

## EARLY INTERVENTION MATTERS

SEPTEMBER 2020

### ○ THANK YOU – WE ARE FULLY LAUNCHED!



**Date for your Diary**  
**EI Staff Update**  
 With Chris Holt  
**24 September**  
**1pm**

Around 1000 staff working across Early Intervention in the city should have received a thank you card and chocolates to help celebrate that the EI programme is now fully launched. Pictured here getting ready to share the chocolates to their teams are, (left to right), Ruth Fisher, Locality Ops Manager EICT Central and Amy Allen, Locality Ops Manager EICT North.

**Chris Holt**, Birmingham Community Healthcare’s Chief Operating Officer, is the newly appointed **Senior Lead for the Early Intervention Programme (EI), reporting into the Birmingham Older People’s Programme**. He will be livestreaming an update on the results so far to staff on 24 September. Starting at 1pm, Chris will take questions at the end of his presentation. Joining instructions will be sent out to all staff shortly. The event will be recorded so those staff that can’t make that date and time and can tune in and listen when they can. In the meantime, you can [catch up here](#) on the story so far and the early results that are already being achieved.

### ○ EARLY INTERVENTION – THE NEXT PHASE

Ahead of the 24 September event **Chris Holt** took time out to give some highlights on the programme’s progress to date and its focus for the next few months. We were not expecting a global pandemic when we started to roll out the programme last year but without doubt, the ‘home first’ ethos of Early Intervention has eased pressure on Birmingham’s health and social care system and played an integral role in the city’s response to the coronavirus pandemic.

We further developed the programme to help strengthen this response and launched EICT+, a dedicated pathway which ensures that people recovering from the virus benefit from intensive rehabilitation support in their own surroundings. Continued/....

“Despite operating in the midst of a global pandemic, we are performing well against our EI programme goals. The length of stay in acute beds has reduced, we are helping to prevent unnecessary hospital admissions, getting more patients back in their own home more quickly and supporting them to become as independent as possible in their own surroundings.”

“This has been a period of significant change but our focus now is to stabilise and I hope that staff sense that this is happening. We are embedding the work that has been done during the roll out of the programme, stabilising the teams and making sure that all staff feel supported.”

“Strengthening the foundational work we have done is even more important this year as we near the winter period, still in the midst of a global pandemic. The wellbeing of our workforce remains a priority and staff will see steps put in place to help with resilience and continue the support that has been introduced during Covid, for example the seven-day working and the strengthening of teams.”

“We will be working more with West Midlands Ambulance as the Ask OPAL service is rolled out across all acute hospitals and mental health will also come to the fore as we enable all EI system partners to integrate mental health across all workstreams. I would like to say a personal thank you to the circa 1000 staff who are working hard across the Early Intervention programme. Our achievements to date would not have been possible without you. I look forward to taking the EI programme forward and meeting as many of you as possible over the next few months.”

## ○ EI LAUNCH TO THE MEDIA

Following the staff event on 24 September, Early Intervention in Birmingham will be launched to the local, regional and national media which will significantly raise the profile of the programme, the work we are doing and the results we are achieving.

## ○ EICT+ NEW COVID-19 RECOVERY PATHWAY

Colleagues referring patients into the Early Intervention Community Team (EICT) should be aware that there is now a pathway to support people recovering from COVID-19 with their rehabilitation – EICT+. It offers a person-centred approach to improve the persons physical strength and stamina alongside optimising psychological health, and address neurological rehabilitation needs when necessary.

The new pathway will provide an assessment and formulation of a rehabilitation plan to support stages of recovery and refer onto other services to support long term goals and person-centred care plans. The EICT referral form now includes a section to refer into EICT+ and can be found on your respective organisational intranets.



## ○ WHY NOT HOME, WHY NOT TODAY?



The 'home first' ethos of Early Intervention has eased pressure on Birmingham's health and social care system and played an integral role in the city's response to the coronavirus pandemic demonstrating what a powerful approach it is.

We know that it is much better for a patient's physical and mental wellbeing to leave hospital as soon as they are medically optimised for discharge. This helps them avoid some of the risks associated with longer hospital stays, such as infections and the loss of independence and mobility. Yet each year, nearly 350,000 patients spend three weeks or more in hospital.

"We have achieved some significant outcomes using the 'Why not home? Why not today?' approach to realise our vision of providing '**the right care at the right time in the right place**'. We are successfully avoiding unnecessary hospital admissions and sending people home with support to recover more quickly in their own homes," says Emily Freer, Operational Manager within Early Intervention. "With winter pressures ahead of us and a possible ongoing spike in Covid19 infections it is more important than ever that we all continue in this way of thinking.

"We need to support our patients, particularly older people, to continue their recovery in their own home environment or, for those few who cannot go straight home from hospital, within a care location most suited to their needs. There is no better ward like home!"

**The Evidence**

**35% of 70-year-old patients experience functional decline** during hospital admission in comparison with their pre-illness baseline; for people over 90 this increases to 65%.<sup>1</sup>

**48% of people over the age of 85 die** within one year of hospital admission

**The Approach**

- ✓ Plan for discharge from the start
- ✓ Involve patients and their families in discharge decisions
- ✓ Establish systems and processes for frail people
- ✓ Embed multidisciplinary team reviews
- ✓ Encourage a supported home first approach

## THANK YOU

The EICT receives many compliments about the care it provides and we share them when we can. These comments received a few months ago have been captured on a poster at Norman Power EICT base in Edgbaston.

**PATIENT FEEDBACK**

*We asked patients on our service if they'd recommend EICT to friends and family, should they need similar care or treatment...*

*everyone*

*said 'yes'!*

**Friends and Family Test**  
Patient Experience Feedback

*What did patients and their families say?*

"I don't know what I would do without your help"

"Very friendly, very helpful, dealt with all issues properly and respectfully"

"All the team are very professional, respectful, kind and extremely caring"

"Just keep doing what you're doing"

"All the team have made a big difference"

"All the people that come to see me are great"

Another huge thank you this month is to social worker Manaal Yassin who works with EICT (East). What a lovely letter to receive!



"I as the client's daughter would like to send a personal feedback on the behalf of the client and family. From the start, Manaal has provided an outstanding and professional service to both the client and family.

She has kept us informed every step of the way, providing useful information and solutions to any issues, which the client and family were grateful for. In addition, she would take the time to listen to us with an understanding ear.

We are so grateful for the care and attention she has given us. Manaal is a great representative of the service provided by your team and a credit to the service. Out of 5 I would rate the service provided by Manaal 5 out 5.

Thank you Manaal and all the best for the future. Kind Regards, Nya.

## ○ GOT A QUESTION?

Email us at the new [EICT.Info@nhs.net](mailto:EICT.Info@nhs.net) address, use the QR Code below or type the following into your browser  
<https://www.smartsurvey.co.uk/s/AskAboutEI/>



## ○ GOT 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) .