

EARLY INTERVENTION MATTERS



DECEMBER 2020

○ EI FESTIVE QUIZ FUN!



Why not join in some Early Intervention festive fun by taking part in the first ever Early Intervention seasonal quiz. More information is on page 3. To register your team – including your team name – email Jennifer.chatham@uhb.nhs.net.

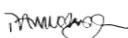


○ CHRISTMAS MESSAGE



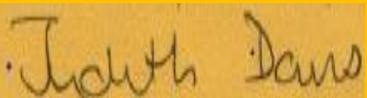
'We'd like to take the opportunity to recognise how hard everyone is working and have done throughout this difficult year. Each and every person's dedication to the people they care for and their colleagues in very difficult circumstances is recognised and appreciated, thank you.'

May we take this opportunity to send you all seasons greetings and wish you and your loved ones a peaceful and less challenging New Year.'


ANDREW MCKIRGAN


CHRIS HOLT


BALWINDER KAUR


Jovith Dams



○ 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 Thursday 17 December from 1-2pm. Join [Click here to join the meeting](#) You can listen to November's staff update [here](#).

○ IMPROVED MDT RELEASES CLINICAL TIME

A revised approach to the Early Intervention Community Team multi-disciplinary team meetings (MDT) has been rolled out across the city following a successful four-week trial at Perry Tree Centre (North locality).

Previously held daily, meetings are now held bi-weekly on a Monday and a Thursday. The change ensures greater focus on more complex cases and releases clinical time for the EICT health and social care professionals. This enables them to spend more time with citizens using the service, which has seen an increased demand due to the second Covid-19 spike and other winter pressures. (continued)

Sam Herrett, improvement manager EICT said: "Making this type of change is what the improvement programme is all about. As the EICT services started to embed itself more firmly since its 23 March launch, staff fed back that the initial approach of daily MDT's was not working.

"Staff were unable to make appointments directly before or after the meetings as they needed to build in travel time. The meetings also became focussed on all cases rather than the most complex that needed to be escalated.

"Staff at Perry Tree Centre were asked for feedback after a month of trialling the new approach and suggested that the rest of the EICT teams would benefit from adopting the same. As the EICT model evolves and we continue to record and analyse this type of data and feedback, we will see more opportunities to improve what we do. Monitoring and evaluation is a constant activity that will contribute to a better patient and staff experience."

○ EICT PORTAL

All Early Intervention staff, regardless of which organisation they are employed by, now have access to a central information portal. The portal will shortly be renamed Early Intervention and will mirror the information posted on the key partner organisations intranets. If you would like anything posted on the portal please email Jennifer.chatham@uhb.nhs.uk

<https://bchceducation.co.uk/login/index.php> - accessible to ALL EICT staff

If you have not already been given access to this site contact Peter Hayes

Mobile: 07595 063103

Email: peter.hayes@bhamcommunity.nhs.uk

○ EI THERAPISTS IN BEST PRACTICE PLEDGE



Therapists at Ann Marie Howes (East Locality) regularly get together to discuss best practice (photo taken before social distancing measures!).

Therapists across the Early Intervention programme recently teamed up to explore how they could improve best practice in therapy care in relation to the updated discharge guidance issued by the government in August 2020.

The guidance builds upon the hospital discharge service developed during the COVID-19 response. It replaces 'Coronavirus (COVID-19) hospital discharge service requirements' published on 19 March 2020 and incorporates learning from this phase.

Two workshops, involving more than 90 therapists at each, examined the ***National Must Do's*** criteria. These include the revised [***Action Card for Bedded Rehabilitation \(Therapies\) Staff***](#) which summarise responsibilities for therapy roles within the hospital discharge process. The forums also provided the opportunity for therapists to discuss opportunities and share ideas.

Judith Davis, EI programme lead said: "We are delighted with the number of therapists who took part in these discussions. Our key achievement was interrogating the national Action Card and looking at how we create a local version to meet the needs of the citizens we care for. Regular communication is essential to ensure we deliver the right care at the right time and in the right place, always maintaining our Home First ethos. We will be holding a third workshop over the next few weeks to maintain the momentum."

Bashir Ramzan, improvement project manager for EI Beds, who organised the workshops, added: "Continuous improvement and development of best practice helps us to identify opportunities to help us to enhance the quality of our service and improve both staff and patient experience. This is particularly significant as we work to embed the changes made in phase one of Early Intervention and ensure resilience during the continuing Covid challenge and winter pressures."

Louise Oldnall, divisional director of Nursing and Therapies at BCHC added: "I should like to add a thank you to all of the therapists for their support in facilitating a D2A approach and for responding to the pandemic flexibly and pro-actively in ways that may not have been familiar and possibly uncomfortable."

To obtain a copy of the 'localised' amends to the national action card, that were suggested at the workshops, contact bashir.ramzan@bhamcommunity.nhs.uk

HEALTH & WELLBEING



Through the COVID-19 response to date, you have done a considerable amount to support each other, including regular team check-ins, and creating space for colleagues to rest and recuperate.

We want you to know that we are thinking of you and are here for you. We all have had to make changes to the way we work since the pandemic. Some of you have had to adapt to new areas of work; others are working from home, and a number of you have returned after shielding for the second time.

We hope that you feel supported and well looked after. Your physical health and mental wellbeing is important to us, and we have added to the support you can receive.

Why not visit your own organisational health & wellbeing sections on your intranets or the EICT portal to find out more <https://bchceducation.co.uk/login/index.php>

Health and wellbeing for staff

For all of us at UHB to build healthier lives, we need to care for ourselves and each other. This leaflet highlights the many ways in which the Trust can support your health and wellbeing.

Birmingham City Council provides the following support to all Employees
Get Support and Talk to Someone wellbeingteam@birmingham.gov.uk

Employee Assistance Programme (EAP)

Phone: 0800 111 6387
Visit: <https://my-eap.com/>
Online Code - Bhamwell

- All BCC staff have access to free, confidential, 24/7 access to the EAP.
- Talk about: low mood, mental health support, financial wellbeing, bereavement, relationships, downloading from a bad day.
- Website: podcasts, downloadable guides on emotional wellbeing, personal resilience etc.

Dedicated Managers Support
Helpline: 0800 116385
Intranet Link [Here](#)

Mental Health First Aiders

BCC have 140 Mental Health First Aiders across the council, who have all attended comprehensive 2-day training.

Our Mental Health First Aiders are volunteers, equipped to listen, provide initial support, and signpost towards support.

Mental health first aiders will listen, in a non-judgemental way, to what their colleague is feeling, and why.

Find a Mental Health First Aider on the Intranet [here](#)

BCC Chaplains

Our Chaplains provide confidential & independent support for anyone, of any/no faith.

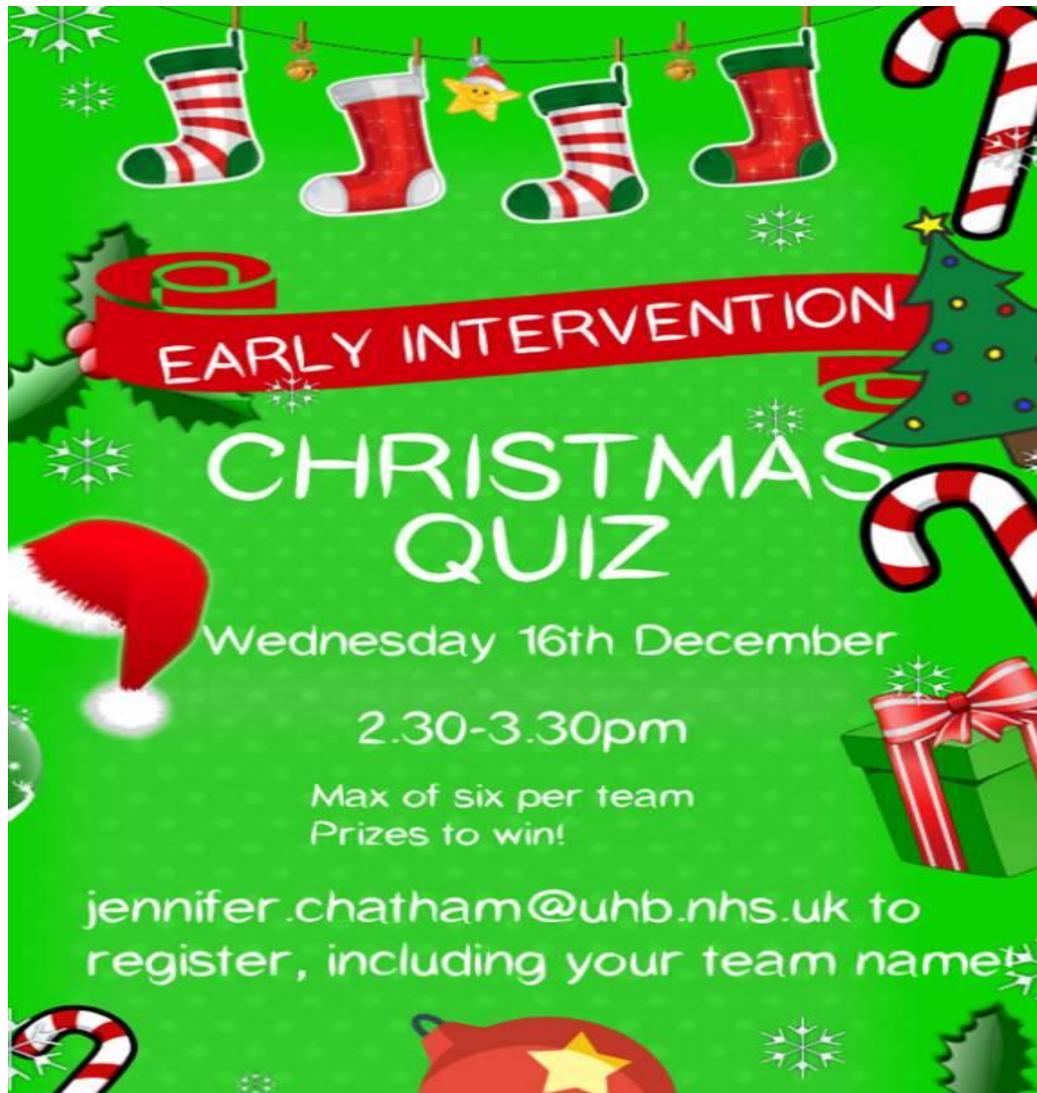
Support on family worries, health concerns, bereavement, work relationships, mental health.

Phone: 07746 299 676
peter@birminghamcouncilchaplains.co.uk
rich@birminghamcouncilchaplains.co.uk
rebecca@birminghamcouncilchaplains.co.uk

Our Chaplains also host mindfulness sessions for BCC staff Monday-Thursday 12.45-13.15pm.

Intranet information [here](#)

○ EI CHRISTMAS QUIZ FUN!



As we approach Christmas why not challenge yourselves to some light hearted fun with colleagues across the Early Intervention programme?

Just 40 questions ranging from general knowledge to Christmas music and ending with a good old sing-along and of course prizes!

Enter your team and team name by emailing jennifer.chatham@uhb.nhs.uk.

You can join the quiz here

[Click here to join the meeting](#)

THANK YOU

This month we share two thank you letters. The first is an email received by Kerene Gooden at Norman Power (West locality). The second is addressed to the EICT team East locality. It is always a pleasure to read these, it reminds us of why we do what we do.



To the manager of Kerene Gooden - social worker,

I would like to take this opportunity to thank Kerene and compliment her for an excellent assessment. Kerene showed compassion and thoughtfulness whilst listening to my dad and both daughters. Her explanation and attention to details of the process to the services available to Mr Miller was clear after a confusing and stressful start. Kind regards, Pamela Miller (daughter).

To the EICT team,

The family of the late Jean Entsov would like to thank each and every one of you for the tender loving care you gave to Mom in her final days/weeks

Mom looked forward to your visits - and said every evening who's coming tomorrow - I'd say the lovely carers - she was happy to see you.

You all treated her with the utmost care dignity and respect she so deserved.

with love and thanks

Physio team - Paras - you did make her smile and she said I quote "She'd like to see you bleeding exercise when you 87". Sada she thought you were so sweet. You were all so kind to her.

Personally, I've been Mom's Carer for the past 2 1/2 years - and I thank you for allowing me to become her daughter again in her final days.

Once again we thank you all, You all worked so hard to respect Mom's final wishes to remain in her own home.

She slipped away so comfortably and peacefully it was a great comfort to us all.

Regards Julie x

KEEPING YOU SAFE



✓ Lone Working

Working alone is a daily reality for the Early Intervention Community Team and we recognise that our staff may face risks to their safety and security. As our service ramps up it is important that you are fully aware of the Lone Working policy which helps manage the safety and security of lone workers. Under no circumstances, should staff compromise their own personal safety. If they feel unsafe at any point, while in a lone working situation, they should remove themselves from the situation immediately and report their concerns to their manager. If they cannot remove themselves, they should adopt the **Red Folder Process**.

The **Red Folder Process** is a commonly used term throughout BCHC. If a staff member requires assistance and is unable to freely communicate then they can call the office and ask for the 'Red Folder'. All staff who receive this call must be familiar with the phrase and answer a set of predefined questions. The process is detailed in Appendix 6 of the BCHC Lone Working Policy. If staff are in immediate danger they must call – wherever possible 999.

Please refresh/familiarise yourself with the policy as soon as possible? Speak to your line manager if you can't find it.

✓ Social Distancing

Social distancing is something that we must maintain. I know that work space is sometimes difficult to find to help adhere to this. Please speak to your Line Manager if you have any problems with identifying workspace.

- Maintain the 2m rule at all times
- When walking around the sites please remember the 2m distances
- MDT meetings please sit re 2m distance
- When looking at a PC or laptop please be mindful of the distance
- Please use the extra space in the activity rooms that has been identified

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.