

## EARLY INTERVENTION MATTERS

NOVEMBER 2020

### ○ EI PROGRAMME SHORTLISTED FOR HSJ AWARD

The Early Intervention programme has been shortlisted for a Health Service Journal Award in the category of 'Health and Local Government Partnership'. The roll out of the programme started in the September 2018 and was completed in March 2020 with the launch of the final component – the Early Intervention Community Team. It has successfully integrated health and social care professionals into a multi-disciplinary city-wide service that promotes a 'home first' ethos. Its entry title is 'Making Birmingham a great place to grow old in – Early Intervention Programme'. Judging takes place in January with winners being announced in March 2021. Find out more information about Early Intervention [here](#).

### ○ HEALTH & WELLBEING BOARD PRAISE FOR EI STAFF



Members of the Health and Wellbeing Board (HWB) could not praise the hard work and determination of all those involved in the EI programme enough including (left to right), Cllr Pauline Hamilton, chair of the HWB, Paul Jennings, CEO of the Birmingham & Solihull CCG and Andy Cave, CEO Healthwatch Birmingham.

Birmingham’s health and social care leaders have praised the work of all staff involved in the Early Intervention programme. Chris Holt, chief operating officer of Birmingham Community Healthcare Trust and Early Intervention Lead for the programme. presented a summary of phase one results to the 15 strong Health and Wellbeing Board (HWB) and outlined plans for phase two; agreeing an interim commissioning framework with commissioners. embedding the operational changes and building operational resilience.

**Chair of the HWB, Cllr Pauline Hamilton “It has been one of the best system-led approaches I have seen. Everybody has thrown their hat in the ring. The efforts and achievements across all the organisations have been phenomenal.”**

Watch the Health and Wellbeing Board meeting [here](#). See page 5 for further comments from the meeting.

## ○ 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 26 November from 1-2pm. Join [here](#).

Questions can be emailed to [Jennifer.chatham@uhb.nhs.uk](mailto:Jennifer.chatham@uhb.nhs.uk) ahead of the event. The event will be recorded to enable staff who are not able to attend the event, to listen to when they can.

You can listen to October's staff update [here](#).

**Date for your  
Diary**

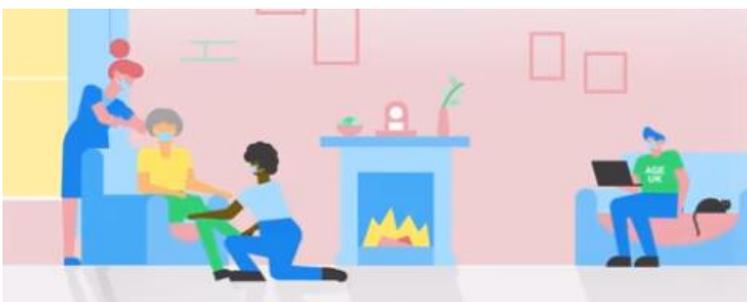
**EI Staff Update  
26 November**

**1-2pm**

Join [here](#)

## ○ NEW ANIMATED VIDEO TELLS EI STORY

A new animation showing the first-year results of Early Intervention (EI) and how it works in practice has been launched. This is available to all colleagues [here](#) and also on the [LiveHealthyLiveHappy.org.uk](http://LiveHealthyLiveHappy.org.uk) site which also gives more detail on the progress of EI across the city. Telling the story of Abdul and Alice, the video shows how the multi-disciplinary team approach of the Early Intervention programme is helping it to achieve its goals of preventing unnecessary hospital admissions,



## MEET THE EARLY INTERVENTION SUPPORT TEAM

A programme as young as EI is still in its growth and development stages but who can you talk to if you have an idea on how to improve an area of the programme or give feedback on improvement trials? It can be your line manager why not consider contacting one of the **improvement support team** who are focussed on improving the EI programme as it grows into its second phase of embedding the changes and ensuring resilience during the continuing Covid challenge and winter pressures. You may already be working alongside these professionals but if not, please meet:



### Dan Brown – Team Lead and Improvement Manager for Hubs & EI Beds

Dan works for Birmingham City Council and joined the EI programme two years ago. “Over the last two years I have worked in several areas within the Birmingham Health and Social Care system, including acute Discharge Hubs, OPAL and EICT. I am currently working with the Integrated Hub, assisting Team Leads to refine data collection and reporting, and focus on issues which are impacting length of stay in Pathway 2 beds. I also support team integration and efficiency between the different organisations and identify links between work which is taking place in the Integrated Hub and in Early Intervention bed sites across the city. My aim is to establish robust data collection, maximise the impact of that data and help teams to use it for the benefit of staff and patients.” [Dan.brown@birmingham.gov.uk](mailto:Dan.brown@birmingham.gov.uk)

### Sharanjeet Chhokar – Programme Manager for EI

Sharan has 20 years’ experience of delivering project, change and improvement initiatives within the Public Sector environment with expertise in HR analysis and project management. She joined the EI programme in October 2019 as a project manager to ensure all milestones aligned to the HR/Workforce Group were delivered prior to the five community teams going live in March 2020. “My current role involves supporting Phase 2 of EI. This includes focussing on further sustaining and embedding the improvements made to date, including the Programme’s response to Covid-19, and delivering the outstanding improvements from the original EI benefits case.” [Sharabjeet.Chhokar@birmingham.gov.uk](mailto:Sharabjeet.Chhokar@birmingham.gov.uk)



### Sam Herrett – EICT Improvement Manager

Graduating from Loughborough University in Economics and Management, Sam joined in March to work in the Learning Disabilities team as part of his first year on the NHS Graduate Management Training Scheme Leadership, before being redeployed to the EICT team in May. “Part of my regular remit is to monitor, analyse and report EICT data on referrals, length of stay and discharges to the EI Steering Group. One of my biggest projects has been reshaping the multi-disciplinary team meetings (MDT) approach which was originally designed to give staff more clinical time. Staff feedback was that this was not happening so we did a staff survey to find out why. A new approach has been successfully trialled at EICT North which will be rolled out to other EICT localities in the next few weeks.”

## Shakoor R Khan – Improvement Manager

I qualified as a social worker 17 years ago and have gained experience across many different areas of adult social work during that time. I have been a senior practitioner for the last eight years and was working at Moseley Hall Hospital before transferring to the EI programme two years ago. My first remit was to gather, refine and analyse data and its collection, focussing on areas impacting Length of Stay. I started this at Moseley Hall Hospital before relocating to the discharge hubs at the Queen Elizabeth, Good Hope and Heartlands Hospitals to do the same. Now working closely with the Early Intervention Community Team, I have recently adopted the same data collection and analysis approach to help develop, test and implement the Lead Assessor process. I have worked with City Hospital to help them to start making referrals into the EICT. My more recent focus has been to do the same with the community social workers and am the conduit between the two to help make this happen.



## Jennifer Chatham – Senior Communications & Engagement Manager

Jenny joined the Early Intervention team in February 2002. Her key role is to be the first point of contact for Early Intervention communications, engagement and public affairs. She helps to communicate with staff at all levels, key partners, the media, patients and the public and ensures a joined-up approach to promoting Early Intervention activity to best practice levels. Planning and delivering a whole range of communications and engagement activities she regularly liaises with the OD team and provides relevant and timely updates to Board-level meetings. She works alongside all five EI workstreams. Recent projects include patient discharge passport, Chris Holt's monthly updates, HSJ Award submission (now on the shortlist), production of EI videos and updating all partner intranet/websites including the STP. She also writes and edits EI Matters.

## Diane Bradbury - Service Development and Improvement Partner

I have 30 years' experience in the public sector in Local Government and the NHS, in service development, improvement and project management. Joined the EICT work in March 2019 working with the locality managers to enable sustainability and do the same with the infrastructure group to ensure progress and digital support to the Locality Teams. I have enabled the sustainability plans for all five localities and worked closely with the LOMs to ensure a revised Standard Operating Procedure was in place. Now looking forward to supporting phase 2 of EI supporting the Older peoples programme in BCHC to enable project management of Integrated Hubs and EICT.



## Bashir Ramzan – Project Lead for EI beds

I joined Birmingham Community Healthcare NHS Foundation Trust in December 2019. My work involves supporting the implementation of beds component in non-acute settings, overseeing the planning, operational performance and supporting key performance indicator and embedding processes through a number of working groups. Previously I have worked in a number of large-scale transformation programmes for NHS commissioners and providers of which the last programme was shortlisted for HSJ award for early detection of colorectal cancer in North East London.

## ○ HEALTH AND WELLBEING BOARD COMMENTS

Paul Jennings, chief executive of Birmingham & Solihull CCG said: “The CQC came to Birmingham in 2018 and said, ‘Birmingham has failed its older people’. In response, we have now turned health and social care round in Birmingham. This service is absolutely exemplary and is a national leader and delivers on the ambition to support older people to live in their own homes independently for as long as possible, which is what we all want. It is a fantastic piece of work.

Richard Kirby, chief executive of Birmingham Community Healthcare NHS Foundation Trust: “All credit to everybody involved. This has been a proper system wide approach which has only worked because people have put aside some of the traditional organisational obstacles to do the right thing for patients and service users. That is why the results are so encouraging at this stage. The use that this new model of care is being put to, to help us to get through Covid-19 is invaluable. Credit is due to the folks and the teams that have made this happen. It is now about embedding and taking it forward. I look forward to coming back here and reporting that it has grown from strength to strength,”

Graeme Betts, director of Adult Social Care, Birmingham City Council. “Early Intervention is really important in its own right and makes the difference between older people not just surviving but thriving in their own homes in their communities rather than going into residential care which was the situation we were in three and a half years ago. It was important to improve that service. The benefits of this programme are really tangible and making a real difference to the quality of citizens lives. But we also knew that the major prize was that shift in the way this system as a whole worked and it was getting the system to work differently and I think that is what we are achieving. This has been a fantastic achievement and it is great to see where it has got to now.”

Andy Cave, chief executive officer of Healthwatch, Birmingham: “ It was an pleasure to go round all the pilot sites in south Birmingham to speak to staff and patients throughout the service to review where we are at with feedback mechanisms. What came through so was the passion that every member of staff had for listening to the needs of the people using their service and using that to cause improvement. Last October the Healthwatch England Board came to look at best practice in Birmingham and EI was one of the areas they visited. They were incredibly impressed with the outcomes being achieved for older people in the city.”

Waheed Saleem: Non-executive director of the Birmingham & Solihull NHS Mental Health Trust: “Just to mention the mental health aspect of this. Mental health is an important part of Early Intervention. We are all working very closely together trying to get to a point where mental and physical health are integrated. Phase 2 is looking at the community teams and engaging with them to support older people to stay at home to become as independent as possible. This is a great piece of work and we will continue to support . Congratulations to all involved.”

## ○ THANK YOU

This month we share a thank you email received from one of our partners, All Care in One Limited, by the Early Intervention Community Team (West). The email praised social worker, Cynthia Bell. Enjoy the read. What a great email to receive in such trying times!



Hi Cynthia

I was working late this evening and just wanted to send a quick email to you so you can share with your manager. We find working with you such a pleasure and the respect and communication you share with us has formed such an amazing working relationship with you.

Even on the days which have been long for you and for us your commitment to your service users and the details you give us are so useful. I just want to say thank you during this very hard time of Covid its always nice to hear your kind voice. That you know our names, your commitment to your job role spills out in your voice.

Stay safe and your doing a wonderful job, I hope this email gives you a lovely day to start of with.

Kind regards

Shaida Ishfaq  
Gulraiz Rana

## ○ THIS IS WHY WE DO IT!



Margaret Court from Harborne in Birmingham is just one of the hundreds of people to benefit from the Early Intervention (EI) programme to date. Having had an accident at home and breaking her ankle, she was taken into hospital. Although she did not want to stay in hospital Margaret was admitted, but soon discharged after the Early Intervention multidisciplinary team agreed she was safe to return home with support from the new Early Intervention Community Team.

## 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

## 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).