

Winter Planning Assurance 2024-25

Overview and Scrutiny Committee 18 November 2024

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NHS FT

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Format

- Covers health, care, other services cold weather and surge plans
- Context
- Learning from last year
- Governance
- Partner plans – health and care
- Partner plans – other services
- Summary
- Thank you and questions

Context

- Partners have had winter plans in place for years:
 - **Cold weather plans:** Agreed actions for services and environment for responding to adverse weather;
 - **Surge response:** To prevent and manage increases in demand caused by illness of residents, patients and staff.
 - Based on strong strategic and operational partnerships and joint working
- Plans have a shared aim to ‘prevent’ excess winter deaths and cold related ill health and to manage demand on health and social care systems and other related services over the winter season.

Learning from last year

- Activity based on strong partnerships
- Increased demand for NHS services especially A&E
- Unpredictable patterns of increased demand starting earlier in late October earlier November 2023
- Positive changes in practice in Emergency Departments
- Organisations working together on hospital discharge
- Transport recognised as a critical factor
- Additional funding applied to shared priorities
- Care market prepared and responded well to demand

Governance

- System managed via the LADB which meets monthly
- LADB informal meeting 8am every Monday or more if needed
- Weekly Gold Command meetings in each Trust or more if needed
- Bed meetings in Trusts 3 times per day
- Transfer of Care Hub meetings daily
- System Leaders meetings 2 times per week
- Active collaborative management of the health and care system by Chief Officers
- Daily oversight by the ICB and Government

Partner Plans – Health and Social care

CDDFT Winter Planning 1

Priorities for 24/25 set by Government in letters from Ministers, NHSE and ICB to all partners:

- Ambulance handovers
- Waiting times in ED
- Sustaining the elective recovery programme
- Hospital Discharge
- Urgent Community Response
- Admissions avoidance
- Single point of access/Integrated coordination centre
- Hospital at Home

Lessons from winter 2023/24 have been incorporated in plans.

Increased bed capacity: 28 additional winter beds at Bishop Auckland and 13 surge beds in Darlington Memorial Hospital.

Bed meetings in CDDFT 3 times per day / Transfer of Care Hub meets daily.

Organisational Executive Triumvirate improvement programme – Improving patient safety and experience by improved flow. (Commenced February 24).

CDDFT Winter Planning 2

Attendance at national winter learning events.

Peer reviews to support improvement journey in UEC.

On going discussion in LAEDB to align to NENC System priorities.

The key areas of focus to support improving patient safety and experience by improved flow :

- Hospital@Home & Frailty SDEC service
- Bed Modelling
- Discharge Lounge expansion of hours and model
- Further embedded of SAFER principles
- Digital Optimisation
- OPEL action review and cascade
- Same Day Emergency Services extension of provision (Medical, Surgical, Gynae)
- Service Standards
- Single Point of Access (Integrated Care Hub)
- UEC - increase in ambulance handover capacity
- UEC staffing model to support triage, navigation, transport and rapid review

Primary Care Winter Planning

- **ARI Hubs** Now confirmed £1.2m regional ICB funding, Durham's fair share is £220k. Will support increased staffing/dedicated appointments for acute respiratory infections. Delivery vehicle will be x4 SDUCs but also assessing capacity need in Derwentside
- **SDUC Hubs** Open 7 days per week throughout the winter period, including Christmas/New Year/Bank Holidays. We are exploring funding additional capacity in the UHND hub for the full month of January. Highly used hub, largely due to its location next door to CDDFT ED at UHND
- **Enhanced Access** Appointments available OOH County-wide at PCN level between 18:30 to 20:00 (18:30 to 21:00 in Central Durham). Bookable at practice. This will be throughout the winter period, including Christmas and New Year but they are closed on Bank Holidays
- **GP Collective Action** Mandate for CA remains in place although currently no co-ordinated/significant action in Durham, however does present risk. Ongoing monitoring
- **UEC Workforce T&F** Established September 2024, collaborative between CDDFT/Primary Care/Community/Local Authority – LADB oversight

Social Care Winter Planning

All ASC providers:

- Ongoing Care Academy support with recruitment – e.g. winter recruitment campaign;
- Ongoing Care Academy support with training – e.g. Encouraging vaccinations qualification;
- Care Homes: visitor communications for resident health protection;
- Domiciliary Care: Care Academy ‘Walkers to Drivers’ ongoing offer to increase capacity;
- IPC measures: UKHSA / IPC team advice guidance and support;
- Care Home residents and adult social care staff vaccination programme;
- Collaborative approach to managing system demand, capacity, incidents and risk.

Grant funding (Better Care Fund ASC Discharge Fund and MSIF Fund) has been used for a number of initiatives in 2024/25 including:

- Financial support for specific sectors of the adult social care provider workforce;
- Extra Intermediate Care Plus (ICP+) Block bed capacity;
- Additional domiciliary care capacity through the ‘short term assistance service’;
- Support for unpaid carers, people with MH needs or dementia and with hospital discharge;
- Additional workforce capacity for DCC AHS Adult Care and Commissioning;
- Care Academy provider recruitment, digital and discharge su

Public Health Winter Planning

- Robust surveillance and outbreak management processes.
- PH on-call rota in place.
- Continued focus on the most vulnerable and at risk groups - matrix working is strengthening this work.
- Promotion of infection prevention controls to prevent the spread of infections;

Public Health Winter Planning

- Vaccinations:
 - COVID-19 booster and flu vaccination programmes key to prevent illness;
 - Primary Care Networks and Pharmacies delivering the Autumn Booster and flu vaccinations;
 - DCC and Social Care staff vaccination programme;
 - Use of local data to target low take up areas;
 - Widening the 2-3 year olds flu vaccination programme;
 - RSV vaccination programme.
- Adverse weather protecting health plan
 - UKHSA Weather Health Alerts;
 - Action cards for 12 front line services areas;
 - Resources available on the DCC intranet/google drive.

VCSE Response – Winter Planning



Community Infrastructure

Community Spaces are the heart of communities providing social activities and a place to connect:

Welcome Spaces – supported by a seasonal grant programme

Volunteering & Social Action – projects supporting Community Café/Digital connectivity/Green Social prescribing opportunities

Community Food & Growing Initiatives – supporting health & wellbeing (winter activities)



Raising Awareness

VCSE organisations operate as trusted sources of information both in person and through appropriate socials:

Awareness campaigns (e.g.)

- Winter wellness materials
- Vaccinations
- Pension Credit
- Universal Credit migration
- Home Energy advice & advocacy



Advice and Support

VCSE organisations tailor their advice and support services in response to priority needs:

Income maximisation

- Pension Credit checks in response to campaigns
- Household Support Fund (focus on energy costs)

Health & Wellbeing Activities including a hot meal or family food

Additional Volunteer recruitment e.g. Winter Night Shelter Support

Health and Care Assurance Summary

- **NHS** – Bed occupancy / winter pressures managed via LADB; including Acute Respiratory Infection (ARI) Hubs; NHS Priorities; grant initiatives; vaccinations;
- **Primary Care** – Pressures offset by pharmacy support; vaccination delivery; Oversight by ICB and LADB processes and aligned to NHS priorities; mitigations to offset GP Collective Action;
- **Social Care** – Winter pressures managed by CDCP Chief Officers meetings and use of mutual support. grant initiatives; workforce developments; mutual aid; provider market management and support; CQC offer of support for winter planning;
- **Public Health** – Surveillance and outbreak management; infection prevention controls; vaccinations, adverse weather protecting health plan;
- **VCS** – building community infrastructure, raising awareness, providing advice and support

Partner Plans – other services

CCU/LRF Winter Planning

- Statutory duty to assess risk; plan; exercise, business continuity, warn and inform, and cooperate and share information;
- Duty discharged by Civil Contingencies Unit (CCU) and membership of County Durham and Darlington Local Resilience Forum (LRF) and other multi-agency bodies; Range of Emergency Plans such as:
 - *LRF Multi-Agency Incident Procedures; LRF Severe Weather Plan; LRF Multi Agency Flood Plan;*
 - *DCC Corporate Emergency Plan; DCC Emergency Assistance Centre Plan; Local Community Emergency Plans;*
- On Call – CCU, EMT, Highways, Property Services, Emergency Duty Team, Care Connect etc;
- DCC and LRF store of emergency supplies and equipment to support welfare provision in event of incident;
- DCC engaged with 40+ community organisations/ Town and Parish Councils progressing local community resilience/emergency plans.

Communities

- **Contact points:** Welcome Spaces / DCA Community Connectors / Area Action Partnerships / Community Champions / Better Together Forums / Social Prescribers;
- **Main coordination:** via Voluntary and Community Sector / County Durham Together / VCSE Winter Resilience / County Durham Partnership;
- **Local support** across the county for vulnerable and 'at risk' individuals. Examples that may be available in response to community needs:
 - **Emergency Provisions** – Emergency packs which can be distributed to those in crisis tailored to suit particular needs, e.g. food, clothes, fuel voucher, personal hygiene items;
 - **Hot meal services / lunch clubs** – providing meals at set venues or delivered to home;
 - **Befriending schemes** – to engage and befriend isolated residents.
 - **Community and social activities** – regular drop-in sessions to meet with others;
 - **Good neighbours** – in snowy / icy conditions helping with shopping, picking up prescriptions, clearing pavements, putting bins out, lighting fires etc;
- **Durham Index of Need:** Using DIoN to target priority areas / targeted groups.

Welfare and financial support

Welfare and financial support available for residents with key information disseminated to partners and wider council services.

Worried about
rising costs, debt
or your finances?

www.durham.gov.uk/helpwithyourmoney



- DCC Webpages - [Help with your money - Durham County Council](#)
- Fuel Poverty Information - [Help with your heating and energy bills](#)
- Welfare Rights Advice - [Welfare Rights](#)
- Home Energy Efficiency Measures - [Warm Homes](#)
- Benefits Support and Debt Advice and Financial Help - [Benefits Support](#)
- Household Support Fund - [Household Support Fund](#)
- Help with food costs - [Help with food costs](#)
- Free School meals - [Apply for free school meals](#)
- Targeted Support for older people - [Pension Credit Campaign](#)
- Welfare Assistance Scheme [Welfare Assistance](#)

Housing

The ability to maintain a warm and healthy home can protect and improve health and wellbeing. Poor and cold housing is linked to a variety of conditions such as respiratory diseases, and hypothermia.

- Severe Weather Emergency Protocol (SWEP) – emergency accommodation for homelessness and those at risk of homelessness.
- Adaptations and improvements:
 - MHCLG Damp & Mould Project – *£130k to fund inspections of properties where tenants report damp & mould, or where we identify those properties most at risk through day-to-day work (D&E rated EPCs).*
 - Energy Team – *Warm homes advice, Energy Company Obligation referrals (new boilers)*
 - Homes Upgrade Grant – *30 ‘off-grid’ homes identified for retrofit measures to improve energy efficiency. (ESH are contractors delivering the scheme).*
- Targeted communities – Homelessness, GRT, supported living, communal areas.
- Care Connect – emergency response, falls, and ‘home from hospital service’, 4x4’s

Highways

- Duty to provide safe passage along a highway not endangered by snow and ice.
- Delivered by treating of 45% (1733km) of the road network, known as Priority 1:
 - Priority 1 includes key carriageways providing links to essential services, key facilities, critical infrastructure and other transport needs;
 - SLA's with local residents and farmers with snow ploughs etc for rural places;
 - SLA's with town and parish councils to clear snow and grit roads and paths in communities using volunteers;
- Priority 2 routes are treated after Priority 1 routes and only in times of prolonged winter weather. (Comprise of 10% of the network or 387km);
- 24hr emergency response – must be an immediate danger to public safety;
- Salt stocks – 42,000 tonnes to cover 160 runs providing a high degree of resilience;
- 2500 salt bins are replenished throughout the winter season;
- Supported by website and socials communications activity.

Communications

- **Warm and Well** suite of webpages
www.durham.gov.uk/warmandwell
- **Winter Wellness** resources;
 - Warm, Well and Well Hydrated – animation and postcard
 - MECC briefings – Cold weather and winter wellness / Catch it, Bin it, Kill it
 - Welcome Spaces / Care Home visitor poster and leaflets / Winter welfare and financial support.
- **Falls Prevention**
 - Suite of webpages / 5 bitesize videos / MECC briefing.
- **Weather Alerts** – Health / Schools / Highways / Service disruption.

Finding financial help and support in County Durham

The rising cost-of-living is squeezing all of our household budgets, but help and support is available for those who need it.

If you are experiencing financial hardship, have rent arrears or are dealing with debt, you should get help as soon as possible. You can get free and impartial advice and support from a range of places.

For information, visit www.durham.gov.uk/helpwithyourmoney

Our services

We can:

- Provide general information and advice on Council Tax discounts, disregards and exemptions, including single person discount.
- Discuss any difficulties you are having paying your Council Tax or Housing Benefit overpayment. We can discuss a payment plan to help with your overall household budgeting.
- Talk through your income to see if you may be entitled to help through our Council Tax Reduction Scheme.
- Provide advice on claiming a Discretionary Housing Payment if you are having difficulties in paying a shortfall in your rent.

www.durham.gov.uk
Tel: 0191 386 3856
Monday to Thursday 8.30am-5pm, Friday 8.30am-4.30pm.

Age UK County Durham
Age UK County Durham provides a free and impartial service to help people aged 60 and over across County Durham maximise their income. A holistic approach ensures clients receive wide-ranging expert support with their claims, as well as help with other issues including aids/adaptations, energy costs, care provision and client welfare.
Tel: 0191 386 3856
Email: info@ageukcountydurham.org.uk

Citizens Advice County Durham
Citizens Advice County Durham is a local charity which provides debt and other advice to thousands of people every year. Its services are free, confidential and impartial. If you're struggling with your Council Tax bill, or any other debts, the service can provide guidance, money advice and debt solutions.
www.citizensadvice.org.uk
General Advice: 0800 278 7821
Debt Advice: 0800 240 4420
Monday to Friday 9am-4pm.



Welcome spaces   

County Durham
Care Partnership

Home / Residents / Emergencies / Emergency safety advice / Stay warm, well and safe this winter


Stay warm, well and safe this winter

Follow our winter safety advice to keep your family safe, warm and healthy during the cold months. You'll also be able to get entertainment.


CATCH IT
Germs spread easily. Always carry cough issues and use them to catch your cough or sneeze.

BIN IT
Germs can live for several hours on surfaces. Dispose of your issue as soon as possible.

KILL IT
Hands can transfer germs to every surface you touch. Clean your hands as soon as you can.



Are they warm?

Watch on  YouTube

Winter Support

 Warm  Well  Water

www.durham.gov.uk/warmandwell 

Ice 
Yellow warning



Durham County Council @DurhamCouncil -10m
Our gritting crews will be on stand-by on all High Pennines Priority 1 routes from 8pm today (27 Nov).
For more info visit: durham.gov.uk/winterinfo

Working together to help keep the people of County Durham happy, healthy and at home

Other Services Assurance Summary

- **CCU/LRF** – On Call response, Emergency Plans, emergency supplies and equipment; resilient communities / community support, implement learning.
- **Communities** – Welcome Spaces, DCA Community Connectors, AAPs, Better Together Forums, Social Prescribers, Community Champions.
- **Welfare and financial support** – support available for residents with key information disseminated to partners and wider council services.
- **Housing** – Severe Weather Emergency Protocol (SWEP), warm homes and adaptations, supported living, Care Connect, home from hospital service.
- **Highways** – Gritting of the road network (P1&P2); 2500 salt bins, staff and volunteers used for snow clearing in prolonged snow falls.
- **Communications** – central to raising awareness and promoting and supporting interventions. Winter Wellness resources; Weather Alerts.

Summary

- County Durham plans based on strong strategic and operational partnerships
- Lessons from last year added into plans
- Demand for all services unpredictable – daily “dynamic” management of pressures
- National NHS focus on ambulance times and A&E
- Working as a system to avoid acute admissions and keep people safe and well at home
- Oversight by the ICB and Government

Thank You and Questions