

EARLY INTERVENTION MATTERS

🐦 @EARLYINTERV DECEMBER 2021

○ URGENT COMMUNITY RESPONSE PROGRESS



During the last six weeks, the Early Intervention Community Team (EICT) has made significant progress in implementing the urgent community response (UCR) two hour and two-day standards, set out in the NHS Long Term Plan.

UCR is the national collective name for services that improve the quality and capacity of care for people through delivery of urgent, crisis response care within two-hours and/or reablement care responses within two-days.

These services play a critical part in avoiding unnecessary admissions to hospitals and attendance at A&E as well as maximising people's independence to remain at home for as long as possible. NHS England has confirmed that the standards must be implemented by 31 March 2022.

Two key workshops have already been held for colleagues to learn more about the progress in implementing the new standards. This includes recruitment, data capturing and improving operational systems and ways of working. Dates for future workshops will be shared shortly.

Rupinder 'Bobby' Chal, EICT Operational Lead, said: "The EICT has been providing these short-term urgent health and social care community response services since we launched in March 2020. We are now ensuring that we meet all the guidelines set down by the new standards to refine and improve our service.

"The types of patients we will continue to see include those with complex care needs or whose health has suddenly deteriorated through a fall, infection, frailty or exacerbation of an illness.

"We are also working closely with the West Midlands Ambulance Service to support its teams to respond to Category 1 and Category 2 calls more quickly by EICT visiting and providing clinical and emotional support to Category 3 and 4 triaged patients and their families, who are often very distressed, in their own surroundings."

There are five EICT teams based at five locations in the north, south, east, west and central localities of the city. The EICT is the largest integrated community team of its kind in the UK, spanning a population of 1.3m+ and employing a workforce of 500+.



Left to right Bobby Chal and Lorraine Galligan at a recent UCR workshop

Referrals for EICT will typically be from primary care, NHS 111, A&E/same day emergency care, frailty assessment units, ambulance services, self-referral, carer referral or community-based health and social care (including care homes).

EICT's services should have a 'no wrong door' approach and work flexibly based on need, not diagnosis/condition. This will enable:

- people to live healthy independent lives for as long as possible in their own homes, or the place they call home
- to avoid preventable hospital admissions
- reduce the need for escalation of care to non-home settings
- facilitate timely return to their usual place of residence following temporary escalations of care to non-home settings
- support the collaborative working required to deliver the requirements of the hospital discharge operating model.



○ EI FEATURES AS BEST PRACTICE ON NHSE SITE

The Early Intervention programme now features on the NHSE website under best practice in delivering integrated care. Read the full case study [here](#)





DRIVING 'HOME FIRST' FOR CHRISTMAS



With the impact of the COVID-19 pandemic added to the combined winter pressures of seasonal flu and the surge in injuries due to trips and falls, all the stops are being pulled out to ensure everyone who is medically fit for discharge has the domiciliary support in place to be home in time for Christmas.

Under the theme of 'Driving **Home First** for Christmas', all our Early Intervention programme colleagues are playing an integral role in this seasonal push. Working hard with health and social care colleagues across the city, they are helping to put together the packages of care and support that will enable people to be discharged from hospital as soon as it in the best interests of their care and recovery.

#oneteam #onecity #homefirst

○ NAUGHTY EI ELF

Those of you who follow Early intervention on Twitter @earlyintervbham will have read about the adventures of Elf who seems to be reveling in a series of adventures across our Early Intervention teams.

There is no stopping him! We provide a few snapshots of his escapades below.



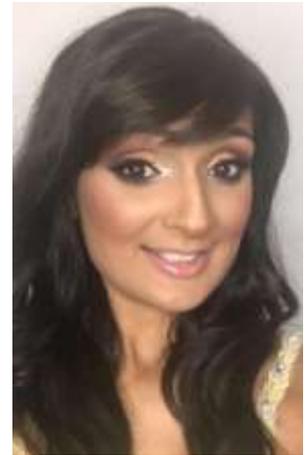
OPAL+ STRENGTHENED BY PM APPOINTMENT

Sanni Aujla has been appointed as Project Manager to OPAL+ to strengthen and expand the service. The new post has been funded by NHS Charities Together as part of their COVID-19 grant making and is administered by the [University Hospitals Birmingham \(UHB\) Charity](#).

OPAL+ is a collaboration between the geriatrician led Older People's Assessment and Liaison (OPAL) team at the Queen Elizabeth Hospital Birmingham (QE) and the [West Midlands Ambulance Service \(WMAS\)](#).

The service first launched in March 2020. Since then, crews who are unsure whether a person needs to be taken to the Emergency Department have been using OPAL+ telephone and video technology to connect them and their patients to the OPAL teams based at the QE. In total OPAL and OPAL+ has helped to prevent 16,000 unnecessary hospital admissions of older people living in Birmingham and Solihull during the last 18 months.

Sanni (pictured right) joins from the Birmingham Community Healthcare Foundation Trust (BCHC) where she was Clinical Operations Manager for the Learning Disabilities Division.



Commenting on her appointment she said: "I am very much into innovation and problem solving and this role ticked these boxes for me – and more. OPAL+ continues to help avoid unnecessary hospital admissions, enabling us to keep people in their own homes where they will recover more quickly. This outcome shows how important and effective good partnership working is and I look forward to working with WMAS to help strengthen the service to deliver the very best care we can to those in need."

The UHB Charity agreed to fund the post following a recent invitation to visit the OPAL+ team at the Queen Elizabeth Birmingham Hospital (QE) and shadow them to find out more about the work they do.

"We're delighted to support the continued rollout of OPAL+" said Mike Hammond, UHB Charity Chief Executive, "This programme should allow many more people to stay in their own homes without the need to attend the Emergency Department at their local hospital, allowing paramedics to liaise with clinicians and social workers whilst they are with patients, giving a much quicker response for follow up care and support."

As part of Sanni's new role, she will work closely with the Early Intervention Community Team (EICT) to develop its new collaboration with WMAS. A recent scoping exercise between the two organisations showed that EICT could effectively support WMAS teams to respond to Category 1 and Category 2 calls more quickly by visiting and providing clinical and emotional support to Category 3 and 4 triaged patients and their families.

Sanni will also help strengthen the relationship with the Birmingham and Solihull Mental Health Foundation Trust which has recently reported success in helping patients to avoid hospital admission following a trial involving OPAL+ and the BSMHFT. It plans to roll out the approach wider in the new year.

OPAL/OPAL+ is one of six components within the [Early Intervention](#) programme that interlink with each other to help prevent hospital admission, avoid premature admission to long term residential care, avoid delays in hospital and ensure that people recover more quickly, ideally in their own surroundings.

EARLY INTERVENTION INFOGRAPHIC

The workings of the Early Intervention programme have been captured in a quick and easy infographic to help explain the goals and different components to this successful new approach to delivering integrated health and social care across Birmingham.

To download your own copy, click on the icon here



Early Intervention programme.pdf



THANK YOU

The following letter was received by the EICT Central team, praising one of our EICT social workers Cephass Makosa. Well done Cephass – listening skills are invaluable and the key to good communication.



Good afternoon,

I would like to make a formal compliment about a Social Worker from the Early Intervention Team who has recently supported my father to get access to a package of care that he really needed.

We have been fighting the system for a while and the Social Worker that I would like to compliment is the only person who has really listened to us. Her name is Cephass and I would be grateful if she could be thanked officially for listening and being understanding of the differences that Parkinson's Disease can cause my father's health and presentation throughout the day, every day.

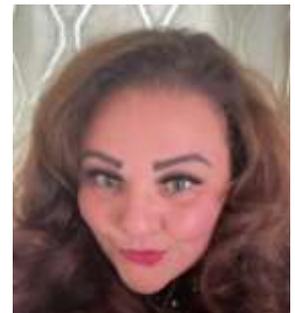
Sometimes, because he is able throughout the day, we haven't been listened to. whereas at other times (most of the time) he is completely incapacitated. Cephass was understanding and professional and worked hard for us!

iHUB 'STAR OF THE WEEK'

Donna Ellis (pictured right) is our latest colleague to be nominated STAR of the Week in the iHub's staff recognition initiative. Donna, who works on Ward 6 at MHH, has been nominated for her commitment in driving forward home first and always asking 'why not home, why not today'.

Jason Elston, Deputy Operational Lead in the iHUB commented: "Nothing is too much of an ask for Donna - she has even been known to jump in and support the ward staff with serving up dinners, preparing ward for reopening in times where ward were short staffed.

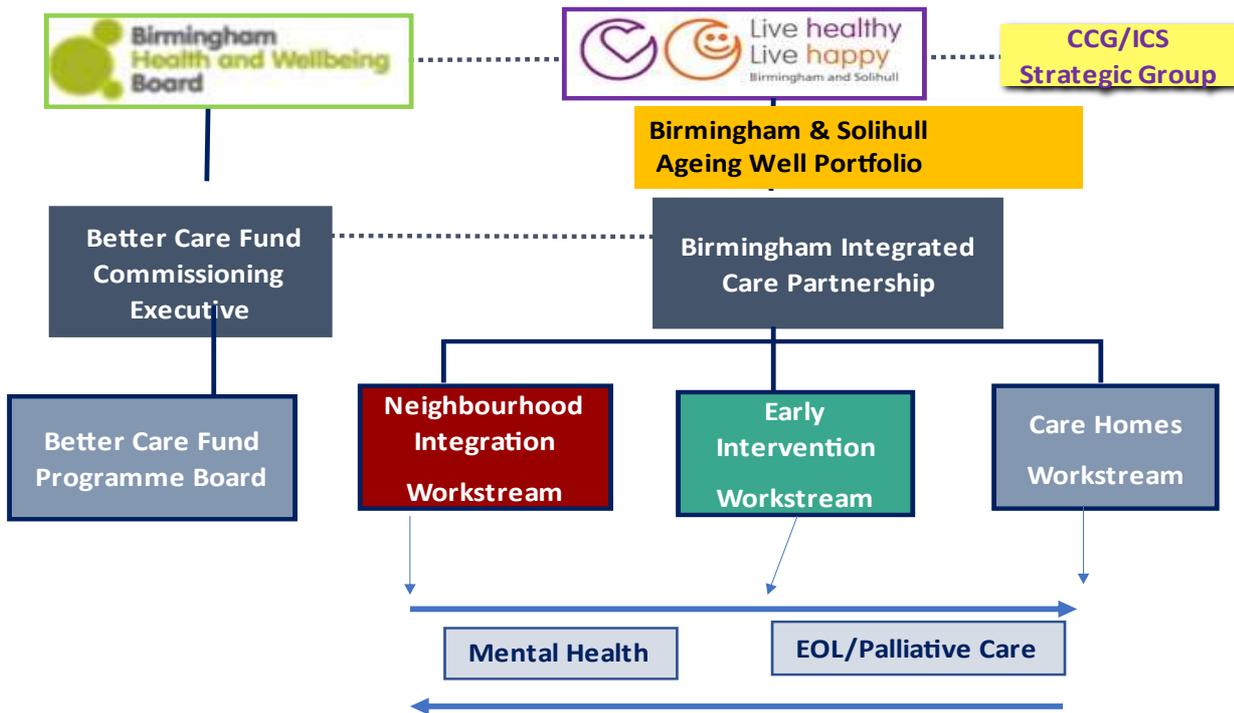
"Donna is very patient centred and has an excellent way of communicating and building rapport with patients. She is an asset to our team."



BIRMINGHAM INTEGRATED CARE PARTNERSHIP

As you may be aware, the Early Intervention programme is part of Birmingham’s wider Ageing Well Portfolio (below).

Sitting alongside, Care Homes and Neighbourhood integration, the three workstreams report into the Birmingham Integrated Care Partnership (BICP). End of Life and Mental Health services run through all three areas too. The first annual report of BICP is now available to read [here](#).



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 .