman Power Centre in Edgbaston, . The three-month trial is underway at Ann Marie Howes Rehabilitation Centre in the east of the city.



Pictured left: Dr Nurhussien, clinical lead for the project

Geriatric Consultant and Clinical Lead for the project, Dr Awolkhier Nurhussien said: "The new remote diagnostic system allows us to link professionals and teams in different bedded settings with each other so that skills and expertise can be shared. Patients can be treated effectively and safely in the best environment for them.

"This virtual approach aims to reduce patient transfers from centre to centre or ward to ward and provides greater levels of care. It ultimately leads to a greater number of patients having senior clinician input more quickly with the aim of getting them the right care at the right time in the right place. This could help reduce their length of stay and improve their clinical outcomes."

## A DAY IN THE LIFE OF



### DAN BROWN, LEAD FOR THE IMPROVEMENT TEAM

As you would expect, no two days are the same. Today I am preparing the recently introduced new Length of Stay (LOS) P2 bed report for P2 Beds which helps to identify potential hot spots for the week ahead and then plan accordingly.

We compile it on Monday's and Thursday's and report on two different cohorts of citizens using the service. The first are those who have a LOS of 20 days+ but below 42 days, and the second is those service users who have been with us for 42 days+. In total we review around 300 beds across the P2 system.

My next stop is the daily multi-disciplinary team (MDT) meeting at Perry Tree. Shakoor Khan, a social worker by profession and now one of our Improvement Managers, and I were invited to these from the word go.

The MDT's are critical in helping us to achieve our goals of identifying and introducing an improvement cycle. The meetings enable us to get together with the teams and various individuals to help identify, analyse and resolve any issues that may be hindering the efficiency of the service and impacting on the length of stay (LOS) of any citizen.

Frontline staff are always the best placed to improve a system or process; not least as they are the ones who use it. Through these MDT's we have already identified a duplication of time-consuming data gathering that we are in the process resolving to the benefit of staff and our citizens.

Sharan Chhokar is next on my agenda. Sharan is the Early Intervention Programme Manager and wants an update on progress to date.

Shakoor will also join this meeting where we will brainstorm ideas and set our goals for the week.

Then it's a catch up with our communications colleague, Jennifer Chatham, who is keen to find out if we have identified any gaps in staff communications and discuss how we can resolve these.

I talk to each member of the Improvement Team most days to sense check our ideas, cross check our activity and support each other when needed.

We are a tight knit group and everybody is passionate about the Early Intervention programme. It is a great team to be part of.

My final meeting of the day is with Shakoor and Shwetha Radhakrishnan, the newly identified clinical EI site lead to work with the improvement team.

I know that one of the areas we will discuss will be to ensure that there are sufficient channels for staff to be able to speak up about ways to improve the current system and create a culture whereby colleagues understand that they should be involved in suggesting and making any changes.

A quick look at the news, the new Early Intervention Twitter feed and a final review of my emails for the day and I'll head home.

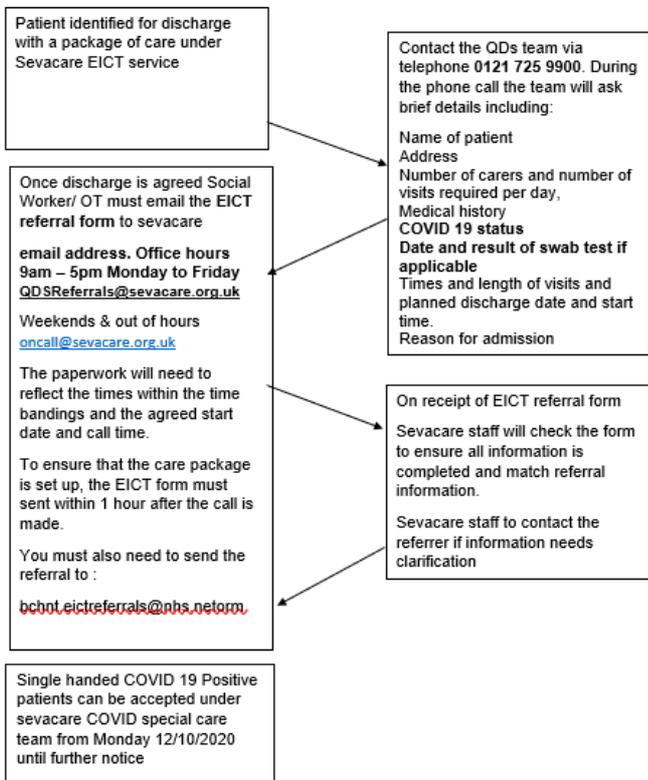
I have to admit that now being able to work from Perry Tree alongside my colleagues is so enjoyable. A few months of home schooling whilst working from home was somewhat short of easy as I'm sure many of you will sympathise with!

## ○ EICT STEP DOWN REFERRAL FORM CHANGES



Hospital Discharge Team QDS

**QDS Early Intervention Community Team (EICT) Referral Process**  
 24-hour Telephone number - 0121 -725 -9900  
 Office hours 9am – 5pm Monday to Friday  
 Weekends & out of hours



A revised EICT step down referral form and updated Sevacare protocol has recently been created and circulated to the Beds and Hubs areas within EI. Please contact your line manager if you have not yet seen sight of this.

As a reminder, the EICT is a short-term service for up to six weeks with most citizens needing its for around two-three weeks. If longer term care is needed, a citizen's needs for this will be assessed as part of the EICT process.

## ○ STAFF URGED TO TAKE PART IN EICT REVIEW

As part of the continuous improvement work within the EI programme, we know that many EICT staff have a number of ideas to help take this particular service forward. To help us capture all ideas, thoughts and suggestions effectively, we will be sending a survey to frontline staff in the next couple of weeks. Staff are urged to find time to complete it.

There will also be some digital work taking place to look at how we use technology and many frontline staff will also be invited to take part in these discussions.

## ○ THANK YOU

This month we share a thank you email received by EICT South at Kenrick Centre. Well done to Zade who has since been awarded a Learning from Excellence award in recognition of his work.

Amy Chambers, admin for EICT South took a telephone call from the son of one of its patients> He explained that Zade had done so much for his father in such a short space of time from coming out of a hospital being bed-bound to transferring with a sara stedy hoist.

He explained that Zade has been calm, understanding and amazing at the work he is doing. The son is extremely happy with the care his father has been getting in the community.

## ○ GOT A QUESTION OR A STORY IDEA?

Every month we bring you stories about our Early Intervention team and programme. We want to hear from you too. If you have any story ideas or stories and photos that you would like to share, or questions that you would like to ask, please email [Jennifer.chatham@uhb.nhs.uk](mailto:Jennifer.chatham@uhb.nhs.uk).

## ○ DATES FOR YOUR DIARIES

Please find below a schedule of all Early Intervention staff updates, with Chris Holt and others. Always a lively event, this are a great opportunity to catch up on what is happening within EI and ask questions.

Wednesday 19 May 1230-1pm

[Click here to join the meeting](#)

Wednesday 23 June 1230-1pm

[Click here to join the meeting](#)

Wednesday 21 July 1230-1pm

[Click here to join the meeting](#)

Wednesday 18 August 1230-1pm

[Click he\\*re to join the meeting](#)

Wednesday 22 September 1230-1pm

[Click here to join the meeting](#)

### Early Intervention programme



The right care at the right time in the right place  
Making Birmingham a great place to grow old in