

EAST AYRSHIRE  
**Health & Social Care**  
Partnership

NHS  
Ayrshire  
& Arran

Quality | Equality | Access | Partnership

# Remobilise, Recovery and Redesign

## Integration Joint Board 26th August 2020

Empowering Supportive Seamless Inclusive

Caring Safe Respectful

EAST AYRSHIRE  
**Health & Social Care**  
Partnership

NHS  
Ayrshire  
& Arran

Quality | Equality | Access | Partnership

# Introduction

- Strategic Plan
- Workforce Plan
- Financial Plan
- Property & Asset Management Strategy

Empowering Supportive Seamless Inclusive

Caring Safe Respectful

EAST AYRSHIRE

**Health & Social Care**  
Partnership



Quality | Equality | Access | Partnership

- Individuals
- Families
- Communities
- Staff
- Partners

Empowering Supportive Seamless Inclusive

Caring Safe Respectful

EAST AYRSHIRE

**Health & Social Care**  
Partnership



Quality | Equality | Access | Partnership

Eddie Fraser

Erik Sutherland

Pam Milliken

Marion MacAulay

Nicola Taylor

Vicki Campbell

**Speed Dating!**

Empowering Supportive Seamless Inclusive

Caring Safe Respectful

EAST AYRSHIRE

**Health & Social Care Partnership**

NHS  
Ayrshire & Arran

# Community Health and Care Locality Services

Quality | Equality | Access | Partnership

Caring Safe Respectful

Empowering Supportive Seamless Inclusive

EAST AYRSHIRE

**Health & Social Care Partnership** *Pre-COVID Journey*

NHS  
Ayrshire & Arran

## Integration journey

- Major strides - early 'go live'; governance; structure, delivery;
- Compelling vision - strong relationships, outcome-focus, positive performance.

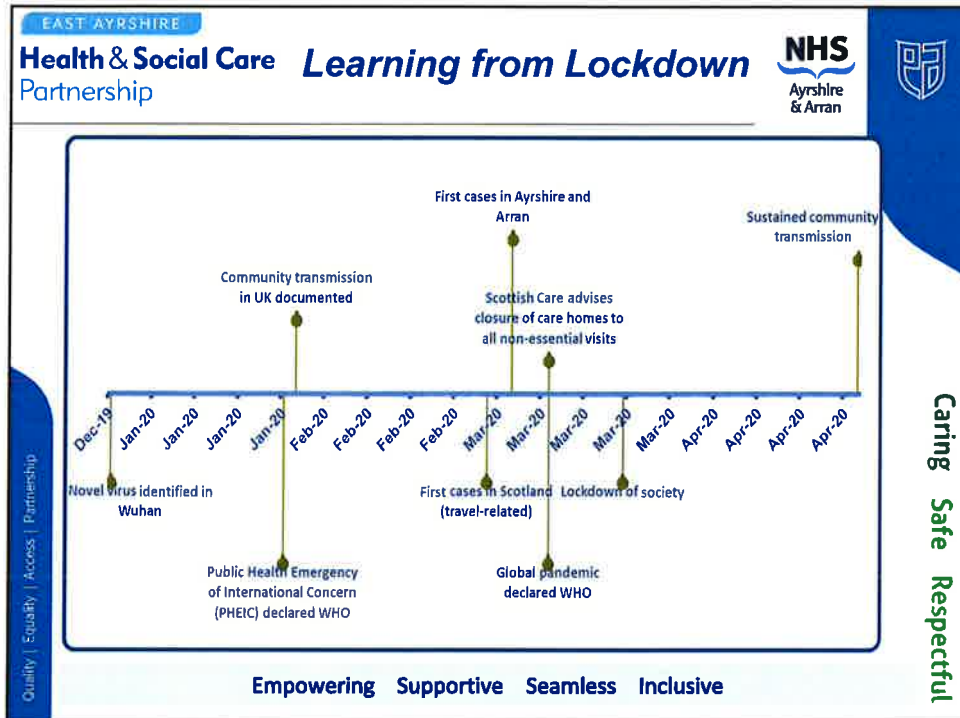
### Whole system challenges:

- Strategic challenges of ageing population, long-term conditions, multi-morbidity, workforce planning, changing expectations of choice and control;
- Operational challenges of increasing demand, waiting times, performance against target;
- Financial challenges of increasing cost pressures, financial constraint and single year budgets.

Quality | Equality | Access | Partnership

Caring Safe Respectful

Empowering Supportive Seamless Inclusive



EAST AYRSHIRE

**Health & Social Care Partnership** *Learning from Lockdown*

NHS Ayrshire & Arran

**Remember what this meant:**

- ban on all non-essential travel.
- severe restrictions on contact with individuals outside own home.
- closure of schools, entertainment and leisure venues, most businesses, amenities, places of worship.
- highlighted vulnerable groups and precautions, e.g., shielding.
- emergency legislation passed, including police powers to enforce.
- mass population compliance with 'stay home' advice.

Empowering Supportive Seamless Inclusive

Quality | Equality | Access | Partnership


Caring Safe Respectful



**EAST AYRSHIRE**  
**Health & Social Care Partnership**

# Health & Care Localities Challenges

**NHS**  
Ayrshire & Arran



**Where are we now?**

- Preserved critical services in Care at Home, District Nursing, Adult Support and Protection, Care Homes, EACH etc.
- Older people's Day Care suspended
- Mixed model of practice: remote working, virtual assessment, telephone, check calls and reviews, conference calls.

**Where do we want to be?**

- Embracing new ways of working, scaling up the use of remote and digital consultation and assessment – maintain and further develop these.
- Deepening integration across health, social care and communities.
- Shift in delivery of health and care closer to home in line with people's expectations.
- Redesigned and shaped by the experiences of supported people

**What will we cease doing?**

- Unnecessary or unnecessarily long meetings – focus on purpose, business and governance.
- Processes where stages do not add value – streamline, benefits of new MIS
- Further opportunities for choice and control through Self Directed Support.

**What could be the role of our communities**

- Participation and engagement to shape future models of support
- Wellbeing roles and leadership
- Tackling inequalities – mobilization
- Positive outcomes through engagement plus demand management

**Empowering Supportive Seamless Inclusive**

Quality | Equality | Access | Partnership

Respectful

**EAST AYRSHIRE**  
**Health & Social Care Partnership**

**NHS**  
Ayrshire & Arran












**Empowering Supportive Seamless Inclusive**

Quality | Equality | Access | Partnership

Empowering Safe Respectful



EAST AYRSHIRE

**Health & Social Care**  
Partnership

NHS  
Ayrshire  
& Arran

# Wellbeing and Recovery

Quality | Equality | Access | Partnership

Caring Safe Respectful

Empowering Supportive Seamless Inclusive

EAST AYRSHIRE

**Health & Social Care**  
Partnership

NHS  
Ayrshire  
& Arran

## Overwhelming Response

**From Individuals and Teams:**

- Daily updates, what's app, remote working , MS TEAMS, teleconferencing for virtual meeting
- All services reviewing people's risk levels
- Weekly check in calls
- Continuing to take new referrals
- Teams rota system
- Introduced NHS Near Me / Attend Anywhere
- Low sickness absence
- All people shielding contacted
- Senior team frequent visits to teams

**Learning Disabilities:**

- Calls, home visits, walks and zoom calls
- Treat packs

Quality | Equality | Access | Partnership

Caring Safe Respectful

Empowering Supportive Seamless Inclusive

EAST AYRSHIRE

**Health & Social Care Partnership** **Overwhelming Response**

NHS Ayrshire & Arran

**Mental Health:**

- Essential supports to most vulnerable maintained throughout
- MH App to share resources for telephone appointments
- PCMH waiting times reduced
- Managing risk and visits to homes and wards using PPE

**Addictions:**

- Addictions reviewing everyone in a few days and changed all frequencies with naloxone posted to every person prescribed methadone/ORT
- Increased IEP opening times and mobile IEP provision to remote service users
- Maintaining essential face to face contacts e.g safetalk to prison release which includes prescription and naloxone provision
- Recover network provided support (telephone, zoom events, face book, food packages)

Supporting independent providers Empowering Supportive Seamless Inclusive

Quality | Equality | Access | Partnership

Caring Safe Respectful

EAST AYRSHIRE

**Health & Social Care Partnership** **Issues**

NHS Ayrshire & Arran

- Participation and support for COG Protection arrangements
- 12 noon Pan Ayrshire MH Meetings
- Initial IT difficulties for staff supporting individuals from home
- LD day service – families and carers nervous
- Access to and getting used to PPE
- Purchase of uniforms.
- Medication (ORT) delivery to isolating/shielding patients
- Provision of Home Alcohol Detox intervention suspended as unable to achieve monitoring requirements
- Increased level of anxiety and emergency support required
- Re-opening safely, providing face to face contacts and groups

Empowering Supportive Seamless Inclusive



Quality | Equality | Access | Partnership

Caring Safe Respectful



**EAST AYRSHIRE**  
**Health & Social Care**  
 Partnership

# RENEWAL

---

**Learning from COVID e.g. Attend Anywhere, self sufficiency of individuals, integrated and flexible working**

**EAC and HSCP Wellbeing agenda for staff and communities**

**Key service actions:**

- Accessing and utilising community assets for LD day opportunities
- Drug Death Taskforce: Our Emergency Response 6 recommendations
- No Wrong Door - first point of contact for addictions
- Enable access to premises for addictions clinics
- Access to Injecting Equipment Provision
- Non fatal overdose liaison service
- Reduce waiting times for primary care MH, investing in MH Practitioners
- DBI and support for relatives of affected by suicide
- Implement learning from review of 50 suicides
- All suspected drug deaths and suicides reviewed for learning

Quality | Equality | Access | Partnership

**Empowering Supportive Seamless Inclusive**

Caring Safe Respectful



She couldn't thank me enough for the support I've given to K during covid and to have managed to provide him supports with EACS which were a hit (SWLD)

Individuals when we are delivering medication who are always telling us 'they're very thankful for our support and that we are doing a good job' (Addictions)

Praise from clients, with one client in particular contacting staff regularly on a Thursday to inform them they will be participating at 8pm in Clap for Nurses; this has been received warmly by staff (CLDT)

One of my patient stated he was out clapping for me and the team every Thursday as he was given a detox just before lockdown and during he is still doing great and now back working. (Addictions)

The home visits are great, they keep everyone's spirit up

I am grateful for the contact and I think this helps to reassure both the parent/carer and service user that you are here for us (Day opportunities)

Receiving the afternoon tea made us feel so special

Riverside always goes above and beyond and it's like one big family

How lovely and thoughtful it is to remember service user's birthday (Day opportunities)

I am enjoying the phone calls during lockdown (Day opportunities)

*Activities at home supported by SAFC*

*Welfare bags to say we are thinking of you*



*Thank you from tenants at Andrew Nisbet Place*



*It's much appreciated!*

*THANK YOU VERY MUCH FROM TENANTS, STAFF & CAREERS FOR THE DELICIOUS CUPCAKES YOU MADE US. Thank - Riverside Quater*

*Riverside Treats*



EAST AYRSHIRE

**Health & Social Care Partnership**

**NHS**  
Ayrshire & Arran



# Children's Health Care and Justice Services

Quality | Equality | Access | Partnership

Empowering Supportive Seamless Inclusive

Caring Safe Respectful

EAST AYRSHIRE

**Health & Social Care Partnership**

NHS  
Ayrshire & Arran

Pubic Protection & Learning

C & F Localities

Justice SW

Children's Health care and Justice Services

Corporate Parenting

Health Visiting and Early Years

Prison HealthCare

Empowering Supportive Seamless Inclusive

Quality | Equality | Access | Partnership

Caring Safe Respectful

EAST AYRSHIRE

**Health & Social Care Partnership**

Lockdown – seems like an age away....

NHS  
Ayrshire & Arran

Empowering Supportive Seamless Inclusive

Quality | Equality | Access | Partnership

Caring Safe Respectful

EAST AYRSHIRE

**Health & Social Care Partnership** **What have we learned**

NHS Ayrshire & Arran

- Reinforces the importance of personal relationships – face to face contact is crucial
- People were and are scared
- Importance of maintaining critical services
- Communication with the teams was of crucial importance
- Kindness and compassion at the heart of decision making creates a positive supportive culture
- Importance of collaborative relationships and working together
- Seeing the strengths in families, not only areas of challenge
- We have an amazing workforce with a can do attitude
- We do not need to look too far for creativity
- Our young people are an inspiration and have been outstanding throughout the pandemic

Quality | Equality | Access | Partnership

Empowering Supportive Seamless Inclusive

Caring Safe Respectful

EAST AYRSHIRE

**Health & Social Care Partnership**

NHS Ayrshire & Arran

**Where are we now?**

- We have continued to deliver critical services in terms of protection risk and high vulnerability, frequently via face to face contact.
- We have developed new ways of working with people via telephone contact and teleconference - this does not replace face to face.
- Some families prefer teleconference and video conference options for difficult meetings - aids participation and removes intimidation of big meetings.

**Where do we want to be?**

- Take the positives of new ways of working and the mixed model that has developed - make it more balanced via increase in face to face interactions.
- More readily available video conferencing
- Increase unpaid work opportunities to support people successfully complete orders
- Take forward BVR and children's wellbeing model
- implement teh Care Review

**What could be the role of our communities?**

- notion of citizen leadership
- engagement and participation
- build on volunteering evidenced throughout lockdown
- sense of community leads to involvement and pride in the community

**Are any works required to re-open?**

- Justice services - service to the court as the court reopens
- unpaid work - legal requirement to get people through orders in defined times
- MAPPA - groupwork currently replaced by individual work
- home visits undertaken by two workers due to limited office based opportunities
- Family time for children and families

Quality | Equality | Access | Partnership

Empowering Supportive Seamless Inclusive

Caring Safe Respectful

EAST AYRSHIRE

**Health & Social Care Partnership**

NHS  
Ayrshire & Arran

# And Finally....

More often than not, it's just about having that worker who is on hand to help us through the difficult bits, i.e. when a relationship breaks down;

"Hi Jamie its amazing what sitting down and talking can do. Its much positive from the min u left I just wanted to squeeze him I tell him I loved him well I did do. And I do get a hug very often from him But we both just need to work hard cause am the only person he really has at the moment and apart from u as well but your doing a wonderful job to get people through these hard times but tonight me Lee and Shaniece will be out clapping for u tonight thank u for getting us back on track..."

Quality | Equality | Access | Partnership

**Empowering Supportive Seamless Inclusive**

Caring Safe Respectful

EAST AYRSHIRE

**Health & Social Care Partnership**

NHS  
Ayrshire & Arran

# Primary Care

Quality | Equality | Access | Partnership

**Empowering Supportive Seamless Inclusive**

Caring Safe Respectful

EAST AYRSHIRE  
**Health & Social Care Partnership**

NHS  
 Ayrshire & Arran

SHIELDING  
 EMERGENCY EYE CARE  
 GENERAL PRACTICE RISKS  
 DENTAL  
 URGENT DENTAL CARE  
 OPTOMETRY  
 PHARMACY  
 REMOBILISATION  
 COVID19

Empowering Supportive Seamless Inclusive

Quality | Equality | Access | Partnership

Caring Safe Respectful

EAST AYRSHIRE  
**Health & Social Care Partnership**

NHS  
 Ayrshire & Arran

# Optometry

Lockdown to Phase 2

All Optometry practices were instructed to close

**This way**

Urgent cases were redirected to Emergency Eye Care Centres

Phase 3

Optometry practices were allowed to open with restricted services

Practices were asked to complete risk assessments and ensure compliance to social distancing

Phase 4

**Aaaaand, we're back.**

Optometry practices opened

There is a financial costs with the purchase of low vision aids which were previously borrowed. Practices require ongoing PPE

Empowering Supportive Seamless Inclusive

Quality | Equality | Access | Partnership

Caring Safe Respectful



**EAST AYRSHIRE**  
**Health & Social Care Partnership** **Dental Services** **NHS Ayrshire & Arran**

**Lockdown to Phase 2**

- CLOSED** - All Urgent dental cases were referred to Urgent Dental Care Centres (UDCC)
- Red, Amber and Green zones** were set up within PDS clinics

**Phase 3**

- REOPENING** - Dental practices were allowed to open for Green Zones Urgent Care only
- Practices were asked to complete risk assessments and ensure compliance to social distancing

**Phase 4**

- AAAAAand, we're back.** - GPs practices were allowed from 17<sup>th</sup> August to carry out AGPs for urgent care
- RISKS AHEAD** -
  - Maximum risk - PDS staff are supporting both UDCC and PDS services
  - Ensures adequate coverage of PDS on continued back
  - Clipping FFP3 mask fitting as supplies change

**Empowering Supportive Seamless Inclusive**

**Quality | Equality | Access | Partnership** **Caring Safe Respectful**

**EAST AYRSHIRE**  
**Health & Social Care Partnership** **Pharmacy & General Practice** **NHS Ayrshire & Arran**

**Lockdown to Phase 4**

- Pharmacies remained open throughout the pandemic with reduced opening hours
- Practices implemented safe social distancing measures
- RISKS AHEAD** - Test and protect - Implications for all staff self-isolating

**Lockdown to Phase 2**

- Practices reduce the number of staff in practice and reduce enhanced services
- Practices set up telephone triage, Next me, remote pathways
- Shielded patients list** - GP practices support shielding patients which paused on 3<sup>rd</sup> August
- Practices implemented social distancing measures

**Phase 3/4**

- Practices restart services
- RISKS AHEAD** -
  - There is a high level of concern about advice for contact with ring
  - Service based only but supported by staff at location due to COVID-19 status increased demand on staff capacity

**Empowering Supportive Seamless Inclusive**

**Quality | Equality | Access | Partnership** **Caring Safe Respectful**

EAST AYRSHIRE  
**Health & Social Care Partnership**

NHS  
 Ayrshire & Arran

# Ayrshire Urgent Care Services

Quality | Equality | Access | Partnership


Empowering Supportive Seamless Inclusive

Caring Safe Respectful

EAST AYRSHIRE  
**Health & Social Care Partnership**

NHS  
 Ayrshire & Arran

## Immediate Response



- ❖ Early March the service moved to a process of pre-screening all patients. Face to face presentations dropped significantly for all parts of the service.
- ❖ Directed by Scottish Government on 11 March to create an Ayrshire & Arran COVID-19 Clinical Hub and Assessment Centre by 23 March.
- ❖ Single COVID-19 Pathway created from NHS 24 as part of urgent care response to manage the anticipated demand.

Quality | Equality | Access | Partnership

Empowering Supportive Seamless Inclusive

Caring Safe Respectful

EAST AYRSHIRE  
**Health & Social Care Partnership**  
 NHS Ayrshire & Arran

**Opened 23 March 2020**

Covid-19  
Assessment Centre  
Now Open

- ❖ Whole system approach to the design
- ❖ Integrated with AUCS
- ❖ Single point of access for:
  - NHS 24 GP Practices
  - Care Homes
  - Scottish Ambulance Service
- ❖ Critical care pathway to Combined Assessment Unit and Emergency Department
- ❖ Supported and staffed by all GP Practices

**Empowering Supportive Seamless Inclusive**

**Caring Safe Respectful**

Quality | Equality | Access | Partnership

EAST AYRSHIRE  
**Health & Social Care Partnership**  
 NHS Ayrshire & Arran

### AUCS Weekly Activity

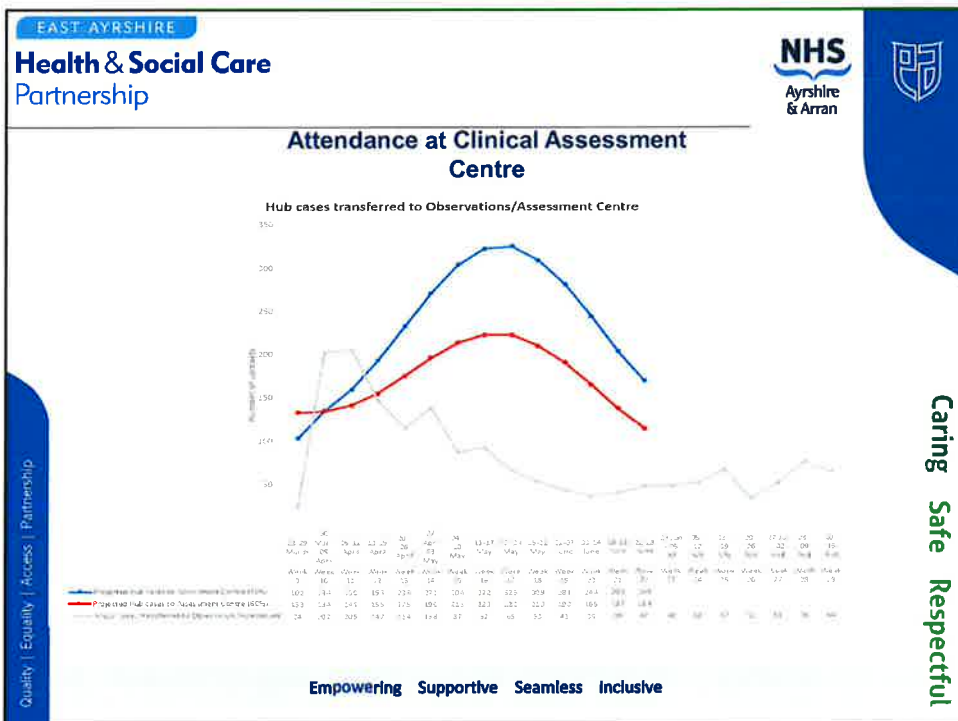
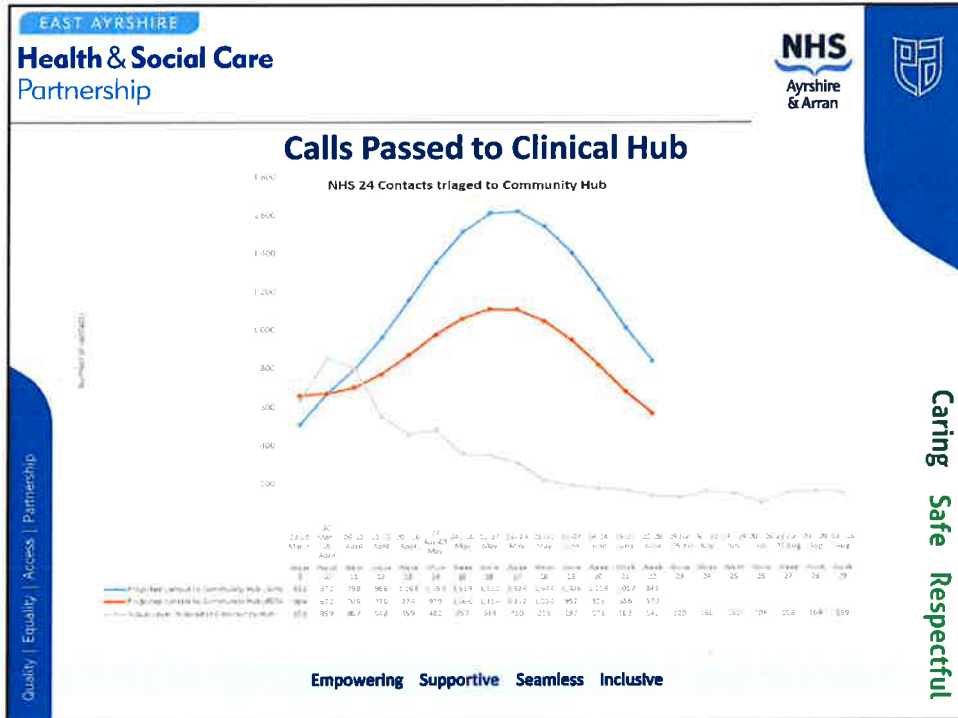
AUCS Weekly Activity

Week	NHS 24	Clinical Referrals	Home Visits
02-08 Mar	750	180	240
09-15 Mar	910	380	220
16-22 Mar	780	480	170
23-29 Mar	810	220	200
30 Mar-05 Apr	930	200	210
06-12 Apr	810	350	190
13-19 Apr	850	380	180
20-26 Apr	750	350	200
27-03 May	780	380	210
04-10 May	790	350	220
11-17 May	780	350	210
18-24 May	790	350	210
25-31 May	790	350	210
01-07 Jun	790	350	210
08-14 Jun	790	350	210
15-21 Jun	790	350	210
22-28 Jun	790	350	210
29 Jun-05 Jul	790	350	210
06-12 Jul	790	350	210
13-19 Jul	790	350	210
20-26 Jul	790	350	210
27-02 Aug	790	350	210
03-09 Aug	790	350	210
10-16 Aug	790	350	210
17-23 Aug	790	350	210
24-30 Aug	790	350	210
31 Aug-06 Sep	790	350	210

**Empowering Supportive Seamless Inclusive**

**Caring Safe Respectful**

Quality | Equality | Access | Partnership



EAST AYRSHIRE

**Health & Social Care**  
Partnership

NHS  
Ayrshire & Arran

### Urgent Care Next Steps

- **Redesigning Urgent Care**
  - ❖ Data & Monitoring
  - ❖ Pre-hospital triage/out of hospital assessment & Community Hubs
  - ❖ Virtual Technology Solutions
  - ❖ Scheduling Attendance to Emergency Departments and Assessment Units
- **Wider Unscheduled Care**
  - ❖ Data & Monitoring
  - ❖ Population health/user insights
  - ❖ National Messaging
  - ❖ Workforce
- **6EA Building on Firm Foundations**
  - Reduce attendances
  - Alternatives to Admission for Planned Pathways
  - Alternatives to Admission for Urgent Care
  - Reducing Inpatient Length of Stay

Oct 2020

Dec 2020

Oct

Quality | Equality | Access | Partnership

Empowering Supportive Seamless Inclusive

Caring Safe Respectful