

Community Nursing Covid-19 Innovation/Best Practice

CASE STUDY

Three innovative services developed by Locala across Kirklees



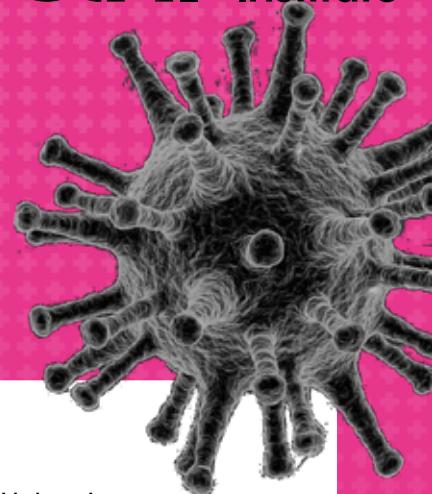
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Personal details

Name: Rachel Foster and Helen Jones

Job title: Assistant Director of Operations

Employer: Local Community Partnerships



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Please describe your practice innovation.

Locala is a Social Enterprise, community provider of NHS funded healthcare. As part of the Kirklees system response to COVID-19, including developing new service provision to meet national requirements, three new services were implemented in collaboration with system partners.

The Care Home Support Service and care home urgent response (clinical care delivered within 2 hours of identified need) were developed and put in place within 2-3 weeks of the national guidance to prioritise community services in March 2020. This service is multi-disciplinary, with advanced clinical practitioners nursing, therapy and care staff supporting proactive work around advanced care planning as well as a urgent care response within 2 hours.

Following the additional guidance, this team was also instrumental in setting up the arrangements for weekly care home MDTs in conjunction with primary care. The CoHOrT team (Community Home Visiting for Covid symptomatic patients) was a service developed with CCG and primary care colleagues, delivered jointly with the support of Locala advanced clinical practitioners and primary care staff. The service was an excellent example of partnership working at pace, with shared facilities and staffing, working together to ensure vulnerable patients, unable to attend a GP practice were assessed and treated in a timely manner, thereby reducing the risk of transmission in the wider community.

Locala also developed and delivered the Covid Testing solution for the Kirklees community, including all health and social care colleagues. This was initially a drive-through testing facility, which has developed to provide on-site and home testing for vulnerable members of the population (including shielding patients) as well as specific care homes following outbreaks. In addition, the team has provided Infection Prevention and Control training for a number of care homes in Kirklees. The service has now moved on to providing antibody testing, initially for Locala colleagues as part of the national pilot.

All three examples demonstrate a real commitment to partnership working by Locala across Kirklees and Locala's contribution to all the areas described have been well received. Locala's ability to work collaboratively at pace to implement new service models, whilst maintaining patient care and safety has ensured successful delivery of services that are now being considered as long term options for the Kirklees health and care system.

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How has this enabled you to treat/support patients /residents/families/carers more effectively and safely?

All of the new services developed as a result of COVID-19 system responses have helped to streamline patient care through collaborative working across primary, secondary and community care, as well as social care. This has ensured a rapid response to any identified need, through a single pathway, with all partners involved. In turn, this has reduced the risk of multiple handovers of care or a risk of missed opportunities or gaps in care.

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How has this enabled you to work more effectively with colleagues/partner organisations?

The response to COVID-19 and the rapid development of new services to meet the challenges has broken down a number of previous organisational boundaries and restrictions. This has enabled services to work more effectively together without some of the usual barriers and protracted decision-making. This has all been done in compliance with appropriate governance and clinical oversight.

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Do you see this new way of working as a temporary adaptation to current conditions, or a permanent/evolving change?

There are already discussions underway about a number of the new services remaining in place for the long term, as they have proven initially successful and beneficial to the Kirklees area health system. This will evolve further as our understanding of the long term impact of COVID-19 grows. This includes national and international learning and how that shapes future healthcare.

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Please describe any particular challenges you had to overcome.

- Overcoming concern and anxiety of colleagues who have been re-deployed from their normal place of work and meet new expectations.
- Initial negotiation and consensus about the services to be delivered and what part the respective providers would play.
- Rapid induction and training in a virtual environment.

7/

Please describe any continuing challenges you would like to address.

The biggest challenge is to embed and continue the new services developed in response to COVID-19 whilst re-setting and 'turning services back on' paused as a result of national guidance. This is a challenge in terms of retaining or replacing new capacity delivered through the re-deployment of clinical colleagues from paused services.

The new services have been well received, but future delivery will be dependent on available resources and prioritisation, as well as the ability to recruit to new roles. The ability to work in new service areas across providers in the Kirklees footprint has been a great benefit to clinical colleagues and has enhanced their skill set and understanding of the wider system and Locala's contribution to it. They have benefited from the ability to learn from colleagues they would not normally work alongside.

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Please list any websites, online platforms or apps that have helped you.

National NHS guidance was used, as it was issued in response to COVID-19 in all areas. Online platforms used have been nationally developed and adopted by Locala. Also supplemented by the use of Skype, MS Teams for virtual conferencing with system partners.

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What are the main pieces of IT or other equipment you need (e.g. digital camera, phone, laptop, iPad).

A laptop and Skype or MTeams. Patient virtual contact is now via a specific programme in the SystmOne clinical record for additional security.

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Please give any individual examples, quotes or other information.

'Thank you so much for this – it's very much appreciated. Also thank you for all the work you are doing to support us at this time.' James Creegan MA STB PhB, Director of Care, Croft Care Group.

'Very well done Julie, great calls and superbly managed – you are a natural at this!' Julie Oldroyd, Lead for Transformation, NHS Greater Huddersfield CCG/NHS North Kirklees CCG.

'Thank you to all Locala staff especially those at SPOC (Single Point of Contact). A massive thank you for all your hard work on the staff testing booking system. Thank you for your helping our key workers access the testing they need – I know they appreciate it – as do we at Wakefield CCG.'

'I wanted to belatedly send my thanks and really positive feedback to the colleagues manning the drive-through testing site. The staff showing you where to go and what to do were great, the staff informing you about the swabbing were superb. It is often just the small things that make a difference, they really did to me - a smile and 'how are you doing?' really felt heart felt and sincere. Also just a smile, and patience to do the test, and the little smile goodbye from the nurse manning the actual swab handling and the lady behind her inputting the info, were so lovely.'

'A big well done to colleagues on the COVID testing site - working in all weathers from stifling heat (which is not easy with PPE on) to windy conditions blowing the gazebos across the site... all whilst supporting worried, scared, unwell, bereft people. All done with a smile on their face.'

'Becky has been truly amazing throughout the setting up and running of the Covid Testing site at Greenhead College. She has taken responsibility for the site, staffing, processes etc and ensured the smooth running. She has established an excellent team dynamic within that team, they all work together exceptionally well, helping and supporting each other and I truly believe Becky is at the heart of this ethos. Becky has aided me as operational manager to run this service, taking ownership and leadership. She has gone above and beyond to induct individuals into a service which is new to all, including herself. Becky is able to make changes at short notice and communicate these changes timely and appropriately. Becky has worked above her hours to meet service needs and ensure the smooth running. I am extremely grateful for her help and support, she is a real asset to Locala.'



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Staff feedback

