

County Durham Care Partnership



Health and Wellbeing Board

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Winter Planning 2021/22

Michael Laing Director of Integrated Community Services

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to deliver joined up care in County Durham



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Background

- Partners have developed Winter Plans over a number of years
- There are two types of Winter Plan: Surge and Cold Weather
- Surge is mainly about how to prevent and manage the increases in demand caused by illness of residents, patients and staff
- Cold weather is mainly about preparing the environment for adverse weather and responding to it
- The shared aim of the plans is to “prevent” demand and help people keep well over Winter
- Covid was an additional factor this Winter for residents and staff wellbeing
- Emerging evidence of what we can expect



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Current Situation

- Unprecedented demand for health and care service.
- Covid admissions continuing
- Emergency Departments seeing sustained demand – 13% increase on 2019
- Hospitals working hard to manage beds but often at highest levels of operation – OPEL 4
- NEAS seeing highest ever demand for ambulances
- GPs and Social Care experiencing high demand as well
- Workforce challenges in care providers especially home care
- We have been in a Covid national major incident since March 2020 which continues



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What can we expect?

- Covid continuing over Winter – see Government’s Covid Winter Plan – will effect patients and staff
- Continuing demand for emergency, acute primary and social care
- Flu infections higher – see Government’s New and Emerging Respiratory Virus Threats Group (Nervtag)
- Increasing Children’s Respiratory Syncytial Virus (RSV) – see Public Health England
- Workforce well-being critical after 18 months plus of sustained pressure
- Workforce vacancy rate of 7.3% in care providers – Skills for Care
- Will need to “flex” resources and manage public expectations



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Social Care 1

- ‘Discharge to Assess’ , ‘Trusted Assessment’, ‘Home First’ and ‘Home from Hospital’ arrangements deployed
- Social care capacity available during Surge including Designated Settings
- Short Term Assistance Service commissioned for urgent / crisis community domiciliary care
- Innovative approaches to support capacity will be piloted – using technology.
- Staff wellbeing services available and dedicated webpage established to assist providers to navigate options
- Community Services and Adult Care working together in TAPs to avoid admission
- Preparing for Winter Programme for social care providers



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Social Care 2

- Durham Care Academy including recruiting and training of care staff
- Council support to access agency staff for care providers
- Community Services Teams and GPs working in care homes every day
- Additional support, advice and training on infection prevention and control
- Practical help if a Covid outbreak occurs
- Coordination of mutual aid to support service continuity
- Provision of bespoke training
- Financial support for all providers during the pandemic
- Targeted financial support to prevent provider failure
- Liaison with providers and CQC



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Primary Care

- Working with NEAS to avoid peaks in ambulance requests
- Care Navigators, Oximetry at Home, weekend visits to the frail, access to DVT pathway to avoid admissions
- GPs working in Community Hospitals and wards in Bishop Auckland
- Delivering the Covid and flu vaccination programme
- GP Service opened at UHND 1 November 2021

Next Steps:

- Looking at increasing face to face appointments following national guidance
- Return the management of long term conditions to where they were pre Covid
- Make sure the enhanced health in care homes is fully implemented



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Community Services

- Working every day with the housebound to avoid admission
- Setting up 2 hour crisis response service to avoid admission
- Additional therapists in Community Hospitals to help with discharges
- Covid and flu vaccination in care homes and for the housebound
- Extra bed capacity in Community Hospitals
- Integrated working with GPs and social care



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Acute Care - CDDFT

- Already implemented Winter style measures
- Increased staffing capacity in Emergency Departments
- Deployed clinical staff including senior managers to areas of high demand and recruiting more staff
- Opened additional beds
- Using Bishop Auckland Hospital capacity
- Working hard to deliver planned surgery and performing well
- Investing in the Same Day Emergency Care model
- Caring for patients and staff



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Mental Health - TEWV

- Prioritised capacity for “front door” services like crisis teams
- Cold weather contingencies in place e.g. access to 4x4 vehicles for crisis teams,
- Targeted support for more vulnerable people e.g. care homes
- Range of internal measures in place to support staff, from wobble rooms created through COVID to Schwartz rounds, employee psychology support, peer support mechanisms
- Dedicated COVID resilience hub in place
- Support for individual partner organisations as required
- “Support on a page” for system widely circulated in 2020 – to be re-circulated for winter
- Community COVID Resilience Team now in place across the County – partnership between Resilient Communities Group and TEWV, provides early intervention for COVID-specific MH/emotional wellbeing needs.



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North East Ambulance Service

- Aim to increase capacity over Winter through a variety of measures
- Using independent sector capacity
- Previously had military support
- Increasing capacity of NHS 111
- Treating patients safely at home to avoid conveyance to hospital



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Public Health

- Outbreak management and preventing spread of disease
- Sharing data with partners
- Focus on the most vulnerable and disadvantaged and at risk building on our Durham Together work
- Taking our communities with us
- Focus on the social determinants of health and wellbeing – warm homes, food access, social isolation
- Ensuring our local places can function – gritting, winter maintenance



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Council's Technical Services - Highways

- Treating 45% (1733 km) of the carriageway network. Known as Priority 1 – critical infrastructure, NHS facilities
- Priority 2 routes are treated after P1 routes and only in times of prolonged winter weather - 10% of the network or 387 km
- DCC salt stocks - 42,000 tonnes to cover 160 runs and 2500 salt bins providing a high degree of resilience
- SLAs with local residents and farmers with snow ploughs and other clearance equipment for rural places
- SLAs with town and parish councils to clear snow and grit roads and paths in communities using volunteers
- Customer emergency number 03000 261000 staffed 24 hours per day – must be an immediate danger to public safety
- All operations are supported by a communications plan and our policy which is published on the website



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Vaccination

- Both Covid and Flu vaccination key activities to prevent illness
- Primary Care Networks continue to offer Covid 1st and 2nd doses and “booster” vaccinations and flu jabs
- Care homes and housebound being vaccinated by Community Services and GPs
- Hospital Hubs open for health and social care staff at County Hall and Darlington Memorial Hospital
- Vaccination programme for 12-16 year olds in schools underway
- Community Pharmacies offering vaccination plus mobile and pop up clinics
- Vaccination Centre at Arnison Centre, mobile clinics, pop-up clinics in place aimed at areas of low take up
- National media campaigns encouraging vaccination



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Working together

- Surge pressures managed through Local A&E Delivery Board (LADB). Chaired by CDDFT Chief Executive
- CDDFT working with other acute trusts and NEAS to manage demand across the region
- County Durham Care Partnership Chief Officers meet informally to ensure mutual support
- Working together to move resources quickly and flexibly
- All partners have internal systems based on the “Gold Command” model to manage Winter Pressures
- Social Care and Community Services meet to manage pressures in the care sector and support providers
- Local Resilience Forum (LRF) structures in place to prepare for and manage incidents
- Shared national and local communications



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Summary & Questions

- NHS Winter Plans submitted in line with national guidance and Covid Winter Plan
- Expecting Winter Plan for Social Care
- All partner organisations co-operating
- Evidence suggests a challenging winter ahead and service prioritisation likely
- Recognise current levels of demand and staff well-being critical factors
- All Winter Plans will be in one place for the first time dealing with surges in demand and cold weather events
- Thank you
- Questions



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