

## OUR APPROACH: REBUILDING HEALTH AND SOCIAL CARE SERVICES IN THE SOUTH EASTERN TRUST

### Trust Rebuilding Plan Phase 2: July 2020 to September 2020

The initial phases of Covid-19 dramatically changed the way services were delivered by the South Eastern Trust. Some services had to be stood down for various reasons including clinical, patient and staff safety. A number of constraints in relation to our physical environments, equipment and workforce capacity have also had an impact. New services and ways of working had to be introduced to meet the predicted demands of the pandemic, whilst other services changed considerably.

The South Eastern Trust continues to assess the risk of exposure to Covid-19 for our service users, patients, clients and staff as well as the risk associated with the direct impact that managing Covid-19 has on reducing the capacity and access to other services for our community. Many of our services are working in different ways and this is affecting the level of activity delivered.

As we look back on the first phase of this pandemic we want to pay tribute to our staff, who have shown tremendous energy, courage and resilience. Some staff had to adapt to new roles and working environments while others have provided training and induction to new colleagues; all have had to demonstrate great flexibility. We will be working with all our staff over the coming months to ensure they get a chance to rest, but also drawing on the expertise of our colleagues in psychological services and occupational health to provide support wherever it is needed. Our staff have been working extremely hard and under some very difficult conditions over the past few months, and we will be encouraging them to take some leave over the summer so they can rest before the winter period.

We also need to stay prepared for a potential second surge which could coincide with pressures experienced every winter such as Flu, meaning we cannot return all our services back to the way they were before the pandemic. We need to prioritise and focus on treating the most urgent cases first, and as a result some patients will have to wait longer than we would like.

As requested by the Department of Health, the Trust previously published a Stage 1 plan for our own area, covering the period to 30 June 2020, aimed at increasing capacity locally and across the system. The Stage 2 plan, in this document, contains a high level overview of the services that we plan **to maintain and rebuild capacity as part of the Covid-19 response during July, August and September 2020.**

The Department of Health are leading on planning and preparation of a regional Stage 2 plan, also covering the period from 1 July 2020 to 30 September 2020. The Trust is contributing to regional work-streams/areas of focus to support the HSC in the re-configuration of services that meet the needs of the population in the following areas agreed by Department of Health:

- Cancer services;
- Acute Care at home/Care homes;
- Planning for further Covid-19 surges;
- Rebuilding primary care services & repurposing of Covid-19 centres;
- Mental Health and Social Stress;
- Screening Services;
- Urgent and Emergency Care; and
- Service Delivery Innovation

Working together with our partners across Northern Ireland to implement the recovery of non-Covid-19 Health and Social Care Services, we continue to plan services using our agreed regional approach is to:

- Ensure equity of access for the treatment of patients across Northern Ireland;
- Minimise the transmission of Covid-19; and
- Protect the most urgent services.

Rebuilding our services is proving to be extremely complex and requires a large number of risks and issues to be factored in to decision making. Our plans are aimed at increasing capacity locally and across the system. We are also assessing all plans against the Department of Health Rebuilding HSC Services Framework checklist, before and during implementation. These factors include, but are not limited to: the social distancing guidelines and the impact this is having on physical space required to deliver services, availability of Personal Protective Equipment (PPE), supplies of medicines and blood products and the latest public health and infection prevention and control guidance.

The Trust is committed to its legal duties under Section 75 of the Northern Ireland Act 1998 as detailed in its approved Equality Scheme and the Rural Needs Act 2016. In terms of assessment of the South Eastern H&SC Trust Rebuild plan, the Trust will screen for both equality and rurality to identify potential adverse impact. **As we work to deliver services for those most in need, our absolute priority remains keeping our patients, clients, service users and staff safe.**

### Some of our key challenges in respect of implementing our plan include:

- Balancing safety and risk through regional agreements in respect of ensuring both effective ongoing response to Covid-19 locally and the need to rebuild elective services for prioritised clinical groups on an equitable basis for the Northern Ireland population;
- Ongoing local discussion and agreements to rebuilding health and social services plans and maintaining our commitment to co-production, engagement and informed involvement in key decision making; and
- Ensuring any rebuild plans focus on mitigating the highest level of risks to patients and staff.

### What will this look like?

The way services are delivered may look and feel different. Examples are outlined below of what patients and service users may be able to expect:

- We would encourage you to contact your GP Practice if you are concerned about any symptoms you are experiencing;
- To alleviate patient and service user concerns we are working to identify ways to ensure, where possible, services will be provided using separate pathways for patients suspected or confirmed with Covid-19;
- We recognise that some of our service users may still be shielding until 31 July 2020 when shielding will be paused, and we are making additional plans to support their care;
- You may be offered planned appointments during the evening and weekends to avoid unnecessary delays;
- Some outpatient appointments with clinical teams may happen by telephone or by video call, as appropriate. There will be limited face to face appointments for urgent and priority cases;
- To keep you safe we will help you to prepare for your appointments in a different way such as screening questionnaires or getting your blood samples taken before arrival;
- People may be given specific times to access services due to limited waiting spaces;
- Staff may be wearing masks and other protective covering to keep you and themselves safe;
- We will use our accommodation in a way which helps us to maintain social distancing;
- There are many factors both local and regional that are interdependent such as transport, cleaning, catering, visiting policies, signage, car parking etc. that we will consider as part of the rebuilding plan; and
- We have temporarily restricted the number of visitors across hospitals and community health care settings. At present, all general hospital visiting has stopped in line with the regional visiting policy. There are some exceptions to these restrictions,

for example Critical Care areas and end of life care and we have made local arrangements to ensure you can remain in contact with your loved ones.

**Many Trust services continued to be sustained during the Covid-19 surge. However, for services that have been significantly impacted as a result of the pandemic - the table below outlines the Trusts Stage 1 and 2 Rebuilding Services Plans (period: 1 July to 30 September 2020). There is agreement that, following submission of the plans, Trusts, the Health and Social Care Board and Department of Health will continue to work together to harmonise how we measure and monitor activity.**



### Looking ahead

During July, August and September 2020, we will continue to **build on new ways of working to continue to provide safe and effective care**. This will involve working closely with our partners and clinical leaders, using flexible and remote working where appropriate and rapid scaling up of technology such as telephone and video calls.



We are engaging with our frontline staff to reflect on the many 'lessons learned' and further work on this will be crucial to inform our plans going forward. This learning and sharing of best practice will inform our longer-term operational, strategic and financial planning as well as the wider regional priorities. We will also continue to engage with key partners to ensure that plans are representative of and include the valuable input of those who use our services.

## TRUST REBUILDING PLAN PHASE 2: JULY TO SEPTEMBER 2020


### HOSPITALS

Our services	What did we do during Covid-19 pandemic?	What did we do to rebuild services June 2020? (Phase 1)	What are we planning to do to rebuild services July to September 2020? (Phase 2)
<b>Urgent and Emergency Care</b> 	<ul style="list-style-type: none"> <li>❖ Ulster and Lagan Valley Hospitals Emergency Departments managed suspect /positive Covid-19 and non-Covid-19 patients</li> <li>❖ Downe Hospital Emergency Department including Minor Injuries Unit temporarily closed</li> <li>❖ Bangor and Ards Minor Injuries Units temporarily consolidated in Ards Hospital</li> <li>❖ We provided inpatient care at the Ulster Hospital, Lagan Valley Hospital and Downe Hospital for both positive Covid-19 and non-Covid-19 patients , with clear pathways on all three hospital sites</li> </ul>	<ul style="list-style-type: none"> <li>❖ Continued to provide safe urgent and emergency care in the Ulster and Lagan Valley Hospitals Emergency Departments</li> <li>❖ Downe Hospital Emergency Department and Minor Injuries Unit remained temporarily closed</li> <li>❖ Bangor Minor Injuries Unit continued operating from Ards Hospital temporarily</li> <li>❖ Continued to provide inpatient care for suspect/positive Covid-19 and non-Covid-19 patients</li> </ul>	<ul style="list-style-type: none"> <li>❖ Continue the safe provision of urgent and emergency care in the Ulster and Lagan Valley Hospitals Emergency Departments</li> <li>❖ Explore the feasibility of reopening the Downe Hospital Emergency Department – the first phase being the provision of a Minor Injuries Service.</li> <li>❖ Bangor Minor Injuries Unit continues to temporarily operate from Ards Hospital and will be kept under review</li> <li>❖ Continue to provide inpatient care for suspect/positive Covid-19 and non-Covid-19 patients</li> <li>❖ Continue to review access to services according to the Review of Urgent and Emergency Care, including further development of alternative pathways</li> </ul>
<b>Critical Care</b> 	<ul style="list-style-type: none"> <li>❖ Critical Care services were provided as per the Critical Care Network Northern Ireland Surge Plan. There were clear pathways for suspect /positive Covid-19 and non-Covid-19 patients</li> </ul>	<ul style="list-style-type: none"> <li>❖ Continued to provide critical care services according to the Critical Care Network Northern Ireland (CCaNNI) Surge Plan, with clear pathways for suspect/ positive Covid-19 and non-Covid-19 patients</li> </ul>	<ul style="list-style-type: none"> <li>❖ Continue to provide critical care services in line with the CCaNNI Surge plan, with clear pathways for suspect/positive Covid-19 and non-Covid-19 patients</li> </ul>

## HOSPITALS

Our services	What did we do during Covid-19 pandemic?	What did we do to rebuild services June 2020? (Phase 1)	What are we planning to do to rebuild services July to September 2020? (Phase 2)
<b>Diagnostics (X-Ray, MRI, CT, Cardiac Investigations)</b>	<ul style="list-style-type: none"> <li>❖ Services prioritised for inpatient, red flag and urgent investigations (Trust wide)</li> </ul>	<ul style="list-style-type: none"> <li>❖ Continued to provide services to prioritised inpatient, urgent and red flag patients across all sites</li> </ul>	<ul style="list-style-type: none"> <li>❖ Continue to provide services to prioritised inpatient, urgent and red flag patients across all sites</li> </ul>
<b>Day Surgery and Endoscopy</b> 	<ul style="list-style-type: none"> <li>❖ Continued complex day surgery in the Ulster Hospital</li> <li>❖ Temporarily ceased day case surgery and endoscopy in Lagan Valley Hospital and Downe Hospital</li> <li>❖ Only emergency and in-patient endoscopies were carried out during Covid-19 as per national guidance</li> </ul>	<ul style="list-style-type: none"> <li>❖ Continued to provide complex day surgery, inpatient, red flag and urgent endoscopy in the Ulster Hospital</li> <li>❖ Recommended day case surgery and endoscopy services in Lagan Valley Hospital</li> <li>❖ Recommended endoscopy services in the Downe Hospital</li> </ul>	<ul style="list-style-type: none"> <li>❖ Continue to provide day surgery and endoscopy in the Ulster Hospital, Lagan Valley Hospital and Downe Hospital</li> </ul>
<b>Outpatients</b> 	<ul style="list-style-type: none"> <li>❖ Phone and video call assessment for urgent, red flag and review patients as well as prioritised face to face assessment appointments (Trust wide) provided</li> </ul>	<ul style="list-style-type: none"> <li>❖ Continued to provide phone and video call assessments for urgent, red flag and review patients, as well as prioritised face to face appointments in the Ulster Hospital and Lagan Valley Hospital</li> </ul>	<ul style="list-style-type: none"> <li>❖ Continue to provide phone and video call assessments for urgent, red flag and review patients, as well as increasing numbers of prioritised face to face appointments in the Ulster Hospital, Lagan Valley Hospital, Downe Hospital and Bangor Hospital</li> </ul>
<b>Cancer Services</b>	<ul style="list-style-type: none"> <li>❖ Cancer diagnostics and surgery continued as per national and Northern Ireland Cancer Network regional guidance across our hospitals and using the independent</li> </ul>	<ul style="list-style-type: none"> <li>❖ Continued cancer diagnostics, surgery, Oncology and Haematology systemic anti-cancer treatments (including chemotherapy) as per national and Northern Ireland</li> </ul>	<ul style="list-style-type: none"> <li>❖ Continue to provide cancer diagnostics, surgery, Oncology and Haematology systemic anti-cancer treatments (including chemotherapy) as per national and Northern Ireland Cancer Network</li> </ul>


## HOSPITALS

Our services	What did we do during Covid-19 pandemic?	What did we do to rebuild services June 2020? (Phase 1)	What are we planning to do to rebuild services July to September 2020? (Phase 2)
	sector ❖ Oncology and Haematology Systemic Anti-cancer treatments including chemotherapy continued, as per national and Northern Ireland Cancer Network regional guidance	Cancer Network (NICaN) regional guidance ❖ Launched communication campaign to encourage the public to contact their GP with any concerns about signs and symptoms ❖ Developed a plan for scaling up services to meet the potential increased demand	(NICaN) regional guidance; as well as restart deferred treatments ❖ Continue to encourage the public to contact their GP with any concerns about signs and symptoms
<b>Surgery- Emergency and Elective Inpatients</b>	❖ Inpatient surgery continued for emergency, trauma and fracture services ❖ Elective inpatient surgery for prioritised urgent and cancer patients	❖ Continued to provide emergency and elective inpatient surgery for prioritised urgent and cancer patients ❖ Further developed separate pathways for suspect/positive Covid-19 and non-Covid-19 patients requiring surgery	❖ Continue to provide emergency and elective inpatient surgery for prioritised urgent and cancer patients ❖ Maintain separate pathways for suspect/positive Covid-19 and non-Covid-19 patients requiring surgery
<b>Maternity and Paediatrics Services</b>  	❖ Ante-natal and post-natal visits continued, with some undertaken through phone and video call appointments ❖ Birthing options available in the Ulster Hospital. Home births temporarily ceased ❖ Paediatric outpatients assessed by phone and video call. Face to face	❖ Continued to provide ante-natal and post-natal visits with some undertaken by phone and video call ❖ Provided birthing options at the Ulster Hospital with home births supported when feasible ❖ Restarted birthing in Lagan Valley Hospital Midwifery Led Unit (MLU) for low risk mothers	❖ Continue to provide ante-natal and post-natal visits with some by phone and video call ❖ Continue to provide birthing options at the Ulster Hospital, Lagan Valley Hospital MLU and at home


## HOSPITALS

Our services	What did we do during Covid-19 pandemic?	What did we do to rebuild services June 2020? (Phase 1)	What are we planning to do to rebuild services July to September 2020? (Phase 2)
	assessments prioritised (Trust wide)	<ul style="list-style-type: none"> <li>❖ Continued to provide paediatric outpatients by phone and video call with face to face assessments prioritised</li> </ul>	

## MENTAL HEALTH

Our services	What did we do during Covid-19 pandemic?	What did we do to rebuild services June 2020? (Phase 1)	What are we planning to do to rebuild services July to September 2020? (Phase 2)
<b>Community and Outpatient services</b>  	<ul style="list-style-type: none"> <li>❖ Services continued using phone and video call with some face to face appointments including clients assessed as being at an increased risk and needing emergency support</li> </ul>	<ul style="list-style-type: none"> <li>❖ Continued to provide phone and video call appointments with face to face appointments prioritised</li> <li>❖ Face to face appointments offered on a risk assessed basis</li> </ul>	<ul style="list-style-type: none"> <li>❖ Increase face to face appointments</li> <li>❖ Continue to provide option of face to face or phone appointments</li> <li>❖ All emergency and crisis appointments to continue face to face</li> </ul>
<b>Inpatient Facilities</b>	<ul style="list-style-type: none"> <li>❖ Addiction facility temporarily closed</li> </ul>	<ul style="list-style-type: none"> <li>❖ Made preparations for the next stage of restarting services on a phased basis</li> </ul>	<ul style="list-style-type: none"> <li>❖ In parallel with other Regional Addiction Treatment Units, plan to reopen services in late July/August using phone and video call with some face to face for prioritised cases based on social distancing requirements</li> <li>❖ Maintain current remote meeting and support groups</li> </ul>



<b>Conditions Management Service</b>	❖ Service temporarily ceased	❖ Made preparations for the next stage of restarting services on a phased basis	❖ Planning to recommence service July 2020 with initial contact via phone
<b>Derrriaghy Centre</b> 	❖ Centre temporarily closed	❖ Made preparations for the next stage of restarting services on a phased basis	<ul style="list-style-type: none"> <li>❖ Develop plans for reopening to a limited number of service users, in phase 3, based on a risk assessment</li> <li>❖ Continue with phone and face to face contacts based on identified need and maintain links with other services</li> </ul>

### PSYCHOLOGICAL SERVICES

Our services	What did we do during Covid-19 pandemic?	What did we do to rebuild services June 2020? (Phase 1)	What are we planning to do to rebuild services July to September 2020? (Phase 2)
<b>Outpatient Clinics</b>	❖ Services continued using phone and video call with some face to face appointments including clients assessed as being at an increased risk and needing emergency support	<ul style="list-style-type: none"> <li>❖ Continued phone and video call with face to face appointments prioritised</li> <li>❖ Increased new patient appointments</li> </ul>	<ul style="list-style-type: none"> <li>❖ Increase number of new patient appointments</li> <li>❖ Establish capability to deliver virtual group based interventions</li> </ul>

### ADULT DISABILITY

Our services	What did we do during Covid-19 pandemic?	What did we do to rebuild services June 2020? (Phase 1)	What are we planning to do to rebuild services July to September 2020? (Phase 2)
<b>Day Care</b>	❖ All Statutory and Independent Sector day care services were temporarily ceased	❖ Made preparations with key partners for service users to return to Trust Day centres in a phased way	<ul style="list-style-type: none"> <li>❖ Recommence day care with reduced capacity to maintain social distancing.</li> <li>❖ Ensure effective communication with Carers/Families/Service Users</li> <li>❖ Risk assessments of individual service users will be updated</li> </ul>

<b>Day Opportunities</b>	❖ Service temporarily ceased	❖ Planned for phased working with reintroduction Independent Sector and key partners	❖ Recommence day opportunities with reduced capacity to maintain social distancing and ensure service user and staff safety
<b>Respite Care</b>	❖ Urgent respite provided only	❖ Continued to provide urgent respite on risk assessed basis	❖ Continue to provide urgent respite on risk assessed basis





**PRISON HEALTH CARE**

<b>Our services</b>	<b>What did we do during Covid-19 pandemic?</b>	<b>What did we do to rebuild services June 2020? (Phase 1)</b>	<b>What are we planning to do to rebuild services July to September 2020? (Phase 2)</b>
<b>All Prison Healthcare Services</b>	<ul style="list-style-type: none"> <li>❖ Prison healthcare services continued to provide services to people in prison including using technology where appropriate</li> <li>❖ AHP Services and Start 360 (psychosocial support services for people with drug addiction) - scaled back or delivered by alternative methods such as phone or video calls</li> <li>❖ Face to face clinical assessment facilitated, where required</li> </ul>	<ul style="list-style-type: none"> <li>❖ Continued with limited face to face appointments</li> <li>❖ Continued to increase phone and video call options, where beneficial</li> </ul>	<ul style="list-style-type: none"> <li>❖ Triage GP requests</li> <li>❖ Offer phone and video call options</li> <li>❖ Continue limited face to face appointments</li> <li>❖ Gradually increase Allied Health professional services</li> <li>❖ Plan to re-introduce complex Dental clinic</li> </ul>

**PRIMARY AND COMMUNITY SERVICES**

Our services	What did we do during Covid-19 pandemic?	What did we do to rebuild services June 2020? (Phase 1)	What are we planning to do to rebuild services July to September 2020? (Phase 2)
<p><b>Allied Health Professionals</b> (Physiotherapy, Occupational Therapy, Speech and Language Therapy, Podiatry, Orthoptics, Dietetics)</p> <p><b>Community Rehabilitation</b></p> <p><b>Community Stroke team</b></p> <p><b>Orthopaedic Integrated Clinical Assessment and Treatment Service (ICATS)</b></p> <p><b>Falls service</b></p>	<ul style="list-style-type: none"> <li>❖ Urgent referrals were contacted via phone and video call appointments</li> <li>❖ Patients were supported using phone and video call appointments</li> <li>❖ Urgent services continued at a reduced level for those people who need face to face assessment, for example: Podiatry service continues for people with foot ulceration</li> <li>❖ Falls services scaled back except for referrals from Northern Ireland Ambulance Service</li> </ul>	<ul style="list-style-type: none"> <li>❖ Made preparations for phased introduction of new and review face to face clinics for most urgent cases</li> <li>❖ Continued phone and video call appointments, with face to face appointments prioritised for urgent services</li> </ul>	<ul style="list-style-type: none"> <li>❖ All services continue to deliver services using alternative phone and video call appointments, with face to face and/or physical examinations prioritised for most high risk patients</li> <li>❖ Podiatry continue face to face clinics for high risk patients</li> <li>❖ Validation exercise taking place to quality assure waiting list</li> </ul>
<p><b>Primary Care Covid-19 Centres</b></p>	<ul style="list-style-type: none"> <li>❖ Primary Care Covid-19 Centres service created on three sites within the Trust area</li> </ul>	<ul style="list-style-type: none"> <li>❖ Primary Care Covid-19 Centres service continued on three sites within the Trust area.</li> </ul>	<ul style="list-style-type: none"> <li>❖ Primary Care Covid-19 service to continue and liaise with regional planning group on future model</li> </ul>


## PRIMARY AND COMMUNITY SERVICES

Our services	What did we do during Covid-19 pandemic?	What did we do to rebuild services June 2020? (Phase 1)	What are we planning to do to rebuild services July to September 2020? (Phase 2)
<b>Primary Care MDT (Down) services - working in partnership with the Down GP Federation</b>	<ul style="list-style-type: none"> <li>❖ Face to face consultations replaced by telephone and video consultations</li> <li>❖ General Practice visits for non-Covid-19 patients</li> </ul>	<ul style="list-style-type: none"> <li>❖ Face to face consultations replaced by telephone and video consultations.</li> <li>❖ General Practice visits for non-Covid-19 patients</li> </ul>	<ul style="list-style-type: none"> <li>❖ Continue telephone and video consultations as well some face to face appointments</li> <li>❖ Input to wider review of primary / secondary care interface to identify ways to streamline the patient journey.</li> <li>❖ Working in partnership with Secondary Care Mental Health services and Community to identify new ways of working to streamline pathways</li> </ul>
<b>Community Dental</b> 	<ul style="list-style-type: none"> <li>❖ All routine dental care temporarily ceased</li> <li>❖ Five urgent care dental centres established regionally – South Eastern Trust centre is based in Lisburn Health Centre</li> </ul>	<ul style="list-style-type: none"> <li>❖ Limited phased restart of children’s and special care dental theatre lists</li> <li>❖ Made preparations to increase a prioritised number of urgent appointments in line with regional guidance</li> </ul>	<ul style="list-style-type: none"> <li>❖ Continue provision of Urgent Dental Centre</li> <li>❖ Continue to restart services and prioritisation of patients across Community Dental Clinics</li> <li>❖ Restart of Domiciliary visits for urgent dental care</li> </ul>
<b>Sexual Health Outpatients</b> 	<ul style="list-style-type: none"> <li>❖ Phone and video call reviews undertaken</li> <li>❖ Essential emergency face to face reviews undertaken</li> <li>❖ Followed up on SH24 (online sexual health testing platform) positive results for South Eastern Trust area</li> </ul>	<ul style="list-style-type: none"> <li>❖ Prepared for phased introduction of new and review clinics for most urgent cases including those who require face to face assessment</li> </ul>	<ul style="list-style-type: none"> <li>❖ Continue medical/nursing telemedicine clinics</li> <li>❖ Continue to monitor and action positive results from SH24</li> <li>❖ Prioritise blood tests for HIV patients</li> <li>❖ Recommence face to face appointments on a prioritised basis</li> </ul>

**OLDER PEOPLES**

Our services	What did we do during Covid-19 pandemic?	What did we do to rebuild services June 2020? (Phase 1)	What are we planning to do to rebuild services July to September 2020? (Phase 2)
<b>Community Care Services</b>	<ul style="list-style-type: none"> <li>❖ Assessment for Social Care and Community Nursing undertaken and service provision continued on prioritised need</li> <li>❖ Support provided to Care Homes. There has been a Multi-disciplinary approach to in reach to care homes including the Enhanced Care At Home (ECAH) service</li> </ul>	<ul style="list-style-type: none"> <li>❖ Service provision continued</li> <li>❖ Enhanced support to Care Homes continued</li> </ul>	<ul style="list-style-type: none"> <li>❖ Service provision continues</li> <li>❖ Continue to support ongoing testing across care home sector</li> <li>❖ Continue to provide ongoing support into care homes</li> <li>❖ Recruit to Key worker roles within permanent placement team</li> <li>❖ Recruit to enable the ongoing provision of multi-disciplinary wraparound support into care homes</li> <li>❖ Enhanced Care at Home (ECAH)- continuing to co-ordinate input to care homes with core community care services, based on need and capacity</li> </ul>
<b>Domiciliary Care</b>	<ul style="list-style-type: none"> <li>❖ Some social care packages were paused due to service users choice</li> </ul>	<ul style="list-style-type: none"> <li>❖ Reassessment and provision of packages of care to meet assessed need continued</li> </ul>	<ul style="list-style-type: none"> <li>❖ Implement process to reinstate packages through key worker and AHP assessment – reablement model</li> <li>❖ Ongoing work to review risks and unmet need to prioritise the delivery of care packages</li> <li>❖ Recruitment on-going to SE Trust Domiciliary Care team</li> <li>❖ Seek additional capacity to deliver to the service to more people in their own homes</li> </ul>

## OLDER PEOPLES



Our services	What did we do during Covid-19 pandemic?	What did we do to rebuild services June 2020? (Phase 1)	What are we planning to do to rebuild services July to September 2020? (Phase 2)
<b>Day Care</b> 	<ul style="list-style-type: none"> <li>❖ Day centres facilities temporarily closed</li> <li>❖ Support to service users and their carers services was provided in alternative ways</li> </ul>	<ul style="list-style-type: none"> <li>❖ Prepared for phased reopening of statutory day centres to support the most vulnerable service users with disabilities and people with dementia.</li> <li>❖ Continued to provide support to carers and people with Dementia</li> </ul>	<ul style="list-style-type: none"> <li>❖ Work ongoing to prepare for phased reopening of day care with partner provider organisations</li> <li>❖ Resume services based on need and risk assessment and whilst ensuring social distancing and minimising risk</li> <li>❖ Support with supplies of Personal Protective Equipment (PPE) as required</li> </ul>
<b>Respite Care</b>	<ul style="list-style-type: none"> <li>❖ Urgent respite was provided</li> </ul>	<ul style="list-style-type: none"> <li>❖ Continued to provide urgent respite on risk assessed basis</li> </ul>	<ul style="list-style-type: none"> <li>❖ Continue to provide respite care based on assessed needs and risks</li> </ul>
<b>Mental Health Services for Older People</b>	<ul style="list-style-type: none"> <li>❖ Emergency face to face appointments prioritised as determined by clinical need</li> <li>❖ Routine outpatient face to face clinics ceased replaced by phone and video advice, where suitable</li> </ul>	<ul style="list-style-type: none"> <li>❖ Continued clinics where appropriate</li> <li>❖ Reviewed waiting lists and prepared to increase capacity based on clinical prioritisation</li> </ul>	<ul style="list-style-type: none"> <li>❖ Telephone, video call and face to face appointments provided on a risk assessed prioritised basis</li> <li>❖ Care Home reviews/monitoring to recommence in care homes in line with Department guidance</li> </ul>

## COMMUNITY CHILDREN'S SERVICES

Our services	What did we do during Covid-19 pandemic?	What did we do to rebuild services June 2020? (Phase 1)	What are we planning to do to rebuild services July to September 2020? (Phase 2)
<b>Health Visiting and Community Paediatric Services</b>	<ul style="list-style-type: none"> <li>❖ Child health services scaled back temporarily</li> </ul>	<ul style="list-style-type: none"> <li>❖ Prepared for phased re-introduction of services, in line with regional plan</li> </ul>	<ul style="list-style-type: none"> <li>❖ Services being delivered in accordance with the regionally agreed Health Visiting Plan</li> <li>❖ Complete 19/20 School Health screening</li> </ul>
<b>Immunisation Programme</b>	<ul style="list-style-type: none"> <li>❖ School health immunisation temporarily ceased</li> </ul>	<ul style="list-style-type: none"> <li>❖ Prepared for completion of human papillomavirus (HPV) immunisation programme—June/July 2020</li> </ul>	<ul style="list-style-type: none"> <li>❖ Human Papillomavirus (HPV) scheduled to be completed</li> <li>❖ BCG – implement screening and vaccination as required over the Summer period</li> </ul>
<b>Cared for Children</b>	<ul style="list-style-type: none"> <li>❖ Short breaks for children temporarily ceased</li> </ul>	<ul style="list-style-type: none"> <li>❖ Recommended short breaks for children with a disability in a planned way</li> <li>❖ Actively planned safe and appropriate arrangements for children in care</li> </ul>	<ul style="list-style-type: none"> <li>❖ Provision of short breaks will be provided for urgent cases in line with risk assessments and regional guidance</li> <li>❖ Implement a plan for those waiting on Looked After Children (LAC) reviews</li> <li>❖ Progress with statutory visits</li> <li>❖ Continue to plan and deliver safe and appropriate arrangements for children in care</li> <li>❖ Contact with families to be in line with the regional risk assessment</li> <li>❖ Health and wellbeing team and peripatetic team will reassume the role of focusing on enhancing activity levels in residential care</li> </ul>



## COMMUNITY CHILDREN'S SERVICES


Our services	What did we do during Covid-19 pandemic?	What did we do to rebuild services June 2020? (Phase 1)	What are we planning to do to rebuild services July to September 2020? (Phase 2)
<b>Paediatric Services</b> 	<ul style="list-style-type: none"> <li>❖ Phone and video call appointments provided</li> </ul>	<ul style="list-style-type: none"> <li>❖ Continued to provide services by phone and video call with face to face appointments prioritised</li> <li>❖ Scoped the need for face to face consultations, to inform the plan going forward</li> </ul>	<ul style="list-style-type: none"> <li>❖ Continue by phone and video call with face to face appointments prioritised</li> <li>❖ Local Paediatric service plans will be implemented on a phased approach, reflecting regionally agreed plans</li> </ul>
<b>Family Support Hubs</b>	<ul style="list-style-type: none"> <li>❖ Services continued by phone and video call</li> </ul>	<ul style="list-style-type: none"> <li>❖ Continued to provide services by phone and video call with face to face appointments prioritised</li> </ul>	<ul style="list-style-type: none"> <li>❖ Continue by phone and video call with some face to face for prioritised cases based on social distancing requirements</li> </ul>
<b>Child Protection Services</b> 	<ul style="list-style-type: none"> <li>❖ Services prioritised for at risk children</li> </ul>	<ul style="list-style-type: none"> <li>❖ Services continued to be prioritised for at risk children</li> <li>❖ Made plans for stage 2 to ensure safe contact for children with families</li> </ul>	<ul style="list-style-type: none"> <li>❖ Continue by phone and video call with some face to face for prioritised cases based on social distancing requirements</li> <li>❖ Increase Child Protection visits</li> <li>❖ Continue by phone and video call with some face to face for prioritised cases based on social distancing requirements</li> </ul>
<b>Sure Start</b>	<ul style="list-style-type: none"> <li>❖ Service continued by phone and video call with face to face appointments prioritised</li> </ul>	<ul style="list-style-type: none"> <li>❖ Prepared for the next stage of restarting services</li> </ul>	<ul style="list-style-type: none"> <li>❖ Plan for the face to face delivery of the Programme for 2 Year olds in Sure Start premises, with reduced numbers</li> </ul>



## COMMUNITY CHILDREN'S SERVICES

Our services	What did we do during Covid-19 pandemic?	What did we do to rebuild services June 2020? (Phase 1)	What are we planning to do to rebuild services July to September 2020? (Phase 2)
<b>Autism</b>	<ul style="list-style-type: none"> <li>❖ Work continued with a range of support provided by video and phone contacts</li> </ul>	<ul style="list-style-type: none"> <li>❖ Prepared for the next stage of restarting services</li> <li>❖ Assessed where face to face contact can take place safely</li> </ul>	<ul style="list-style-type: none"> <li>❖ Plan for face to face delivery of service</li> </ul>
<b>Contact for Children in Care</b>	<ul style="list-style-type: none"> <li>❖ Direct face to face contact temporarily ceased. Contact provided by phone and video call</li> </ul>	<ul style="list-style-type: none"> <li>❖ Prepared for the next stage of restarting services</li> <li>❖ Assessed where face to face contact could take place safely</li> </ul>	<ul style="list-style-type: none"> <li>❖ Following outcome of Risk Assessments face to face contact may take place based on Public Health Agency (PHA) guidance and following social distancing guidance</li> </ul>

## HEALTH DEVELOPMENT

Our services	What did we do during Covid-19 pandemic?	What did we do to rebuild services June 2020? (Phase 1)	What are we planning to do to rebuild services July to September 2020? (Phase 2)
<b>Diabetes Prevention</b> 	<ul style="list-style-type: none"> <li>❖ Telephone based service</li> </ul>	<ul style="list-style-type: none"> <li>❖ Continued by phone and video call as well as prioritised face to face appointments</li> <li>❖ The service commenced using a phone and video calling once the Cardiac Rehabilitation service is re-instated</li> </ul>	<ul style="list-style-type: none"> <li>❖ Continue to provide services by phone and video call with teaching material issued in advance as well as prioritised face to face appointments</li> <li>❖ Explore feasibility of commencing a self-referral option similar to England</li> </ul>
<b>Cardiovascular Prevention / Early Treatment Service</b>	<ul style="list-style-type: none"> <li>❖ Start of this service temporarily delayed</li> </ul>	<ul style="list-style-type: none"> <li>❖ The service commenced using phone and video calls following re-instatement of the Cardiac Rehabilitation service</li> </ul>	<ul style="list-style-type: none"> <li>❖ Commence programme alongside Cardiac Rehab</li> <li>❖ Explore blended model with some face-face group sessions and face to face cardiac rehab assessments</li> </ul>

**CORPORATE**

Our services	What did we do during Covid-19 pandemic?	What did we do to rebuild services June 2020? (Phase 1)	What are we planning to do to rebuild services July to September 2020? (Phase 2)
<b>Trust Shielding Team</b>	<ul style="list-style-type: none"> <li>❖ Established a shielding service with approximately 1500 calls from shielded patients and service users, which led to the implementation of approximately 1100 shield packages including help with food, medicines and emotional support</li> </ul>	<ul style="list-style-type: none"> <li>❖ Continued shielding service in the Trust area</li> </ul>	<ul style="list-style-type: none"> <li>❖ Continue shielding service but incorporated into the existing Caring Communities service</li> </ul>
<b>Domestic Abuse and Sexual Violence</b>	<ul style="list-style-type: none"> <li>❖ In recognition of the prevalence of domestic abuse and the escalation of risk due to lockdown the Domestic Abuse and Sexual Violence Partnership in the Trust area raised awareness and support through online videos, social media, posters in pharmacies and supermarkets</li> </ul>	<ul style="list-style-type: none"> <li>❖ Safety planning was conducted with partners. Continued to raise awareness to keep domestic violence issues alive and increase communication accessibility</li> </ul>	<ul style="list-style-type: none"> <li>❖ Safety planning with partners - continue awareness raising to keep domestic violence issues alive and increase communication accessibility</li> <li>❖ Service continues to deliver support using alternative methods; continues to work with key strategic partners to deliver the objectives of the programme</li> </ul>
<b>Screening programmes</b>	<ul style="list-style-type: none"> <li>❖ Regional screening programmes paused temporarily:               <ul style="list-style-type: none"> <li>- Abdominal Aortic Aneurysm screening and surveillance monitoring</li> <li>- Routine breast screening</li> <li>- Bowel cancer screening</li> <li>- Routine cervical screening</li> <li>- Routine diabetic eye screening and surveillance monitoring</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>❖ Planning underway in line with Public Health Agency recommendations</li> </ul>	<ul style="list-style-type: none"> <li>❖ Trust will deliver essential screening in line with Public Health Agency recommendations</li> </ul>