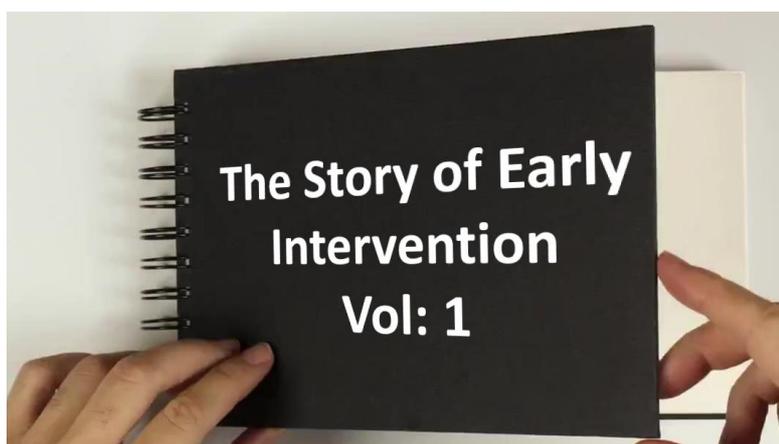


# EARLY INTERVENTION MATTERS

AUGUST 2020

## ○ THE STORY OF EARLY INTERVENTION



All five components of the Early Intervention programme are now live and include OPAL, the Acute Hubs, EI Beds, EICT and Mental Health. The EI system partners will be reporting more formally in the next few weeks but in the meantime, [catch up here](#) on the story so far and the early results that are already being achieved.

## ○ EICT – THIS IS WHY WE DO IT!

Early Intervention Community Team physio, Ahmed Hamza, has shared a recent success of how he and the Norman Power based team helped a user of the EICT service to walk again, despite the family being told that it probably wouldn't happen. The story has been shortened to fit in EI Matters and the patient's name has been changed although he is happy for us to use his photos.

"I was asked to review a gentleman who was discharged home with equipment to manage him in bed. Jack was in hospital for almost two weeks following an admission for right leg cellulitis and contracted COVID 19 during his stay. Before going into hospital, Jack was able to mobilise around his home with a wheeled Zimmer frame and able to access both levels of his home using a stair lift. Prior to discharge Jack and his wife were advised that he would be unlikely to walk as he had done prior to hospitalisation.

The EICT's initial assessment centred around managing his care needs in bed. Once we were satisfied he was safe using the equipment, we determined his ability to hoist from bed to chair. A plan to sit out daily was established and discussions around goal setting started. On initial seated assessment, this gentleman was found to have a profound right-side list stemming from a previous stroke in 2017 and subsequent TIAs. He also presented with reduced range of movement and power globally.

During his assessment Jack had mentioned that returning to his bedroom and sleeping next to his wife was important to him. We discussed this in greater detail, broke down this goal into smaller bite sized achievable tasks and began tackling these one by one.

# Making Birmingham

a great place to grow old in

Before long, Jack was practicing sit to stands from his rise and recliner chair using the rota stand. This equipment was then used to practise dynamic standing balance and weight transference through lower limbs. After about a week and a half, caution was thrown to the wind and we attempted to mobilise him with a wheeled Zimmer frame - our first attempt being limited to all but a few steps. This did not deter us and gave both Jack and I the confidence and motivation to try again. His second attempt two days later was amazing and Jack managed at least three metres in total. Jack quickly moved on to mobilising from bed to chair and was soon able to transfer onto his bed with prompting only and off with very minimal assist of one. Jack has been referred to Walsall Community Team with a clear progress plan in place.

**On behalf of Jack, his wife and myself I would like to take this opportunity to thank everyone who took part in his rehabilitation. Jack and his wife are extremely grateful to EICT West for all their efforts and have asked that I pass this on to all who were involved in his rehabilitation.**



Jack pictured with his wife, physiotherapist Ahmed Hamza and Rehabilitation Assistant, Magdalena Bogucka.

## EICT SAFE SPACE STAFF NETWORK LAUNCH

In response to staff feedback, a new 'safe space' online EICT staff network group is being launched for around 300 Early Intervention Community Team staff to enable them to better connect, support and share ideas and experiences.

The group is part of the EICT health and wellbeing offer and is open to EICT staff across the five localities. The monthly get together will initially be virtual and move to face to face meetings once social distancing measures allow. Establishing the group has started by Organisational Development holding three informal drop-in sessions that EICT colleagues have been encouraged to attend. The last of the third scoping out sessions is being held this Thursday 12 August 11.30 – 1pm

**To register your interest in joining the EICT network group, please email [EICT.Info@nhs.net](mailto:EICT.Info@nhs.net) with 'Register' in the subject box, which organisation you are from, your role, locality site and why you would like to be part of the network.**

Liza Walsh, lead for the EICT said: "We have around 300 EICT staff across the five hubs and it is essential that they feel valued and recognised. This platform will give EICT staff a voice within the organisation and the wider Early Intervention programme itself. The group will regularly review its progress to ensure it meets the needs of staff."

## ○ EI OPERATIONAL CHANGES UPDATE SUMMARY

The Early Intervention team has implemented a revised **discharge to assess** system across Birmingham in line with Covid-19 guidance issued in March 2020. This means that the operational processes outlined below are now in place. For any queries please email [sarah.carmalt@uhb.nhs.uk](mailto:sarah.carmalt@uhb.nhs.uk) Extn 13437

- ✓ **Trusted assessor model** in place for Therapists, OPAL team, Complex Discharge Nurses, Social Workers and Social Care Facilitators.
- ✓ **All referrals** to rehab / intermediate care beds from an acute hospital are now **managed** through the **Complex Discharge Hubs (CDH)** following submission of a Transfer of Care (TOC).
- ✓ In partnership, Birmingham Community Healthcare Trust (BCHC) and Birmingham City Council (BCC) have set up a **Pathway 2** (and 3) hub to manage all referrals into both BCHC rehab and intermediate care beds.
- ✓ There is a new **BCHC in-reach Matron role** within the Complex Discharge Hubs (CDH). The Matrons work alongside CDH members to help to develop a faster decision-making process to admit a patient to (a) one of the BCHC community hospitals, (b) refer to the Early Intervention Community Team (EICT) or (c) a long-term health and social care pathway.
- ✓ Allocation of beds to patients being referred to **Pathway 2 are now managed in a more timely manner**, those referred before 1400hrs should expect same day allocation of a bed and those referred after 1400hrs should expect next morning allocation. There is an escalation driven by the Complex Discharge Team to support this.
- ✓ BCHC and UHB across Moseley Hall Hospital, West Heath Hospital, Ann Marie Howes Centre, Perry Tree, Community Unit 27 at Good Hope Hospital and Norman Power Centre have introduced **the one bed model**. This means the only specialist rehab beds are now Stroke and Inpatient Neurological Rehab Unit (INRU).
- ✓ Pathway 2 beds are for **short term rehabilitation**. There is **no patient choice** while the Hospital Discharge Service Requirements remain in place but a best endeavour will be made to allocate the patient near to their home address. However, this is not a reason to keep a patient in an acute hospital bed.
- ✓ **Transfer of Care Referrals** (TOC) into the discharge hub **should not identify discharge/referring location**, however they should identify what a patient can do or not and what care support is required.
- ✓ **Seven day working** of hubs. A reminder that **referrals, assessments and discharges can happen** seven days a week

## o THANK YOU

The EICT receives many compliments about the care it provides and we share them when we can. This month is a huge thank you to social worker Cynthia Bell who works at EICT (West).



“I wanted to give some feedback regarding the fantastic work that Cynthia has done to support my father who has been admitted to hospital several times during recent months.

Cynthia was allocated the case and from the onset was very person-centred. Then my dad had a fall and was admitted to hospital again and once again a package of care needed to be sorted based on my dad’s presentation and what he required. This came as a massive blow to us as we felt as a family that we were beginning to reach a slight turning point. My father spent his last stay in West Heath hospital where they treated his UTI. He received the care he required to be able to be discharged and we were pleased that my dad was showing signs of going back to his old self.

Cynthia was allocated the case again via the EICT team. I have to say she has involved the family all the way. She was very holistic in speaking to my father and the agency at Pannel Croft that was providing my dad’s care and knew my father well. By doing so, the package of care was tailored to my dad’s needs. Cynthia was also culturally sensitive and knowledgeable to know how our elders are when we have to have someone else caring for us and what the needs are based on what everyone was saying.

The communication was constant and Cynthia kept me abreast of what was happening and I really appreciated that. She was calm and collected and made me feel at ease and minimised my anxieties. I know that I can express this on behalf of my dad also.

At a time like this, when we are experiencing unprecedented times and having to juggle other challenges –did not deter Cynthia from doing a grand job. It is not very often you come across professionals that are so passionate, in what they do and undertaking good assessments that are reflective to that person’s needs. I appreciate that & once again thank you for the support Cynthia from the bottom of our hearts.”

## SPOTLIGHT ON SOCIAL WORKER FAHAD 'ASH' ASHRAF

Fahad Ashraf is a senior practitioner social worker and Team Lead at Ann Marie Howes (East). He talks to EI Matters about his passion for social work, his respect for his colleagues and his love of overcoming challenges.



Fahad pictured with some of his team members. Left to right: Nigel Batchelor – Registered Nurse, Faustina Doherty – Clinical Case Manager, Fahad Ashraf – Social Work Team Lead and Liza Cabrera – Senior Practitioner Delivery

Becoming a social worker had never been on my radar. I started my career as an officer in the army and moved to work in IT and then onto pensions. For most of my adult life I have worked with charities, mainly with male youths in the community and supporting the most vulnerable members of our society but my first exposure to social work came when I transferred from the banking profession in 2007 to Birmingham City Council to work for children's services. I was inspired by what I saw and realised that social work was the profession for me.

As well as a passion for helping others, I had my own life experience to bring to the role so could relate to the people we help a lot of the time. I have experienced family issues, migration from Pakistan to the UK and all the challenges facing people who start a new life. Still working, I enrolled in university to study for my qualifications and a new chapter of my own life began. I qualified in 2016.

I am a firm believer in the new Early Intervention programme and am proud of the role that the Early Intervention Community team plays. From the very beginning I believed in the theory and the principle but could also see that bringing three big systems together to implement the programme would be quite enormous and overwhelming – and that was before Covid-19 arrived!

I've been at Ann Marie Howes since 31 March, first on a secondment and now I am in a permanent role as Social Work Team Lead. There is no denying that it has been a challenging few months. But many issues have already been overcome and we are working hard to resolve others.

As a Team Lead I think it's important to make time to listen, listen and listen again. A lot of the time people just need somebody to talk things through with. If after we chat, there are issues that need to be escalated then I do just that. Without doubt, I take a positive and solution focussed approach to work and I'm also prepared to take a risk and try something new. This is all part of the challenge of overcoming a challenge – something I love to do!

What we have achieved in just a matter of weeks is amazing. We are the largest integrated community team of its kind in the country and are playing an essential role in helping to prevent delays in patients being discharged from hospital, helping people to avoid unnecessary hospital admission and preventing premature admission to long-term residential care.

I love my work and feel honoured to be part of such an amazing team that is helping to transform health and social care in Birmingham to unprecedented new levels

## ○ GOT A QUESTION?

Email us at the new [EICT.Info@nhs.net](mailto:EICT.Info@nhs.net) address, use the QR Code below or type the following into your browser

<https://www.smartsurvey.co.uk/s/AskAboutEI/>



## ○ GOT 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) .