

## EARLY INTERVENTION MATTERS

JANUARY 2020

### ○ HSJ AWARDS CEREMONY

A reminder that the Early Intervention programme has been shortlisted for a Health Service Journal Award 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 are Andrew McKirgan (UHB), Rupinder (Bobby) Chal (BCHC) and Amanda Jones (BCC) will present to the judges on Tuesday February 23 January at 10am.

**Winners will be announced at the Virtual Live Awards Ceremony on 17 March 2021. Register in advance to watch the Awards [here](#). When registering, the relevant option to tick is 'finalist shortlisted category'.**

### ○ EI STAFF PRAISED FOR LOS RESULTS



Staff working to reduce the length of stay (LOS) across all components of our Early Intervention programme are succeeding, and in some areas achieving a decrease in the number of days, despite operating in one of the toughest global health and social crisis' in decades.

The LOS in the acute hospitals is 4.5 days lower than the pre programme levels of 11.75 days. EI Bed length of stay is 17 days lower than the targeted levels of 34.9. Judith Davis, EI programme lead said: "The programme remains on target for its LOS levels and although we are aware that they could rise in the next few weeks as virus cases continue to rise, we hope that the hard work of all involved in improving the health and social care system in Birmingham will pay off and levels will remain stable.

"Enhanced clinical leadership, monitoring, evaluating and acting on data, greater partnership working and the continued determination of staff in both health and social care is all contributing to this success. We are indebted to all involved and cannot praise them enough."

The Early Intervention Community Service is also playing an integral role in achieving these LOS levels. Its in-reach programme into the acute hospitals where EICT staff work closely with the wards to identify patients that can be discharged into their care, as well as working with UHB and its care home teams to do the same is making a significant impact and this work will continue.

## LOCALITY MANAGERS WIN TOP STAFF AWARD



The EICT Locality Operations Managers (above) launched the new community service at the height of the first wave of the pandemic. Left to right, Ruth Fisher (Central), Monday Sepo (East), Penny Anderson (West), Emma Glass (South) and Amy Allen (North)

The Locality Operations Managers (LOM's) who head the five Early Intervention Community Team hubs across the city, have been awarded a top prize in Birmingham City Council's Recognition Scheme which acknowledges outstanding achievements for staff who have been seen to continuously go the extra mile for the citizens of Birmingham.

The Early Intervention Community Team is part of the wider Early Intervention programme. It offers intermediate care, supporting people to recover in their own homes and minimise the ongoing level of support they require.

The LOM's were presented the award in the **Excellence and Creativity in Practice** category to recognise their efforts in launching the new EICT service, part of the wider Early Intervention programme, in March 2020. Despite the service rolling out at the peak of the first coronavirus pandemic, the LOM's have ensured that the service continues to run, despite operating with unprecedented demand on the service.

Ruth Fisher, LOM for the EICT Central Hub, based in Moseley, nominated the LOM's for the award. She said: "Managers within the service have supported staff at every level to be part of this new EICT journey and to engage with the demands being placed on them.

I nominated the EICT managers for their dedication and commitment to getting the service up and running and their continued support to staff at every level during the new EICT journey. However it has to be said we could not have achieved the success without the support and proactiveness of all our staff, including those that have found themselves redeployed. Everybody is a crucial element to the success of this service.

## ○ COACHING & TRAINING INTEGRAL TO SUCCESS



Deb Coulson, OD manager working at BCC is just one of the OD staff helping EICT – the completely new component to the EI programme - to develop itself following its launch in March 2020. Staff at Ann Marie Howes Centre (East EICT Locality) are just some of the teams being helped.

All those involved in delivering the Early Intervention service have gone above and beyond over the last few months and the efforts of the organisational development professionals assigned to the Early Intervention Community Team (EICT) should not go unnoticed either.

Organisational development (OD) is the magical glue that is helping to make the EICT adaptable, responsive and resilient in the face of a world that changes by the day. Over the last six months, the OD team has coached senior and locality operational managers, helped LOMs and Team Leads to develop their skills, reviewed the organisational development service to EICT and helped the team to implement the recommended changes.

Debbie Coulson, senior learning and development officer at Birmingham City Council said: “The EICT launched as Covid-19 reached its peak. We knew it was important that OD became quickly embedded within the team to help it to deliver what has become an invaluable service in helping Birmingham to respond to the virus.

“Our coaching and development programme continues. We hold a monthly OD review meeting to ensure we are meeting the needs of the team and identifying new areas of focus. We have recently established a monthly OD, LOM and Team Leads leadership meeting to continue to shape the service which is not yet a year old.

## ○ 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 29 January from 1-1.30pm. [Click here to join the meeting](#)**

**Please note that given the unprecedented operational pressures in all areas of health and social care, this session could be cancelled.**

## REDEPLOYED STAFF

We are once again seeing staff being redeployed into the Early Intervention programme. Whilst this may provide some welcome relief for teams that are feeling stretched, it also comes at a cost in terms of integrating new people, working with them to support them and also deal with their concerns.

We are sharing advice below which you may find helpful whether you have been redeployed, you have a redeployee in your team or somebody you line manage has been redeployed.

YOU HAVE BEEN REDEPLOYED	YOU HAVE A REDEPLOYEE IN YOUR TEAM	SOMEONE YOU LINE MANAGE HAS BEEN REDEPLOYED
<p><b>HOW YOU MIGHT FEEL</b> You may feel anxious and concerned for a number of reasons. We are all connected to our teams, roles and responsibilities and build routines around these to make our lives easier. You will have a high level of competence in your current role, moving to a new role and responsibilities may be unsettling.</p>	<p><b>HOW YOU MIGHT FEEL</b> You may already feel overwhelmed, things are changing daily and you may have limited numbers of staff in your team due to illness, self-isolation and inability to work. Your time may be stretched and limited. However any extra support will be valued.</p>	<p><b>HOW YOU MIGHT FEEL</b> When members of your team are redeployed to other areas you may feel a loss of control, it's challenging line managing someone when you have no control over the role and responsibilities. However as their line manager you are still concerned about them and their wellbeing.</p>
<p><b>USEFUL TIPS</b></p> <ul style="list-style-type: none"> <li>Your induction to the role and responsibilities may be brief – ask a lot of questions upfront. Remember no question is a silly question</li> <li>Ask for a buddy, someone who can help answer the big and small questions</li> <li>Use your initiative, don't be frightened of making suggestions</li> <li>Things might not always be 100% clear – we are in unprecedented times of change</li> <li>Keep in regular contact with your line manager</li> <li>Unlearning and relearning takes a lot of energy, be kind to yourself</li> </ul>	<p><b>USEFUL TIPS</b></p> <ul style="list-style-type: none"> <li>Make them feel welcome and involved</li> <li>Recognise they may be anxious or concerned and give them as much time upfront as possible</li> <li>Buddy them up with someone in your team, someone who can answer their questions</li> <li>Clear, timely communication is key - be approachable</li> <li>Ensure there are clear roles and responsibilities</li> <li>Remember they are learning</li> <li>Be kind to yourself</li> </ul>	<p><b>USEFUL TIPS</b></p> <ul style="list-style-type: none"> <li>Know your team member's strengths as you may be able to impact where they are redeployed to and where they could add value</li> <li>Listen to concerns and anxieties and reassure them. Find out as much as you can about the redeployment so that you can support them</li> <li>Keep in regular contact, arrange how and when you will check in with them</li> <li>Make sure the basics are covered and agreed e.g. annual leave &amp; expenses.</li> <li>Communicate openly, let them know you will be accessible if needed and be ready to listen</li> </ul>
<p><b>POSITIVE THINKING</b> You will have exposure to new teams, colleagues and ways of working. Make positive connections, you never know where they may take you in the future. You will make a positive difference wherever you are and whatever you are doing.</p>	<p><b>POSITIVE THINKING</b> Fresh eyes are always useful for feedback and ideas for improvement. You might also find a spark of talent who could be an asset to your team in the future.</p>	<p><b>POSITIVE THINKING</b> Your team member is making connections with other teams, that could lead to collaboration in the future. They may develop new skills that will support your team and also their own career development.</p>

## FLU JABS & BUSTING THE MYTHS

- 1** **MYTH:** "It's a risk to get a flu jab when you're pregnant"

**BUSTED:** Pregnant women with flu are **MORE LIKELY** to be admitted to hospital with serious complications than non pregnant women.


- 2** **MYTH:** "My child is/ children are perfectly healthy."

**BUSTED:** Healthy children under the age of five are **MORE LIKELY** to be admitted to hospital with flu or spread it to others.


- 3** **MYTH:** "I've heard that people get ill from the vaccine."

**BUSTED:** The injected vaccine **DOES NOT** contain an active flu virus, so it cannot give you flu.


- 4** **MYTH:** "I have egg allergies and cannot get the flu jab."

**BUSTED:** There are a variety of flu vaccine options, including two manufactured without using eggs. *Please talk to your doctor to advise.*



- REMEMBER:**
- Flu can, and does, kill you. It's vital you have the flu jab if you are eligible.
  - If you are pregnant, catching the flu can increase the risk of miscarriage and premature birth, but having the vaccine protects you and your baby too.
  - The vaccine can't give you the flu. There is no live influenza virus in the vaccine.

### FLU VACCINE AND CORONAVIRUS (COVID-19)

Flu vaccination is important because:

- If you are at higher risk from coronavirus, you are also more at risk of problems of flu
- If you get flu and coronavirus at the same time, research shows you are more likely to be seriously ill
- It will help to reduce pressure on the NHS and social care staff who may be dealing with coronavirus

If you have had COVID-19, it is safe to have the flu vaccine. It will be effective at helping to prevent flu.

### Could it be coronavirus?

If you have a high temperature, a new, continuous cough or a loss or change to your sense of smell or taste, it could be coronavirus (COVID-19).

This year has been an immense challenge for all of us across the health and social care sector, but now more than ever we need to safeguard the health of ourselves and our families, patients and colleagues.

A flu outbreak this winter could see significant disruption to the tireless and vital care we all provide each day.

Just like other viruses, we know that if you catch flu, you can spread it easily without having any symptoms, which may mean patients could be at greater risk of developing flu and severe complications. It would also mean that you are unable to do the heroic work you do each day. For your families, it means you may not be able to be there for them as you wish to.

This year, with the threat of further COVID-19 outbreaks, it is hoped that flu vaccination uptake among healthcare professionals will become nearly universal.

Let's aim high this year to protect our patients, our loved ones and our NHS. The best way to do this is by having a vaccine that is proven to be up to 80% effective at keeping flu at bay when the vaccine closely matches the circulating strains of the virus. The flu vaccine is safe for adults including mums-to-be, those with pre-existing short or long-term health conditions and also for children. Please check with your respective organisations to find out how you can access your vaccination.

## ○ EI CHRISTMAS QUIZ RESULTS



The winning team of the EI Christmas Quiz was Team Vanquish, a group of therapists who took part from EICT South. Runners up were The Improvers, the improvement team responsible for helping the EI components to implement continuous improvement throughout the programme. Team Vanquish was sent a prizewinning hamper of lots of things naughty, nice and healthy to help them celebrate their win!

## ○ THERAPISTS IMPROVE DISCHARGE GUIDANCE

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. 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: "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](mailto:bashir.ramzan@bhamcommunity.nhs.uk)

## ○ 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 also 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@bhamcommunity.nhs.uk](mailto:peter.hayes@bhamcommunity.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](mailto:Jennifer.chatham@uhb.nhs.uk).