

# EARLY INTERVENTION MATTERS

MARCH 2021

○ HAPPY BIRTHDAY TO US!

## HAPPY 1ST BIRTHDAY!



This month we are celebrating our first year of coming together to form the Early Intervention service and what a year it has been! We have weathered COVID waves one and two and a very difficult winter period, kept the system going and maintained high levels of care, introduced the government's D2A changes and retained capacity in community beds and home-based teams.

We have achieved all this and kept going. We have also closed our first year by being shortlisted as a finalist for the HSJ's Health and Local Government Partnership Award. This is a remarkable achievement and enabled us to earn recognition on the national health and social care stage.

One result of this is that NS&I is using EI as a best practice case study in Health and Social Care and the programme is also set to be profiled for the same in national training platforms.

This accolade and recognition is a credit to us all. Thank you and happy first birthday. We sincerely hope to celebrate together when restrictions are fully lifted.

Chris Holt  
Chief Operating Officer  
BCHC

Balwinder Kaur  
Assistant Director  
Acute, Community & Social Work  
Operations, Adult Social Care, BCC

Andrew McKirgan  
Chief Officer Out of Hospitals  
UHB

## ○ HSJ FINALIST AWARD PUTS EI ON NATIONAL STAGE



**“Our entry was selected as a finalist out of more than 1000 entries in recognition of the success of our unprecedented partnership between health and social care providers in Birmingham.”**

Chris Holt

We are delighted that the Early Intervention programme was a finalist for the Health and Local Government Partnership Award at the annual HSJ Awards 2020, recognising our outstanding performance in helping to transform health and social care in Birmingham.

The rigorous judging process took place last month and the panel comprised of a diverse range of highly regarded figures across the NHS and wider healthcare sector. To be shortlisted as a finalist for these awards, despite tough competition from *more than one thousand applicants*, is a mark of real achievement for the programme.

Chris Holt, EI Programme Director and Chief Operating Officer for BCHC said: “Our entry was selected in recognition of the success of our unprecedented partnership between health and social care providers in Birmingham. Fully launched in March 2020, our integrated approach is actively improving the health and independence of older people and that of the one million+ population we serve.

“This nomination has been a tremendous boost to all colleagues across each of the Early Intervention partners and bolstered our continued efforts to deliver best practice in health and social care across our city.”

## ○ 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 March 1-1.30pm

[Click here to join the meeting](#)

## SHINING EXAMPLE OF PARTNERSHIP IN ACTION



There are many untold stories of Early Intervention partners working in greater collaboration after one year of the service being fully rolled out.

Salil Parkar, Therapy Lead for inpatients at BCHC took a few minutes out of his day to recount this particular great example of partnership in action with acute and community trust at the forefront of all those involved.

Pictured left to right, two of the team involved in delivering such a great result for our patient, Laura Thomas - OT and Jay Bhuta – physio.

The call to action took place around 4pm on a Friday afternoon when teams at the Queen Elizabeth (QE), the West Heath Hospital Therapy Team and a private equipment provider pulled all the stops out to ensure that a patient was transferred on the day as planned.

It was a complex discharge case. The patient was a bariatric patient and had to transfer from the QE to West Heath for ongoing rehabilitation.

Salil explains: “We were having a problem getting the right bariatric equipment in place. We had planned to transfer our patient on the Friday but this was looking like it would fail as the equipment needed for continued care at home was not working properly. We had tried a couple of options but no joy.

“Some quick thinking between the QE and our therapy team resulted in the QE agreeing to transfer the handling of the equipment over to us and the paperwork could be sorted the following week.

“This all happened late on a Friday afternoon when things tend to get quieter. But not on this occasion – the phone calls were crazy! The QE team, our team, the equipment provider and many others in between pulled out all the stops to ensure that the patient got transferred to West Heath on Saturday morning.

“A huge thank you to all involved. This is the Early Intervention partners working at their best!”

### ○ 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).

## ○ 'BOBBY' CHAL REFLECTS ON EICT'S YEAR ONE

**As we celebrate the first anniversary of the Early Intervention programme we talk to Rupinder 'Bobby' Chal, Operational Lead for the Early Intervention Community Team (EICT) and Head of community Nursing for BCHC, on her love of nursing, her passion for Early Intervention and why, despite her first name being Rupinder, we all call her Bobby!**

I joined the nursing profession when I was 20 and started work in an acute hospital in Warwick before moving to the community nursing team at Aston some six years later.

From a very early age, I knew that I wanted a job that would involve helping people and where every day would be different. I was born in India and came over to England when I was five in 1974. Culturally in 1990, in my Indian background, nursing was not seen as a career and therefore not on my immediate radar.

As I discovered the NHS and started to research the care it provided. It seemed so personalised and instinctively I knew that I had found my vocation and healthcare is where I belonged.

One of the first things I had to do was to introduce my Indian 'home' nickname of Bobby at work as, back then, people had problems pronouncing the name Rupinder. I was called all sorts – Rupert and Rapunzel being the most common. Bobby was the name I was called at home and people understood that at work. Although times have drastically changed and nobody blinks twice at the name Rupinder - Bobby I became and Bobby I still am!

Community nursing had formed part of my nurse training and had included a few weeks placement with a District Nurse. At the time I didn't quite grasp what the community approach meant in daily practice but as I gained more experience in A&E, my awareness of community care grew and I was keen to learn more.



There is a big difference between hospital and community nursing. When a person comes into hospital they lose their identity a little and we don't really get to know them as that individual who has their own career, life, likes, dislikes, family and friends.

Personally, I find community nursing rewarding. You get to know the real person; they are more relaxed, their personality shines through, you meet their family and friends and they have their own things around them which often reflects the life they have and live as an individual. When looking at end of life care too– being able to support somebody to die at home is one of the most rewarding things that you can do.

The Early Intervention programme has been one of the best experiences of my professional career and nurtures my passion for getting people back to their own surroundings and caring for them at home.

[Bobby continues her chat on the next page.](#)

We all know that people recover best in their own home, it has been so well evidenced, and our Home First approach is crucial to improving the health and social care of our citizens across Birmingham and Solihull.

Despite a long nursing career, I have never stopped learning and the last two years of Early Intervention has been no different. It has been a steep learning curve for all involved – and not always an easy one. But I know that each of the Early Intervention health and social care partners have learned from each other and together we continue to develop best practice on a daily basis..

The EICT response to the pandemic has been incredible. We launched a brand-new service the same week as the first lockdown began and surpassed all expectations forecast without a pandemic. To achieve what has been achieved during the pandemic is phenomenal and it is thanks to the team's flexibility, adaptability, passion and learning to go with the flow as referrals increased and new and revised guidance have been regularly introduced.

We still have our challenges and need to ask the front-line staff what needs to change and improve due to lessons learnt over the last 12 months. We have many processes that we never thought would be part of EICT such as the dedicated in reach work, 2-hour crisis response times and trying to discover what our new normal is as we never had a normal to begin with, being a new service. All this whilst giving staff time to recover and recuperate after the year we have had. I wouldn't change my job for the world and still relish coming into work each day. Bring on the next 12 months of progress!

## ○ NEW OPAL HEAD



Dr Teresa Quigley has taken up her new position of OPAL EI SRO. Dr Quigley is a consultant geriatrician and UHB cross-site OPAL lead. Teresa was the clinical lead for the OPAL pilot at Solihull hospital in 2017 and for the team writing the business case for Solihull which resulted in substantive funding being awarded for the Solihull service.

Teresa set up and led the successful OPAL service at Solihull until June 2020. As part of Covid changes at the Solihull site she was assigned to Good Hope Hospital, where she has transformed the OPAL service to provide a consistent and proactive service in line with the agreed OPAL model.

Teresa has worked closely with Dr Zoe Wyrko over the last few months in preparation for her new role. Dr Wyrko left to become 'Well-being Director' for Riverstone Living, Until the end of August, she will continue to work one day/week as Clinical Lead for the Ageing Well Programme, and as Co-Chair of the Digital Care Homes Group.

## ○ AU REVOIR TO JUDITH

Early Intervention colleagues have bid a fond au revoir to Judith Davis, EI programme manager for Birmingham.

Judith has played an instrumental role in the development of the EI programme, offering her calm 'helicopter view' of progress and next steps to be made. Keep it simple, let's go back to basics and 'let's not do stress' are all familiar phrases to those who have worked closely with her.

We say 'au revoir' because many of us will keep in touch with Judith – she is a good friend to many, as well as a close colleague.

We took some time out to ask Judith a few questions about her career and future plans before she left.



- What sort of therapist were you and how long did you practice on the front line?**  
I was a physiotherapist who initially specialised in intensive care and then rehabilitation medicine, which is the only clinical specialty that at the time followed a social, rather than medical model of care.

I worked on the front line for 15 years but have retained my professional registrations as I believe I still used my professional knowledge and skills every day.
- When did you move into management?**  
I started my first general management role in 2000 at the West Midlands Rehabilitation Centre, Birmingham, becoming its Service Director. I then worked in senior management roles in commissioning in Solihull and at the then Heart of England Foundation Trust, before moving to the Birmingham Better Care Fund on secondment in c2014.
- How long have you been working on the EI programme & what attracted you to it?**  
As you can see from my clinical speciality I have always believed that joined up health and social care is better for the people who need our support, it is what we would want to see for our parents or grandparents.

The EI programme was a natural extension to the work I had been previously doing as the Programme Director for the Birmingham Better Care Fund and BSol STP.

When I reduced my hours three years ago, I was asked to continue to work with Andrew McKirgan, the first programme SRO, on a part time basis. I was pleased to do this as it really felt that there was a commitment for change that hadn't previously been aligned.

## ○ AU REVOIR TO JUDITH *continued/..*

- **What are the three key areas of progress you have seen?**

I have seen relationships develop across the system in a positive way with all organisations working to the same goal at the same time, which was not the experience always previously. This is the most significant thing, having executive support and leadership rather than being a loan voice. This linked to the approach of evidence- based change, working directly with front line staff has produced the outstanding results we have seen.

I am grateful to be able to feel that I am leaving a legacy and a skilled improvement team behind as I retire, it is a privilege to have been part of it with our improvement partners Newton Europe, who I learnt a lot from.

- **What are your passions outside work?**

I volunteer dog walk for the Cinnamon Trust and hope to get another dog ourselves as I will have the time to commit. I love gardening, walking and reading. Hoping to manage regular coffee's and meals with friends and former colleagues.

## ○ AND HELLO TO MIKE WALSH!



Many will already know Mike Walsh who is stepping in to take on some of Judith's roles in respect of supporting the improvement and programme management team.

Mike is Head of Service for Strategy and Integration in BCC's Adult Social Care Commissioning division.

His involvement with the Early Intervention programme goes all the way back to the original diagnostic work and he is looking forward to the opportunity to get more involved in the programme again.

We wish him a warm welcome in his new role.

## ○ DATES FOR YOUR DIARIES

Please find below a schedule of all Early Intervention staff updates, with Chris Holt and others.

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 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

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