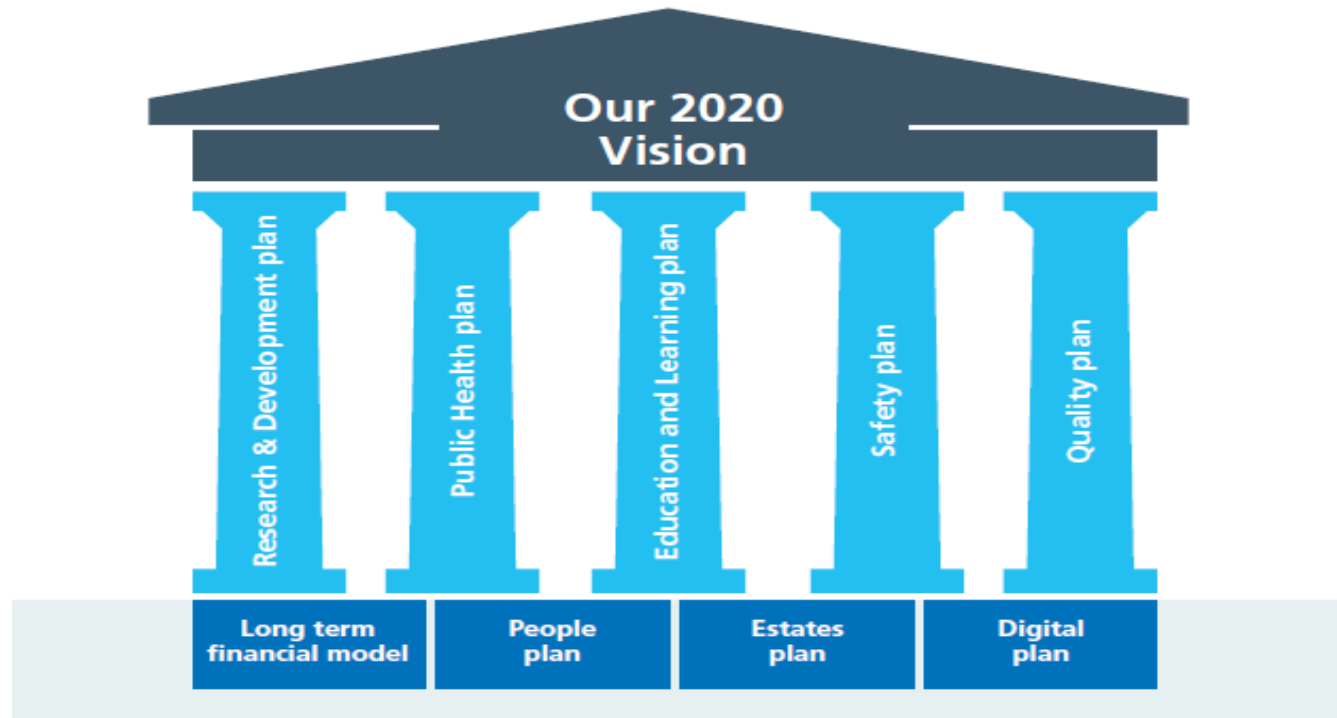


Welcome to SWB TeamTalk

WHILST MANAGING A PANDEMIC, KINDLY

Becoming renowned as the best integrated care system in the NHS...



TeamTalk Agenda

1.00pm: Covid-19: Second wave

1.15pm: **w**elearn from Excellence

Children's Community Services COVID response

1.30pm: This month's priorities

1.45pm: Your questions answered

COVID-19: Staff self-testing rolled out

COVID-19 self-testing kits for patient-facing colleagues have now been introduced with a phased approach.

- Those included in the first cohort will receive a box of 25 lateral flow antigen tests with an instruction leaflet from their manager.
- Those carrying out the procedure should do so at home, before your shift begins. Colleagues should test twice weekly every three to four days to fit with shift patterns and leave requirements; for example, Wednesday and Sunday, or Monday and Thursday.
- In the event of a positive test result, they should inform their manager and call 0121 507 2664, (for your call to be pushed into the swab queue and prioritised press 6) Monday – Friday 8am – 6pm and 07816 992873 during weekends to arrange a PCR test to confirm the result. The colleague and their household should isolate as set out in [government guidance](#).
- Carrying out this test will help to identify any asymptomatic COVID-19 positive cases and helps ensure we are playing our part in keeping patients, fellow NHS workers and our families safe.
- To support colleagues using the test for the first time, there is a [video guide](#), whilst further information and FAQs can be found by clicking [here](#).

COVID-19: Operation Mary Seacole – Face masks to be worn in all Trust buildings at all times

It is essential that you wear the right PPE, whether you are in a clinical or non-clinical settings, such as an office, catering venues or whether you are simply walking in the corridor.

- This is alongside social distancing and stringent hand hygiene.
- Face masks should be worn in all Trust buildings at all times.

Steps for all colleagues to take:

- All colleagues will need to wear a fluid resistant surgical face mask while inside all SWB buildings. Masks are available at the welcome stations in the main entrances to each clinical building. Alternatively departments can order and collect masks from stores.
- A mask needs to be worn throughout the duration of the time spent in the SWB buildings.
- When leaving work it is essential that masks are disposed of safely when finished. In non-clinical areas they can be disposed of in a black bag waste bin. PPE disposal process in clinical areas remains unchanged. Remember to maintain frequent handwashing/ sanitising at all times.
- Face masks **must be worn at all times** unless you are working in a room on your own. If you leave that area for any reason, you **MUST** immediately wear a mask. This includes corridors, communal areas.

COVID-19: Operation Mary Seacole – Face masks to be worn in all Trust buildings at all times

Wear your mask properly

Masks only work if they are worn properly, we have all seen people wear masks in some truly bizarre ways. The instruction here is simple – your mask should cover your mouth and your nose.



Protecting your skin from damage beneath PPE

If you are finding that your masks are uncomfortable or are causing you issues with your skin, please take the time to read the [helpful guidance](#) produced by the tissue viability team for colleagues to protect and treat skin from damage beneath PPE.

COVID-19: Enhanced bank rates

Rates for several bank levels have been temporarily enhanced so that we are favourably benchmarked against our neighbouring Trusts and to help reduce our reliance on agency staff . The enhancements that were brought in earlier in the year for some bank levels for booking five or more shifts are now awarded regardless of the number of shifts booked. The new rates are as follows and have now come into effect:

Payscale	Basic Rate	Sat/Nights/Un-Soc	Sun/BH	Grade Scale
NQ10	£11:50	£14:37	£17:25	Bank Nurse - Level 2
NQ30	£12:10	£15:12	£18:15	Bank Nurse - Level 4
NQ40	£21:00	£26:25	£31:50	Bank Nurse - Level 5
NQ60	£22:02	£27:53	£33:04	Bank Nurse - Level 6
NQ72	£27:00	£31:32	£35:64	Bank Nurse Theatre/ITU/Res/ A&E
NQ65	£27:00	£31:32	£35:64	Bank Nurse - NNU
Midwives - NQ40/NQ60	£27:00	£31:32	£35:64	Bank Nurse - Midwife Level NQ40 & NQ 60

If you would like to sign up to the Trust Bank there is a fast-track process in place. Call 0121 507 3600 or email swb-tr.trustbankrequest@nhs.net for a pack. **We reviewing AHP bank rates.**

November 2020

COVID-19: Operation Mary Seacole – SIREN study is pushing forward with new recruits

The SIREN study focuses on NHS workers working within the hospital setting.

- SIREN (Sarscov2 Immunity & REinfection Evaluation) specifically looks into the impact of antibodies that fight the virus which causes COVID-19. The study is open to anyone working in a hospital building where there will be contact, and those participating may have had the virus, or tested negative.
- Colleagues taking part in the study are regularly asked to complete a questionnaire and nose swabs. Blood samples are taken every two/four weeks for up to 12 months.
- Whilst SIREN focuses on healthcare workers only, there are also many other R&D projects being undertaken by the Trust that the public can join. By taking part in research projects we help to speed up the fight against Coronavirus.

For information on the SIREN study and details on how to join [go to Connect](#).

For information on other COVID-19 studies currently ongoing within the Trust click [here](#).

COVID-19: Operation Mary Seacole – Work from home arrangements extended

Thank you to all those who completed our Working From Home survey, which has now helped to shape updated guidance.

- We continue to evaluate what is best for colleagues and the services we provide, and the guidance is now extended to 31 March 2021.
 - We plan to issue a longer-term strategy about home working arrangements in the coming months to carry the Trust through the period to 2023 and to put arrangements on a firmer and more contractual footing.
 - This ensures fairness for existing and new employees and clarity about eligibility and decision making. We expect this longer-term guidance to lead to more home working than pre COVID-19, mindful of social distancing and the open plan nature of office accommodation in particular in the Trust's estate from 2022
 - The COVID SAFE office space review to ensure that those working on site can comply with the two metre rule has now been completed. The Health and Safety team have written to managers who must ensure they have responded. If you require any information on the safe office space review then please contact Jacque Calloway on ext 4118 or Ruth Spencer on ext 2914.
- If you haven't completed the [WFH survey](#) please could you do so before 26 November when it will close.
- You can read the policy in full by clicking [here](#).

COVID-19: Operation Mary Seacole – Your health and wellbeing is important to us

Would you like to take 30-90 minutes to look after yourself? We very rarely take the time, so why not book now!

Have you heard about the Wellbeing Sanctuary?

- The sanctuary cares about you and it could be beneficial if you were to visit as it is place of calm for all colleagues.
- Also, the Wellbeing Sanctuary gives you the chance to de-stress and relax in a confidential safe place.
- The sanctuary has a variety of offerings including massage, meditation and much more.

Note: Social distancing measures are in place and PPE and sanitisation is provided on site.

To book please contact the wellbeing team on 0121 507 5886 to book your free session.

The sanctuary is only a 5 minute drive away from City Hospital and a 10 minute. drive away from Sandwell Hospital (Learning Works on Unett Street, Smethwick, B66 3SY) with free secured parking right outside.

For further details please see [daily sanctuary information sheet](#).

December 2020

December priorities: weAssure programme inspection preparedness update

In-house unannounced inspection visits

- All wards and clinical areas currently have a COVID-19 rating of either Amber or Red. Therefore the decision has been taken by the Interim Chief Nurse to temporarily pause the in-house unannounced inspection visit programme until the end of December 2020.
- By pausing the programme the intention is to protect both patients and the workforce from the risk of spread of transmission.
- We will be looking for alternative opportunities to learn from current experiences, for example through learning from incidents and SI actions, and will be sharing learning opportunities regularly as part of the improvement journey and to continue to facilitate improvement across the organisation.
- This temporary pause in unannounced inspection visits will be reviewed in January 2021 and the programme will resume as soon as it is safe and reasonable to do so.

Self Assessment Toolkit

- The self assessment toolkit is now available for teams to rate their own services in line with CQC ratings. The toolkit will enable clinical teams to identify what they are really good at, and to really focus on what areas they would like to improve.
- Toolkit's are available on Connect on the weAssure programme page under Governance, or by contacting Ruth Spencer.

Staff Engagement

Come and join us at one of our drop in sessions aimed at providing staff with more information and support in readiness for inspection, or you can join a WebEx to find out more. Dates have been circulated via the daily communications bulletin.

If you require any further information on any of the above, please contact Ruth Spencer on 07970 993948 or email ruth.spencer10@nhs.net

December priorities: Safety huddles are coming to SWB

NHSI/E advocate the use of safety huddles to support effective communication at key points in the care of individuals, to improve safety. It is our intention that they are part of normal care across our organisation by Spring 2021.

What?

Safety huddles are short multidisciplinary meetings, held at a predictable time and place, and focused on reducing harm.

Why?

They increase **safety** awareness among front-line staff, allow teams to develop action plans to address identified **safety** issues, and foster a culture of **safety**.

Furthermore they:

- Improve safety culture
- Improve patient safety
- Empower front line teams
- Are fun, rewarding, and make what seems impossible into routine clinical practice

How ?

- Daily (Monday - Friday as minimum)
- Predictable time and venue (appropriate to team and context)
- Brief (5-10 minutes)

Focused meeting about one or more agreed patient harm and agreed actions

- Set of team/individual actions (aimed at reducing risk of patient harm)
- Multidisciplinary frontline team invited to attend, including non-clinical
- Non-judgemental environment and all team staff empowered to speak up

For further information please contact Sophia Gaddu at sophia.gaddu@nhs.net

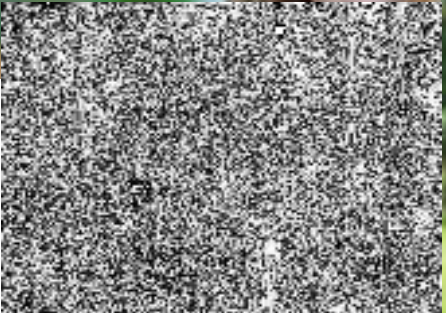
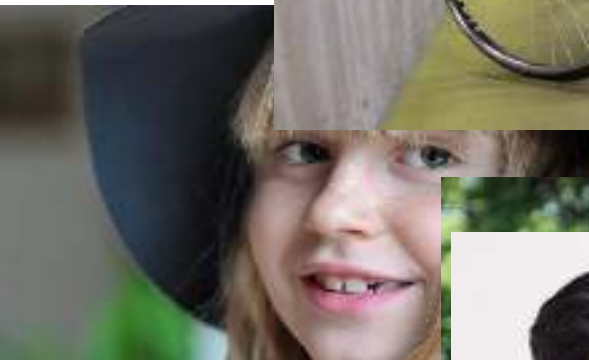
Children's Community Services; COVID response

Representing the Clinical Leads for
Children's Community Services

Juliet Ridgway

Designated Clinical Officer for Special Educational Needs and Disabilities

Who are we?



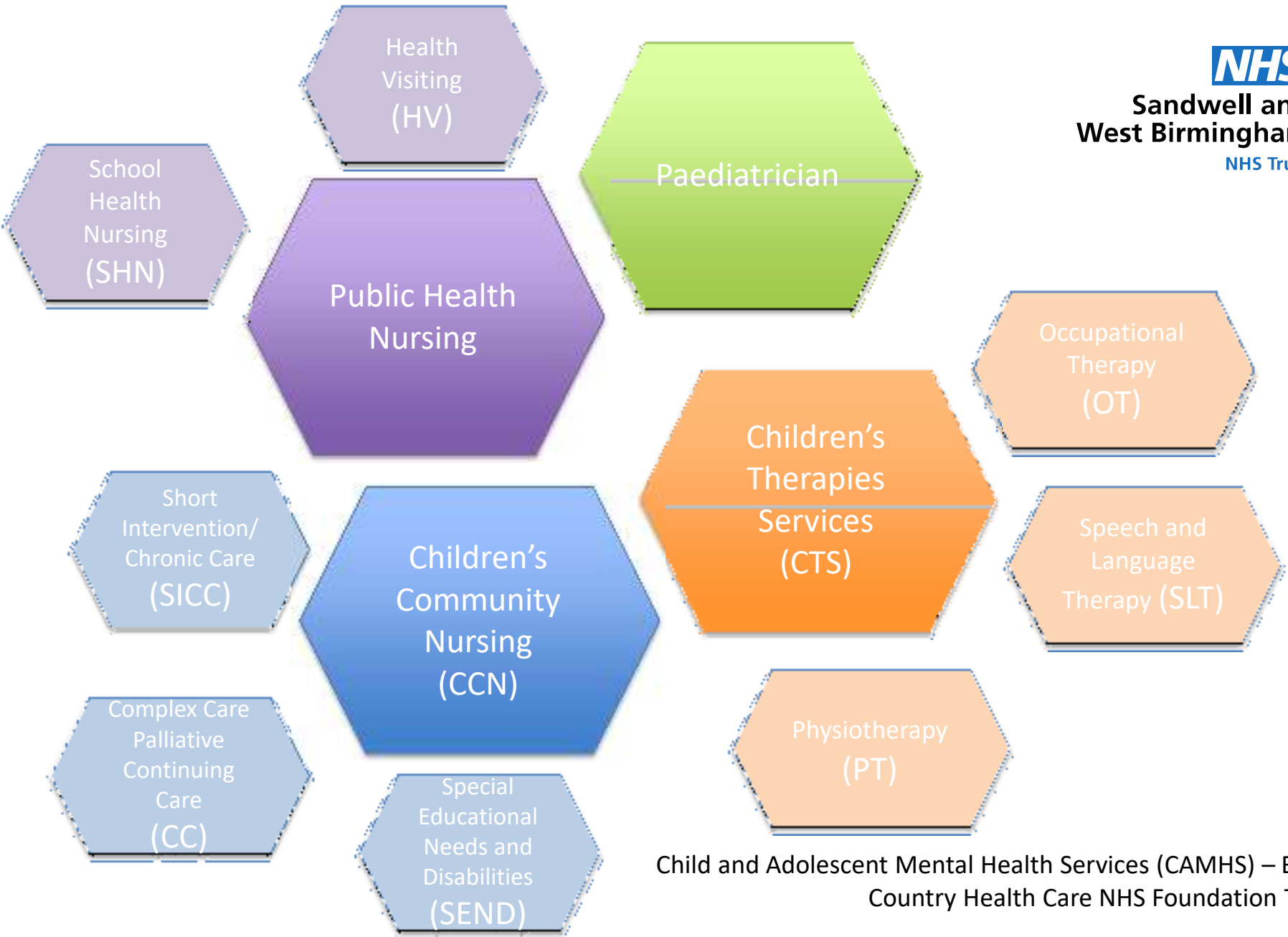
where everyone matter

Who are we?

Services who support:

- Children and young people (CYP)
- Living / attending school / GP in Sandwell
- Accessing universal, targeted or specialist health community services.

- Universal services commissioned by Public Health Sandwell Metropolitan Borough – available to all population
- Targeted and Specialist Services commissioned by Sandwell & West Birmingham CCG – available to those with identified area of need



Child and Adolescent Mental Health Services (CAMHS) – Black Country Health Care NHS Foundation Trust

What happened due to COVID-19?

Legislation

- Phase 1 – Prioritisation Guidance for Community Health Services – 20/03/20 updated 02/04/20 - **Schools closure / Lockdown**
 - closure of all non essential services.
- Covid-19 Act 2020 – Special Educational Needs and Disabilities amendments - 30/04/20 –
 - Reasonable adjustments of provision
 - Extension applications for Education, Health and Care Plan Needs Assessment
 - Extension of tribunal appeals
- Phase 2 – Restoration of Community Health Services Guidance (CYP) – 03/06/20 – **Partial school re-opening**
 - Fully restore service, with some prioritisation where indicated and as capacity dictates
 - Partial restoration – phase back in other parts of the non-essential services, while retaining the ability to surge capacity if required
- **Schools full re-opening** – Recovery of community service CYP – 01/09/20

What did we do?

What did we do?

- **Prioritised** - Safeguarding
- **Adapted quickly** - based on guidance, innovation, responsive to feedback from service users, workforce and network colleagues examples of good practice.
- **Developed new pathways for safe practice** - to be able to continue to deliver services safely.
- **Supported emotional health and well-being** – CYP and staff.
- **Reviewed core offer deliverables** – established what could continue to be delivered and what needed to be adapted to be delivered.
- **Re-deployed staff** – from services restricted

How did we do it?

Caseload Management during COVID

- **Review** caseloads and RAG rated.
- **Identified** “urgent care cohort” and prioritised work around practice changes for continued support.
- **Establish** service offer for each cohort identified.
- **Shared** revised service offer with CYP and families, MDT and LA colleagues.
- **Agreed** shared “make every contact count” with Multi-Agency Team.

Impact on the service

Workforce

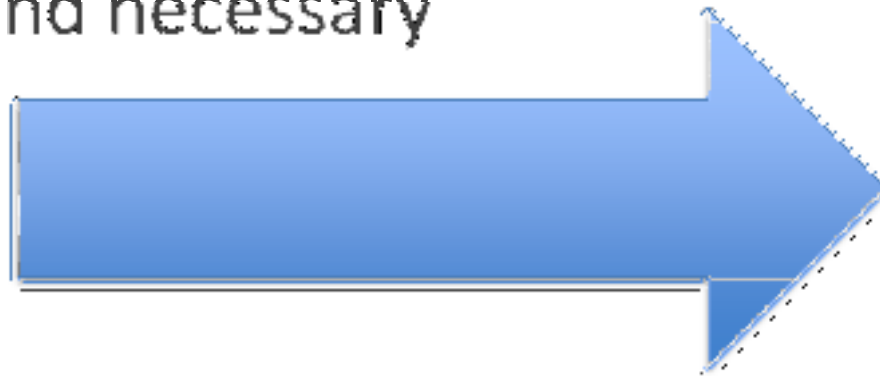
- Using home as a base
 - Minimised unnecessary travel
 - Minimised contact
- Locality team bubbles
- Rota office based
- IT connectivity
- Visionable
- Webex
- Redeployed – swabbing / wards
- Review of space types
 - Office based activities
 - Intervention delivery

Space

- Virtual space initially, unless urgent → COVID screening questions prior to intervention.
- Urgent and essential needs addressed with face to face in patient's home with support of colleagues in Primary Care Community Therapies – PPE van
- School clinics – prior to full school re-opening, clinics offered in school venues to re-introduce children and families to the school environment and raise school staff confidence in close proximity support.
- Outpatient clinics at health centres.
- School visits recommenced.

Interventions

- Resources scoping and sharing
- Health Visitors maintained primary home visits
- Telephone well-being checks by all services
- Home visits – risk assessment – by all services as indicated and necessary





Intervention Development



Online

Resources scoping and sharing
Signposting to online resources

Twitter
Facebook
Webpages

Virtual

Training for parents
Training for professionals
1:1 interventions
Group sessions
Clinics

Networking

- Safeguarding – shared escalation of concern process with multi-agency colleagues - signposting / SENDIASS / safe and well checks
- Transforming Care Programme (TCP) – Dynamic Risk Register for LD and/or ASD
- Children Shielding support – SHN / CCN SEND
- DCO Forum/CCG/STP/Regional/National/DfE/NHSE&I
- Vulnerable Children’s Cell - SMBC

Benefits for colleagues and service users

- Myth Busting
- Virtual technology for corporate
- Virtual technology for clinical
- Virtual technology for training (parent and professional)
- Families knowledge base support for school aged children / young people
- Resource signposting
- Electronic referral process

What have we learnt from the process?

- The staff are amazing, resilient, flexible and resourceful - (confirmed not learnt!)
- Virtual training can increase engagement of participants – can also decrease engagement if poorly planned.
- We do have the IT skills, hardware and software to do things differently – need responsive IT support.
- Trusted signposting achieved with understanding of roles and responsibilities –empowering multi-agency partnership working.
- Safety Huddle / morning catch up / team huddle – important to have informal and formal support processes.

SWB TeamTalk

December 2020



Sandwell and
West Birmingham
NHS Trust



SWB TeamTalk

December 2020

Any questions?

December priorities: NHS Staff Survey – 3 days left to have your say and be in with a chance to win £50 worth of shopping vouchers

- There are now just three days left for colleagues to have their say through the National NHS Staff Survey. Thank you to the **2735 colleagues** who have already completed the survey.
- The survey helps our Trust see what issues colleagues raise and understand how to make improvements.
- In order to ensure that any changes made as a result truly reflect the views of all colleagues, **we need more of you to have your say, so please do so now while you still can.**
- *If you complete the survey you could be one of six lucky winners who will take home shopping vouchers worth £50!*
- **The survey will close this Friday (27 November).**

If you have not received your survey, please contact the communications team on ext. 5303 or email swbh.comms@nhs.net.

December priorities: 4 days left to get your free flu jab

Our 2020 flu campaign will come to an end on Monday, 30 November.

- So far over **5,500** colleagues have had their flu jab. Thank you to each of you for stepping forward to not only protect yourselves but to help us be as prepared as we can be as a Trust for this winter.
- If you still wish to have your flu jab, there is a limited time in which to now do so. As you may have seen in the news, there is good news about a potential COVID vaccine which may be available in the weeks and months ahead. There will likely be a need to take a break between receiving the flu vaccine and the COVID vaccine, so we need to ensure everyone is protected from flu.
- Getting your flu jab couldn't be easier. You can arrange your vaccination with your local Flu-Per Trooper – see [Connect](#) to find out who is looking after your area.
- Remember, when you have your flu jab you are entered into our grand prize draw to win tickets to see [Mamma Mia! The Party](#) in London.

December priorities: Christmas decorations

- Due COVID-19 and compliance with infection control, we will not be holding a Christmas decoration competition this year.
- There will still be an opportunity to spread some Christmas cheer as wards will be permitted to have projected Christmas lights.
- Your Trust Charity will purchase the lights on behalf of the organisation and have them PAT tested before clinical areas are able to receive them.
- Teams are urged not to go out and purchase lights or decorations separately as we will be unable to reimburse the costs.
- Look out for further information on when the lights will be available for collection in the daily communications bulletin.

Getting the most from Webex Teams and Meetings



Webex Meetings



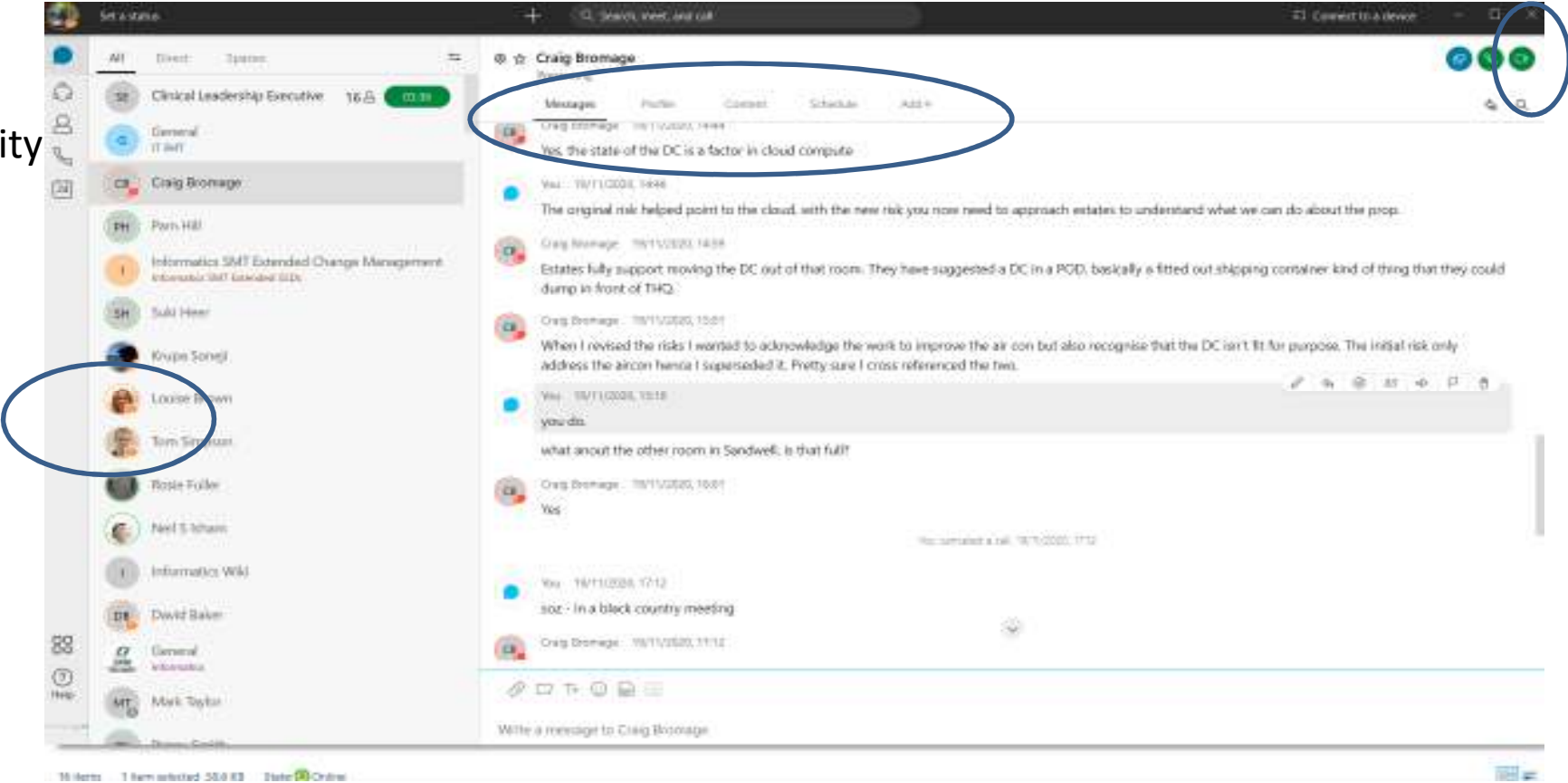
Webex Teams

- Both available on mobile phones
- Both allow you to do video calls
- Webex teams used for;
 - instant messaging
 - securely sharing files
 - group and team spaces

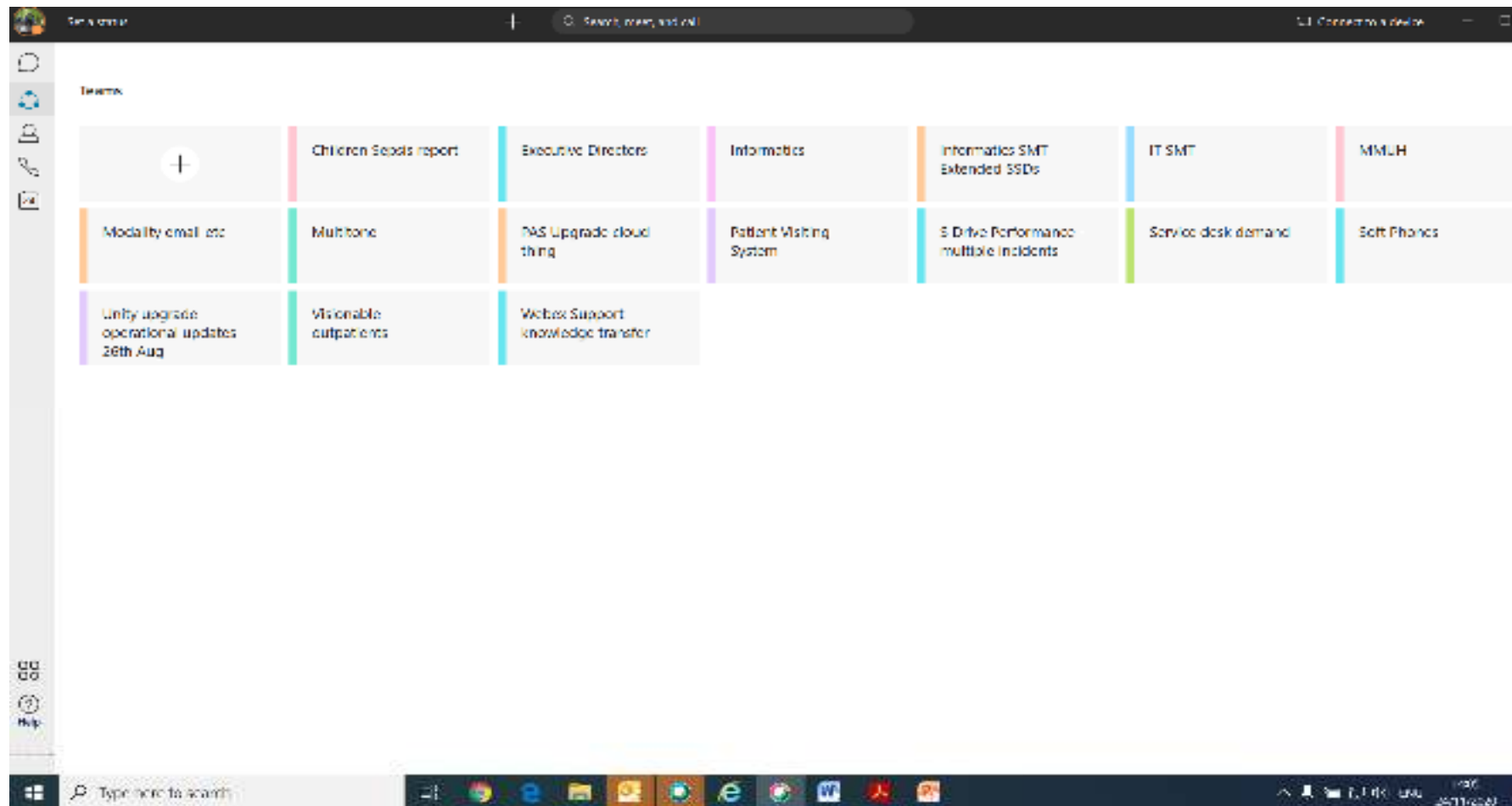
Instant messaging

Call instantly

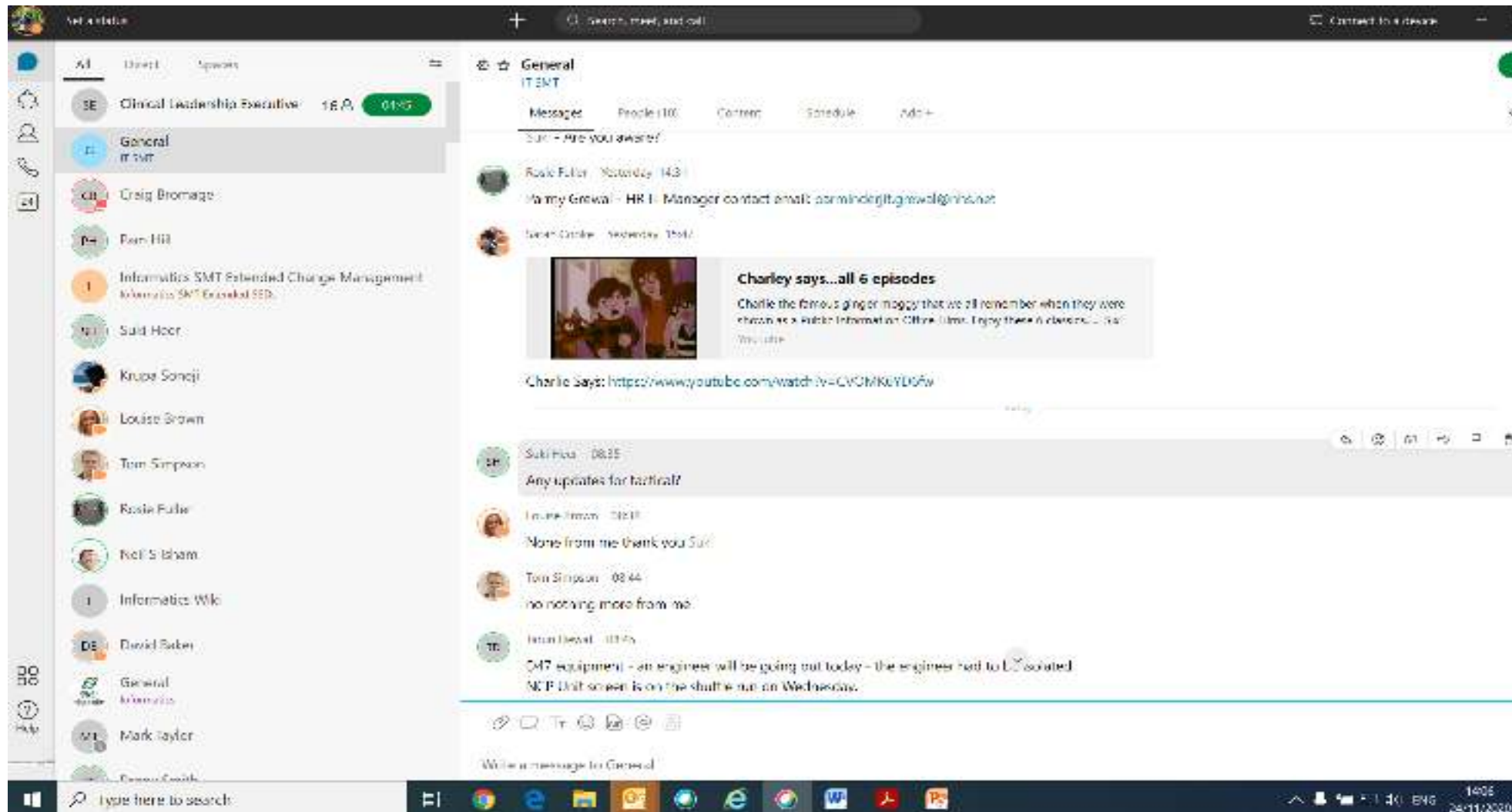
Check availability



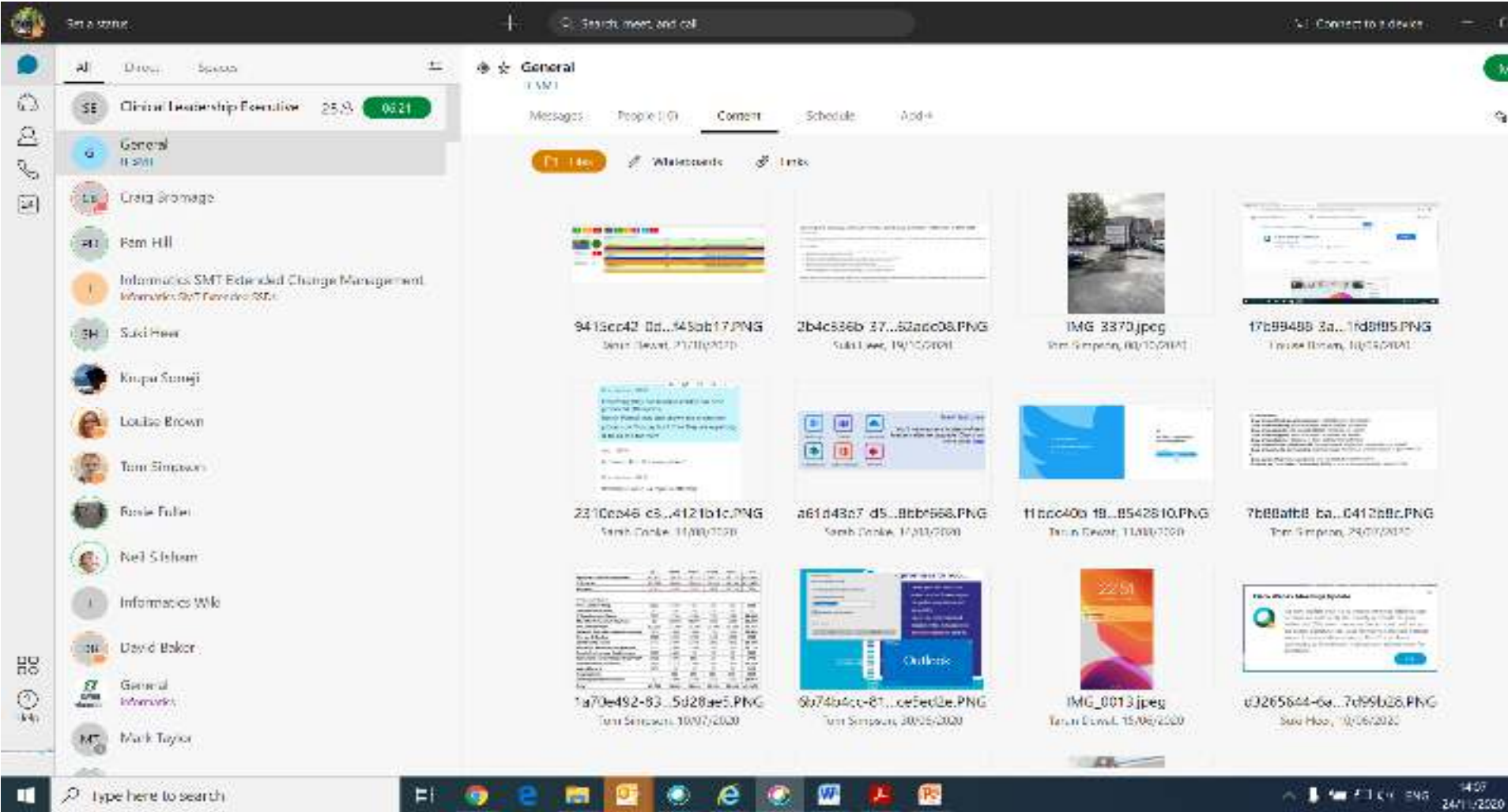
Create multiple teams



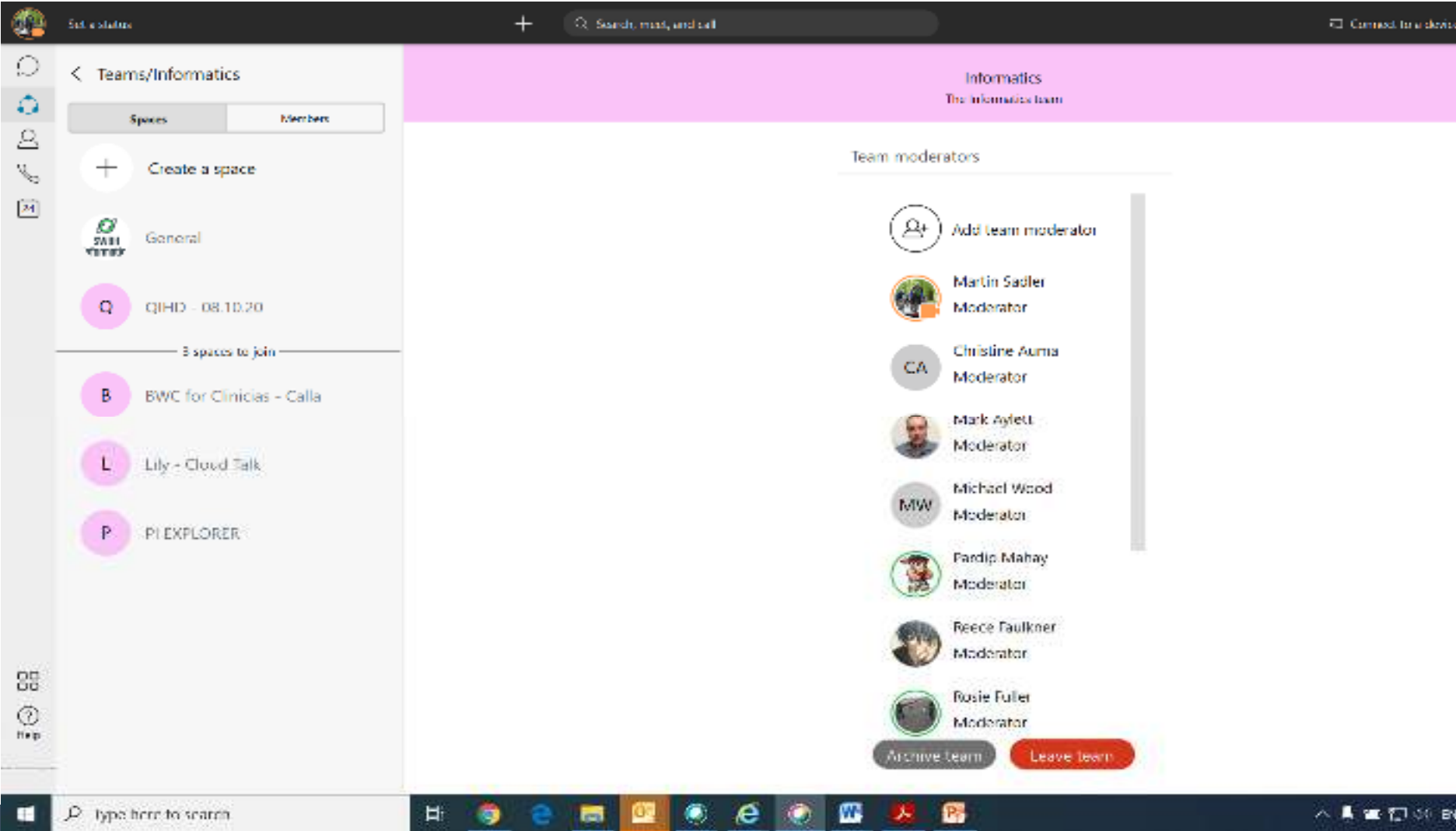
Create team areas for discussions



Share images, documents and screens



Create, amend and manage your own teams



Answering your questions