

EARLY INTERVENTION MATTERS

🐦 @EARLYINTERV OCTOBER 2021

○ EICT ENJOYS PRIME TIME TV SLOT



BBC Midlands Today recently dedicated most of their evening bulletin to an in-depth look at the challenges the NHS is facing in the region, 18 months on from the start of the first COVID-19 lockdown. The work of our very own Early Intervention Community Team (EICT) in helping to reduce pressures on acute hospitals was a key feature of the programme.

The hard work of our colleagues at UHB and the West Midlands Ambulance Service also featured in the programme, with staff sharing the impact of growing admissions, solutions that are being implemented and how the system is preparing for winter challenges. EICT clinical team leader Penny Tomkins and healthcare support worker Joy Cartwright were both filmed providing care and support to an elderly lady at her flat in Longbridge, and then rose to the challenge of being interviewed by BBC reporter Ben Godfrey.

Head of EICT Services Bobby Chal said: "This was a well-rounded report on all areas of Birmingham's health and social care system and I'm delighted that the EICT enjoyed some recognition for being part of it. As a whole approach, the Early Intervention programme, has helped patients to avoid more than 10,000 unnecessary admissions to hospital in the last twelve months which is a credit to all involved.

"A huge well done to Penny and Joy who welcomed the opportunity to showcase our EICT service without a moment's hesitation. We are all very proud of them!"

Meanwhile, chair of Birmingham's Ageing Well and Later Life portfolio (which EI reports into) and BCHC Chief Executive Richard Kirby has written [this blog for the NHS Confederation](#), reflecting on how timely the March 2020 launch of the EICT was, given the extraordinary additional pressures on the city's health and social care system.

○ BEV SHORTLISTED IN #BRUMAWARDS21

Congratulations to integrated hub lead @bevhighair, shortlisted for frontline worker of year in #BrumAwards21 for contribution to reducing acute hospital pressure through early intervention/discharge-to-assess, getting patients back home quickly. Vote - birminghamawards.co.uk/vote-now



Bev Marriott, Lead for the Integrated Hub, has been shortlisted for frontline worker of the year in #BrumAwards21. Nominated by her son, voting has now closed. Awards ceremony is to be held on Saturday 27 November. Thank you to all those who voted and Bev, we are all behind you 100%!

DISCHARGE TO ASSESS WORKSHOP



More than 50 colleagues recently attended the latest in a series of workshops to evaluate how the Discharge to Assess (D2A) guidance is working across the Early Intervention rehabilitation bed (P2) pathway.

The D2A is a process designed to rapidly discharge people from hospital once it is medically optimal and safe for them to return home. Initially introduced during Covid-19, the government confirmed last year that this is now a permanent approach given the positive outcomes it has had for patients.

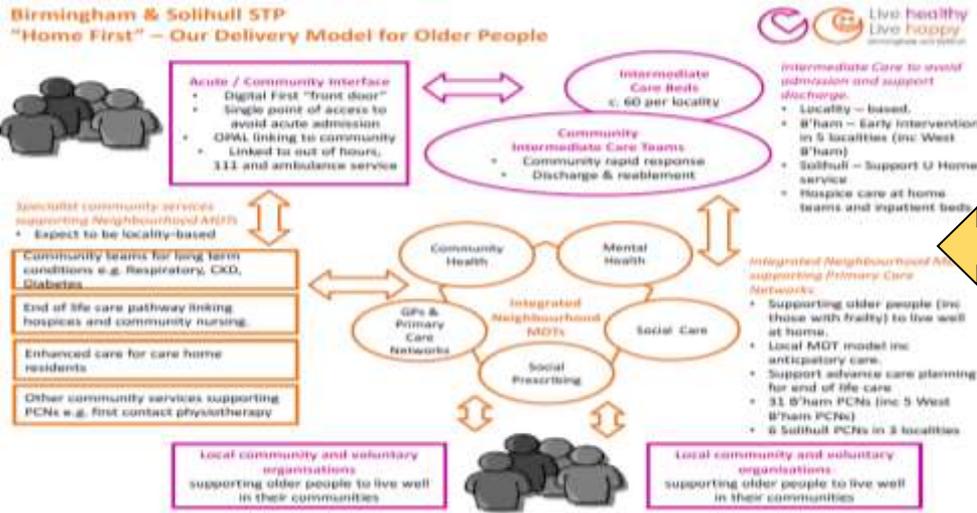
The workshop was attended by a range of professionals, mainly from the P2 team. Ben Richards, Lead for the Early Intervention (EI) Beds Workstream and Director of Adult and Specialist Rehabilitation at BCHC first gave an update on the EI programme including the 10,000+ unnecessary hospital admission that has been avoided.



An update on EI was followed by a progress report on the introduction of the new Beds model (left) which is now in its second phase.

Next on the agenda was Rupinder 'Bobby' Chal, Head of the Early Intervention Community Team and the SPA and Bev Marriott, Integrated Hub Lead who gave an overview on how their respective components work using the D2A guidance and how they interact with and complement the Beds team activity.

DISCHARGE TO ASSESS ctd/.



Bobby and Bev shared this slide which shows the wider Birmingham and Solihull health and social care system

Bobby and Bev were followed by Dan Brown and Shakoor Khan from the Improvement Team who summarised their work at Perry Trees beds site. This has enabled the team to deliver remarkable results after three months: the number of weekly discharges has increased team cohesion has improved and the length of stay is more consistent. Other improvements include the introduction of themes meetings which enabled a joint approach to problem-solving, more consistent multi-disciplinary team meetings and the development of a more efficient and effective data collection process to show performance. The site lead now presents the data to the team, can explain performance and describe response to issues.



The final guest speakers to be welcomed were Shwetha Radhakrishnan (left), Locality Operations Manager (North) and team members Binu Mathews, Jess Ravenhall and Lorraine Bampfield. They gave a review of the EI AHP work at Perry Tree which included how the three different teams – Perry Tree In-patients, EICT North and North Therapy Hub – worked collaboratively to improve seamless transfer of care across the three services to improve the therapy outcomes for patients.

A key focus of this was the Single Assessment Process, the Electronic Patient Record and the introduction of Therapy Rehabilitation Prescription.

During the afternoon session, colleagues took part in group discussions to discuss what is working well, areas needing improvement and suggestions on how these can be made. Ben Richards said: "Delegates and presenters generated a lively discussion around the guidance across all aspects of the Early Intervention programme and within the Beds division particularly. This is so important. We always talk about ensuring that we listen to the patient voice but the voice of our staff is of equal importance. They are on the front line and deliver the service. Thank you to everybody who attended for their invaluable contribution both on and off the stage!

Further workshops are planned starting in November 2021. Anybody interested in attending should contact Bashir Ramzan at bashir.ramzan2@nhs.net.

○ EICT AMBULANCE CATEGORY INREACH SUPPORT

Category 3 – Urgent calls

Watch this short animation on what an urgent call is:



To find out more about the WMAS call categories, click [here](#)

The EICT has undertaken an initial scoping exercise with the West Midlands Ambulance Services (WMAS) to identify if they can help the emergency service paramedics to avoid making unnecessary hospital admissions through community team intervention.

EICT colleagues spent time with WMAS call teams, listening in to Level 3 triaged calls to test the idea. Over a seven-day period, between 8am-8pm, the EICT confirm that it could have taken 22 of the 83 calls they observed.

As part of the exercise, EICT colleagues captured ages of the people who needed emergency support, where they were from, their presenting conditions and the time of day.

Bobby Chal, Operational Head of EICT said: “Both WMAS and the EICT want to take this initiative further and are currently deciding next steps. Many of the calls received are related to falls without obvious injury and this is something that with our two-hour, two-day urgent community response approach we can support with and release paramedic time so that more people can be seen more quickly. Our intention will be to expand to other clinical pathways in time, as part of the urgent care two-hour response service.”



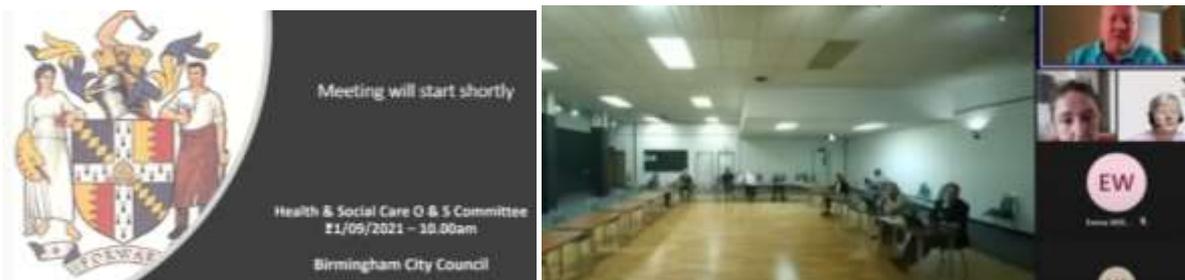
○ EICT SPOTLIGHTED AT CITY SCRUTINY COMMITTEE

The Early Intervention Community Team recently fell under the spotlight of Birmingham's Health and Social Care Overview Committee. Last month, Amanda Jones, Head of Services, Acute Hospitals and Out of Hospital Pathways for Adult Social Care at Birmingham City Council, represented the team and gave an update on its progress to the twelve strong board.

Two carers who had recent experience of the work of the team also virtually attended to share their stories and they and the EICT team were heavily praised by the Committee for sharing their stories and for the invaluable service that the EICT was delivering.

Chris is a carer to his wife who was diagnosed with early Alzheimer's. He was introduced to the EICT through a referral from the Older Peoples Assessment & Liaison Team (OPAL) – another component of the EI programme – after his wife was rushed to hospital. He commented on how much positive time the EICT were able to spend with him during their first visit back at home and that the people who visited had really listened to understand how his wife's needs could be met.

Ruth, who works full time and has three children, helps her dad care for her mom who went rapidly downhill following a hip replacement. After crisis point was reached following a call to the paramedics, her mom started to receive the care that 'saved' both her parents, both mentally and physically. The full meeting can be viewed at Birmingham City Council's website.



○ BLACK HISTORY MONTH - EICT ENGAGEMENT

In line with Black History Month (October) EICT colleagues across each of the five localities are being asked to invite patients to respond to a questionnaire about the service we deliver.

We are keen for representation from Black African, Black Caribbean, Asian including Indian, Pakistani, Bangladeshi and other groups, Chinese, Eastern European. The survey has been organised by BCHC as part of its Big Community Conversation. All colleagues, regardless of which organisation they work for, are being asked to get involved.

The link is [here](#) below and the questionnaire runs for the rest of October until 30 November.



THANK YOU

The following letter was received by the EICT Central team, praising Wade Miskeen, one of its newly qualified social workers who is completing his assessed year in practice. What an accolade to receive. Congratulations Wade. The letter has been shortened slightly for use within EI Matters.

In July 2021 Wade was appointed as Social Worker for Teresa, of Hall Green in Birmingham. It's been a pleasure to work with Wade throughout the last few months. Without doubt, he has made a difficult few months easier for Teresa and her family to cope with.

Teresa and I first met Wade at the end of July. I was immediately impressed because:

- Wade had done his research and was fully appraised of Teresa's complex medical condition, recent in-patient treatment at Heartlands Hospital, and knew the names of the key players in Teresa's personal support network
- Wade fully engaged with Teresa; rather than just speak to those of us involved in Teresa's care provision
- Wade was happy to answer every questions put to him by Teresa, her family, or myself
- Before leaving the meeting Wade ensured everyone clearly understood the next steps and likely timescale. He was keen to manage everyone's expectations to avoid disappointment
- Equally importantly, Wade listened when Teresa voiced her concerns about her existing care provision. Wade offered to take the matter to his colleagues, but this wasn't necessary as I had already lodged a formal complaint on Teresa's behalf



I was particularly impressed by Wade's ability to explain the complex matter of care and funding in a way that was easy for everyone to understand. Teresa and I had a further meeting with Wade at the beginning of August to discuss Teresa's desire to go into the Hospice or a nursing care placement where she could be properly cared for. Although this was Teresa's decision it was still an emotional meeting for her. Wade was both professional and compassionate in the way he managed this meeting.

Today we had a meeting to discuss the funding and placement for the final stages of Teresa's life. This proved to be a rather different meeting to the one planned, as Teresa is clearly very close to death. Wade very kindly rang me before and after the meeting to answer and questions I had on behalf of Teresa and her family. I'm very grateful that he took the time to do this.

It's been both a privilege and a pleasure to work with Wade over the last few months. I wish Wade every success in his further career as a Social Worker. On behalf of Teresa and her family I would like to say thank you for being so easy to work with.

Elizabeth Jane Tucker JP, Personal Advocate for Teresa.



○ EI IHUB MAKES TWO KEY APPOINTMENTS



Left to right, Jason Elston, Bev Marriott and Adam Forrest

The iHub has made two significant appointments to help strengthen the team in its continued growth within the Early Intervention programme.

Jason Elston has been appointed iHub Deputy Manager and Adam Forrest has been recruited to Discharge Facilitator Supervisor.

Adam has worked for the NHS for three years, joining the iHub from the West Midlands Ambulance Service where he was a Non-Emergency Patient Transport Service planner.

In his new role he is responsible for the line management of the discharge facilitators based on wards at Moseley Hall Hospital, West Heath Hospital and the Intermediate Care Centres.

Commenting on his new appointment, Adam said: “ I am always looking for new challenges and wanted to be part of a team which has a positive impact on a patients discharge journey. I also graduated university with a business management degree and was the perfect opportunity to continue applying these skills. I am so looking forward to supporting patients to reach their desired destination in an efficient and caring manner.”

Jason has been promoted from his Operational Team Lead role within the iHub. His new responsibility covers operational management within the iHub specifically within the Bed Management and Discharge Team based at Moseley Hall Hospital.

He has worked within the NHS for more than ten years, starting out as an administrator apprentice and progressed through BCHC, working across services such as Learning Disabilities and Rehabilitation – Outpatients.

Jason says: “ I was redeployed as part of the rapid response to COVID-19 within the discharge team and played a part alongside my colleagues in the initial setup of the new iHub component of the wider Early Intervention programme. I developed a passion for the patient discharge process and the iHub during my redeployment and wanted to continue to drive forward with playing my part in the development of this new service.

“In a nutshell – I’m working with the team to help ensure that patient flow through the system is smooth and patients receive the care they need whilst in hospital but are discharged as soon as the care they require can be met in the community. This is all about practicing our Home First Ethos and ensure that we provide the right care to the patient at the right time and in the right place.

“I look forward to playing my part in developing and driving forward the Integrated Hub and ensuring the best outcomes possible for our patients. We have a fantastic team and look forward to continuing working with them further and drive our patient focused approach forward.”

o IHUB SPREADS A BIT OF SPARKLE FOR STAFF

Jason Elston has been nominated STAR of the Week in a new iHub staff recognition initiative of the same name.

Bev Marriott, iHub lead said: "Sometimes it's the little things that matter the most and a thank you is all it takes. The STAR scheme gives us the opportunity each week to say **Thank You** to somebody who has done something a bit sparkly that week. It also gives us the chance to remind colleagues how much we appreciate everything they do!"

"There is no star-studded prize but there is a priceless thank you from all the team, Twitter and EI Matters fame and we will make the winner a cup of tea or coffee and give them a biscuit!"

"Jason consistently demonstrates passion and commitment towards driving patient discharge across P2 ASR bedded units and simply had to be the first STAR in our new Walk of Fame. Move over Hollywood – here comes the iHub team!"



Moira Boot (left), Discharge Facilitator on Ward 5 at Moseley Hall Hospital also scoops a Star of the Week. In nominating her, Sue Gilbert, Integrated Discharge Lead said: " Moira has excelled this week with support and training for new staff recently in post, plus accommodating visitors to the iHub introducing them to the world of discharge across BCHC. She also supported and facilitated a discharge for a gentleman that was above and beyond the usual ask and where other people thought it couldn't be achieved for the day he actually went home. He was a very happy patient! Moira always has a smile on her face and is an exemplar to other staff in supporting safe and timely discharges. Well done to Moira."

We will continue to feature STAR of the week winners in EI Matters.



o EI STAFF UPDATE WITH CHRIS HOLT – SRO FOR EI

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 Monday 25 October 1.00pm-1.30pm

[Click here to join the meeting](#)

o 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.