

COVID - 19

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Summary

- NHS level 4 incident declared in relation to COVID-19.
- Risk to service users and staff from COVID-19. Particular risk to those with underlying health vulnerabilities.
- Wider social and economic impacts from measures required to address the spread of COVID-19.
- Current assumption is that the period to recover from the current situation may last until September 2021.
- Leadership arrangements put in place to support the initial response and being adjusted as requirements change.

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Service Impacts

- Impact on staffing (523wte impacted by sickness or need to isolate).
- COVID-19 positive people in in-patient units.
- Move to digital services linked to staff availability need to reduce physical contact.
- Changes in threshold for admission and discharge from inpatient services linked to risks of COVID-19 and increased work in the community
- Changes to the role of community health and mental health services in leading out of hospital services.

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Service Users

- How to stay well when isolated at home
- Opportunities and challenges of working digitally
- Redefining peer worker roles for the current situation
- Understanding the impact of changes and how to recognise what is working and improve what is not
- Specific COVID-19 support developed
- Planning for the end of life

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Staff

- Support to staff – specific offer has been developed
- Digital working
- Support for retirees, redeployees, students and volunteers
- Pace of change, learning new skills
- Working with people at the end of life.

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Risks

- Emotional impact of changes and nature of the challenge
- Extent of challenge to national structures (eg PPE supply)
- Maintaining focus on improvement and working in systems
- Financial impact
- Strength of infrastructure to support changed ways of working over prolonged period of time

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Recovery

- Building on trust values and ways of working. Using QI for example to help design work at pace.
- Keeping focus on quality and safety
- Opportunities and challenges of new ways of working
- Board assurance. Use of sub-committees and assurance framework to help shape the overall organisational response to the challenges of COVID-19.

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