

EARLY INTERVENTION MATTERS

FEBRUARY 2021

○ ATTEND HSJ AWARDS 2021 FOR FREE



As we continue to face challenges brought by the pandemic and beyond, the **HSJ Awards 2021** are set to acknowledge the sector's hard work during the most challenging year in the history of the NHS, and this year [you can attend for free.](#)

More than just a night of celebration, the HSJ awards are an ongoing programme that will shine a light on the projects and teams who have championed quality improvement and resilience.

[Register here now to watch](#) the event being held on **17 March 2021**, and you will receive a copy of the **HSJ Awards Project Showcase** which highlights the **181 finalists**, their successes, and the innovative and lifesaving projects. [When registering, the relevant option to tick is 'finalist shortlisted category'](#)

A reminder that the Early Intervention programme has been shortlisted for one of the awards in the category of 'Health and Local Government Partnership'. Its entry title is 'Making Birmingham a great place to grow old in – Early Intervention Programme'.

Representatives from three of the key EI partners - Andrew McKirgan (UHB), Rupinder (Bobby) Chal (BCHC) and Amanda Jones (BCC) - presented to the judging panel this week (23.2.21).

○ 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 Friday 26 February from 1-1.30pm.

[Click here to join the meeting](#) . You can read a summary of last month's update on page 2.

○ EI STAFF JANUARY UPDATE SUMMARY

“Once again, a huge thank you to everybody for the work that you are doing across Early Intervention. The service, as a whole, continues to support the system response to the pandemic and make a significant contribution to keeping patients safe, a view which continues to be echoed by all health and social care system leaders across Birmingham.

“Some of the key headlines this month include the positive news that OPAL has continued its roll out and there has been some great work taking place at Good Hope in terms of bedding the service down and supporting the acutes to help citizens avoid admission.



“There is also fantastic work going on in all EICT localities with a focus on reviewing caseloads and ensuring we move patients on into the right service. This is whilst the teams are also seeing more complex cases as well as receiving a growing number of referrals.

“The EICT in-reach programme with P2 beds is producing some impressive results too - getting citizens out of hospital as soon as they can receive care at home or in another care setting. Congratulations to both EICT and EI beds teams in making such great progress in supporting the acutes with this recent initiative.

“The Complex Discharge Hubs continue to see a reduction in waiting times from referral to discharge and we are addressing the areas where we have identified blockages.

“Across the system there are more positive headlines around the outcomes that EI continues to make, so a big thank you to you all. Our approach is helping keep citizens out of hospital and also reducing the length of stay for those who are admitted; a very impressive result in the midst of the pandemic.

“The immediate future is to focus on responding to the current system pressures we face, as supporting COVID continues to be a priority. At the same time however, the EICT, which celebrates its first anniversary next month, continues to recruit substantive team members, we are reviewing our bed model and identifying what bed base we will need for the future and we are progressing our proposed integrated hub model – the next development in this component area.

“Thank you once again – your efforts are making a real difference – and I look forward to updating you at the end of February.”

Chris Holt

Chief Operating Officer
Birmingham Community Healthcare
NHS Foundation Trust

Dates for your diaries

Dates and times for future EI staff updates can be found on the last page of this newsletter.

○ LOCALITY OPERATION MANAGER APPOINTMENTS



Left to right, LOM interview success sees Emma Glass, Ruth Fisher, Monday Sepo, Penny Anderson and Amy Allen recruited to substantive posts.

A rigorous recruitment process to finalise the appointment of the final three permanent LOMs in EICT is complete.

Three individuals who have been acting in the roles since last March have now been successfully appointed to permanent posts. Congratulations to Emma Glass (South), Amy Allan (North) and Penny Anderson (West) who continue with Monday Sepo (East) and Ruth Fisher (Central).'

Bobby Chal, EI operational lead and head Of Community Nursing (Transformation and Partnership) at BCHC said: "The LOM's have played a pivotal role in developing the EICT over the last twelve months and have excelled in their performance.

"With the help of their management approach, we are now in a position of incredible strength both in terms of the calibre of the staff we employ, the continued bedding in of EICT processes and a commitment to continuous improvement of the service we offer.

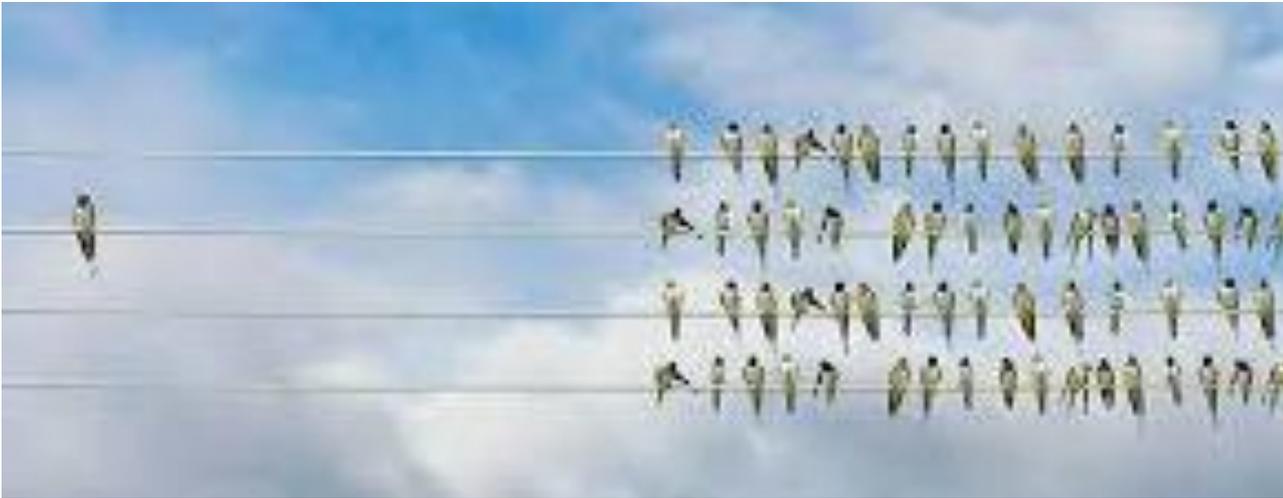
"In addition to all that, let's not forget the EICT, a brand-new service, was launched in March 2020 just as Covid-19 lockdown started which presented a wealth of unforeseen problems for these individuals to manage too.

During this time, the strength of the LOM's in the management and development of existing and redeployed staff has come to the fore and we are now looking forward to the next stage of our EICT journey."



As part of the interview process, Fahad (Ash) Ashraf (left) has been promoted to multi-disciplinary team manager. His role will be to support and help improve the EICT social work cohort.

○ EICT TRIALS DEVICE TO SUPPORT LONE WORKERS



Lone Workers – alone but not alone!

In response to staff feedback, the EICT is trialling a new wearable device to provide discreet support for its lone workers.

Staff wear the device when visiting homes in the community. It can be activated to record a conversation during a visit and send an alert for help to a central call centre if needed. The call centre also alerts the line manager of the staff member who is in trouble.

Ten devices are being trialled across the five EICT sites (two per site). The scheme will be evaluated after four weeks and if successful, will be rolled out across the whole of the EICT service in the next few months.

Bobby Chal, EI Operational Lead and Head of Community Nursing (Transformation and Partnership) at BCHC said: “We are always looking for ways to improve lone worker safety and look forward to receiving feedback from the staff who have volunteered to take part in the trials.

“This compliments the recent introduction of a buddy up approach after 6pm to help avoid a lone worker situation. At our daily 3pm escalation calls, we make sure that the nurse on the late shift knows who he/she can buddy up with from another locality to strengthen our commitment to providing a safe working environment.”



OD TEAM BOOSTED TO SUPPORT EICT



Left to right, Hilary Duggan and Lorna Wallis- Davies will work with Jas Kaur and Deb Coulson to ensure there is a sustainable approach to OD in place for EICT.

The Organisational Development Team (OD) is set to boost its support to Early Intervention Community Team in its next phase of growth with the addition of two part time specialists to its team.

The EICT celebrates its first year of operation next month (March) and has faced unprecedented demands from day one of its launch last year.

Hilary Duggan, a familiar face to many as she was part of the original Newton team supporting the roll out of the EICT last March, returns alongside Lorna Wallis-Davies - an experienced OD practitioner within the Birmingham public sector arena amongst others.

The two will help to reassess the OD priorities, review the current OD plan, and work with Jas Kaur and Deb Coulson to ensure there is a sustainable approach to OD in place for EICT. They will also work with EICT managers to provide work focussed coaching, development and support as the service moves into the next phase of its journey.

Becky Crowther, associate director of culture & staff engagement said: “We are delighted to welcome Hilary and Lorna to the team. Their additional support will ensure that we keep a strong focus on building and maintaining the right culture, ways of working and working environment within the EICT, and our teams have the skills and support they need to be able to work at their best.”



○ EICT RECRUITS IMPROVEMENT CO-ORDINATORS

As part of its continued expansion, the Early Intervention Community Team has recruited five improvement co-ordinators to help monitor and improve its processes.

Amrita Gill, Flore Sunpreet-Singh, Natalie Mullings, Precious Anderson and Moorooogen Coopen have all started their new roles within the team which has seen unprecedented growth and demand for its services since its launch nearly 12 months ago.

The co-ordinators will work with each EICT locality to monitor and improve KPI data such as volumes and effectiveness. This will include monitoring caseloads RIO and Sevacare to ensure consistency, as well as improve and standardise the processes at each site across the city.



Sam Herrett (left), improvement manager for the EICT and manager of the new co-ordinator team said: "The EICT is rapidly expanding and we anticipate that this demand will continue to grow post Covid as the 'home first' ethos continues to be our embedded in our approach.

"Continuous improvement strengthens the quality of our service and helps us to meet our goals of making older people as independent for longer in their own surroundings. The improvement co-ordinators will play an essential role in helping us to achieve these goals and we are delighted that our new team members are now fully on board."

○ THANK YOU



This month we share a thank you email received by EICT West at Norman Power centre. Well done to the team and to 'Win'!

Susan and her husband are very pleased with the service and support they have received from EICT. Until Sunday last week Susan had one call provided by RA colleagues for personal care and a second call in the afternoon for exercises provided by Winston.

Now she is just receiving support with exercises and mobility practice every other day from Winston to help her to progress further her mobility. She is progressing well. She said that had been very pleased with everyone, who came from EICT to support her - especially Winston, who had been very motivating and encouraging with the exercise program and that she would not be able to make the progress without support from our team.

○ DATES FOR YOUR DIARIES –EI STAFF UPDATES

Please find below a schedule of all Early Intervention staff updates, with Chris Holt. We look forward to seeing you there!

Friday 26 February 1-1.30pm
[Click here to join the meeting](#)

Friday 26 March 1-1.30pm
[Click here to join the meeting](#)

Wednesday 21 April 1230-1pm
[Click here to join the meeting](#)

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 here to join the meeting](#)

Wednesday 22 September 1230-1pm
[Click here to join the meeting](#)

○ MORE INFORMATION ABOUT THE EI PROGRAMME

It can sometimes be difficult to keep up to date with the progress of the Early Intervention programme but you can find out more at the dedicated portal – details are shown below. There is also information available on the respective organisational intranets and Chris Holt, Birmingham's Early Intervention Lead, also updates staff once a month. There is an opportunity to ask questions during his briefing. Details of these are emailed out within organisational weekly staff updates.

<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@nhs.uk

○ 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.