

One Halton Newsletter

14 May 2020



The System Assurance Group (SAG)

The SAG continues to meet on a weekly basis, led by the Joint Director of Public Health for Halton and Warrington. The SAG is supported by a number of sub groups (cells) undertaking activity aligned to workstreams, such as out of hospital care, care homes etc. The membership of the group includes senior representatives from NHS Warrington CCG, NHS Halton CCG, Warrington Borough Council, Halton Borough Council, Public Health and our main NHS providers.

The SAG has been instrumental in leading the response locally, focused on protecting the most vulnerable living in the community and those who are at most risk, whilst maintaining safe and effective services.

Halton Borough Council

Care Home Testing:

Testing is being expanded in care homes, with all symptomatic residents and staff being eligible for testing. A new programme is being rolled out to enable staff and residents who don't have symptoms to also be tested.

Mobile/Satellite Testing:

Requests have been made to put in place a mobile testing facility for Halton.

Additional sites for local testing are also being explored.

Access into Adult Social Care – Single Point of Access (SPA)

A new single point of access is in place to deal with all Adult Social Care enquiries/referrals.

The new model involves Care Management Teams (IAT, CCR, CCW & SCIP) being reconfigured into a single team covering 7 days a week (8am – 6pm), with input from/working alongside staff in the Capacity & Demand Team/RARS/Community Therapy.

Safeguarding, Mental Health and Transition Teams sit behind the SPA and will take enquires/referrals directly from it.

Any other access points previously in place into Adult Social Care will be closed.

The new team includes a management function, a screening team and back office staff supporting the SPA.

Contact details: IAT@halton.gov.uk (not for public use)

NHS Halton CCG

NHS Open for Business Campaign

The CCG continues to focus patient and public communications to support the NHS Open for Business campaign and encourage more people not to delay seeking treatment for any health concerns.



The COVID patient advice line has been operational for four weeks and continues to take calls from local people, with a variety of enquiries.

The advice line will continue to operate for the next few weeks.
(Tel: 01925 303370)



Bereavement Support Online Directory

A new online directory has been launched to support patients in Halton with bereavement during and after the pandemic. It will act as a central place for people to access both national and local information on bereavement support and can be viewed at:

<http://www.haltonccg.nhs.uk/your-health/Pages/Bereavement-Support.aspx>

Primary Care

Patients are being seen by appointment only and are advised not to turn up at GP practices without one.

With regard to patients with COVID-19 symptoms, they are still encouraged to contact NHS 111 in the first instance but they may be referred by NHS 111 to their local GP Practice for assessment via phone or video call. If clinically appropriate, a further appointment will be booked at one of the dedicated face-to-face assessment sites which have been set up at a small number of local surgeries in Halton. As a result, patients may need to attend a different surgery than normal for an assessment with a GP.



Bridgewater Community Healthcare NHS Foundation Trust

The Trust has enhanced community nursing, intermediate care and rapid response teams to support patients who have been discharged from hospital, including those recovering from COVID-19, and are supporting those patients who need ongoing care within the community.

Bridgewater is continuing to deliver priority services and will closely monitor these through its incident command arrangements. In the coming weeks the Trust will be working with system partners to look at an approach to reintroducing those services which have been temporarily suspended during the COVID-19 outbreak.

Widnes Urgent Care Centre

Bridgewater has introduced changes to the Widnes Urgent Care Centre (UCC) to keep patients and staff as safe as possible during the Coronavirus pandemic.

The opening times are **8am to 8pm, seven days a week**. The service is an appointment only service and is no longer routinely accepting walk-in patients until further notice.

Anyone requiring urgent care for an illness or injury should call the centre on **0151 495 5000**. Patients will only be offered an appointment after a telephone assessment.

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Warrington and Halton Teaching Hospitals NHS Foundation Trust

St Helens and Knowsley Teaching Hospitals NHS Trust

As at 7th May, the position in the two local acute hospitals remains relatively stable for the number of new cases and the number of confirmed cases is now just below 200 inpatients. Both Trusts have around a third of their beds unoccupied and are ready to receive patients.

Both Trusts are making progress in managing their cancer and urgent caseloads, with an expansion of diagnostics and surgery and are planning for further recovery in routine care, including using non-face to face attendances.

A&E Attendances

The A&E average daily attendance rates are starting to increase each week.

Elective Care

In line with NHS England/ Improvement guidance issued at the end of April, the Trust will begin to step up some of the elective treatment capacity that hasn't been used while the number of Covid19 patients was rising so sharply. This means that the Trust will fully reinstate **urgent** (non-Covid-19) services over the coming weeks and, thanks to having a dedicated elective site at Halton, recommence some routine, non-urgent elective care.

X-Ray referrals

GP referrals for plain film X-ray for all patients recommenced from Monday 11 May. Due to social distancing requirements, patients will only be seen by appointment and patients should telephone **01925 66 2449** (open between 8am-7pm Monday to Friday).

A number of urgent slots will be reserved each day for GP referrals these can be booked directly by the practice.



Runcorn Urgent Care Centre

The service is currently operating as a walk-in service from **8am to 9pm, seven days per week** for a wide range of minor illnesses and injuries. Patients with symptoms of COVID-19 are to follow government-issued guidance.

Acute Hospital Services

The Trust currently has no issues with bed capacity. In line with NHS England guidance, the Trust is drawing up plans with social distancing and infection prevention measures in mind, to undertake some additional operating and outpatient consultation for urgent patients, in addition to cancer patients, as part of their restoration plan.

Community Services

The Trust is working with partners in Halton to develop the Lilycross residential bed model to support the increasing community bed base capacity during this time.

Cheshire Constabulary

Coronavirus - Policing Questions Answered

Police and Crime Commissioner David Keane holds virtual question and answer sessions with Chief Constable Darren Martland every Tuesday.

Cheshire residents and businesses are invited to send their questions to pcc@cheshire.pnn.police.uk with the subject title **'Reassurance Q&A'** by midnight on Sunday to be answered the following week.

Q&A

For further information, please visit: <https://www.cheshire-pcc.gov.uk/get-involved/public-consultation/reassurance-qas/>

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North West Boroughs

Attend Anywhere Video Consultation

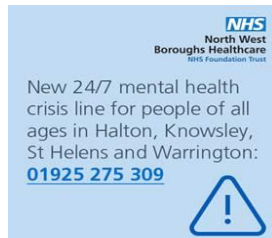
Informatics Merseyside have worked on behalf of MCFT and NWBH to roll out virtual consultations. Attend Anywhere provides a single, consistent entry point, where patients enter an online waiting area for their appointment. The virtual consultation software has been rolled out in stages across numerous services across both organisations.

Mid-Mersey Autism and Mental Health Support Team

New Autism and Mental Health Support Team supports mental health professionals working in Halton, Knowsley, St Helens and Warrington services who have patients with a mental health need and a diagnosis of autism.

24/7 mental health crisis lines

Please help direct local people who need crisis support to our 24/7 mental health crisis lines:



Update on the transaction with Mersey Care NHS Foundation Trust

As you know, we have been working to produce a strategic case supporting the acquisition of our staff and services by Mersey Care, with an expected completion date of 31 March 2021. At the end of March 2020 we were advised by NHS Improvement that due to Covid-19, all transactions such as this are to be paused until the NHS can resume business as usual. This is to ensure all NHS organisations are focusing all their efforts and resources on responding to the Coronavirus pandemic. Once we are advised of the process restarting, we will be able to assess if there is any impact on the overall timeline.

Voluntary Sector

Wellbeing Enterprises - Online Program of Activities: May - June 2020

Due to the current Covid19 situation, Wellbeing Enterprises has now moved to online courses. See <https://www.wellbeingenterprises.org.uk/> for more information.

One Halton Covid 19 Helpline / Street Champions

Halton Borough Council is working with Halton and St Helens Voluntary and Community Action to coordinate support to help the most vulnerable members of our community during the COVID-19 outbreak. Steps taken include support with food delivery and/or medical needs, in addition to providing a friendly voice and sympathetic ear as needed.

People across Runcorn and Widnes have been asked to step forward to become **street champions**, supporting their neighbours and those in the local community who are isolated and in need of help. Halton Borough Council is working with Halton and St Helens Voluntary and Community Action to ensure that every street in the borough has at least one person registered to provide support.

Further Information including how to access is available here:

<https://www3.halton.gov.uk/Pages/volunteercovid.aspx>

Support Services Available in Halton

Sure Start to Later Life and the Halton Health Improvement Team have developed a support service document based on which services are available for Halton residents during COVID 19. The support service document can be accessed via the following web link:

<https://www3.halton.gov.uk/Pages/health/hit/hitprof.aspx>

Citizens Advice

Despite being extremely busy, Citizens Advice Halton is still "open" and advisers are on hand to assist people calling the helplines or emailing the service.

Fast track referrals from partner organisations, especially where someone is in debt or has other money worries, are available. The best way for partners to make a referral is to email: advice@cahalton.org.uk

Contact Us:

If you wish to include any information in future newsletters please email onehalton@halton.gov.uk

For further information relating to One Halton please visit: <https://onehalton.uk/>

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