

Our Journey



Welcome and introduction.

Chris Masikane

Chief Operating Officer

Marsha Foster

Director of Partnerships

Melvena Anderson

Deputy Director of Mental Health

Yassar Mohammed

Equality and Diversity Lead

Update on New Trust/Merger

1ST April 2020.

Black country Healthcare Foundation Trust.

2 years in the planning.

Newly Merged Trust with a vision to help people across the Black Country achieve healthier, happier lives.

COVID Arrived and has Impacted on Our Journey as a New Trust.

All Board Appointments have been made (Executives/NED).



Our Trust



Black Country Healthcare
NHS Foundation Trust



3,250
staff



65
total sites



7
acute hospitals



58
community bases



1.16m
population



4
boroughs



Dudley



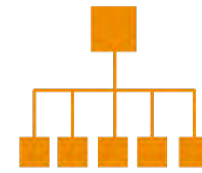
Sandwell



Walsall



Wolverhampton



5
divisions

■ Adult mental health



■ Older adult mental health



■ Child and adolescent mental health services (CAMHS) / Eating disorders (ED)



■ Learning disabilities



■ Children, young people and families



Our services in Dudley

- Adult mental health (MH)
- Older adult mental health
- Learning disabilities
- Child and adolescent MH services (CAMHS) / Eating disorders (ED)

Children, young people and families

- Adult and older adult inpatient and outpatient services, Bushey Fields Hospital, Dudley
- Psychiatric Liaison, Russell’s Hall Hospital, Dudley
- CAMHS, The Elms, Halesowen
- Deaf CAMHS, Cross Street, Dudley
- Early Intervention in Psychosis (EIP), Cross Street, Dudley
- Adult Community Recovery Service (CRSs), Halesowen, Sedgley, Brierley Hill, Stourbridge
- Older Adult (Community Mental Health Team), Woodside, Dudley
- Primary mental health and talking therapies aligned to PCNs/ GPs
- Regional Autism Spectrum Disorder (ASD), Hill House, Stourbridge

Our services in Sandwell

- Adult mental health (MH)
- Older adult mental health
- Learning disabilities
- Child and adolescent MH services (CAMHS) / Eating disorders (ED)

- Adult and older adult inpatient and outpatient services, Hallam Street Hospital, Edward Street Hospital, Quayside
- Psychiatric Intensive Care Unit (PICU), Heath Lane Hospital
- Mental health liaison service, Sandwell General Hospital
- Adult and older adult Community Mental Health Team (CMHT), Quayside
- Recovery College, Quayside
- Carers service, Bristnall Road
- CAMHS, Lodge Road
- Eating Disorder and Early Intervention in Psychosis (EIP), Edward Street Community Base
- Healthy minds (Improving Access to Psychological Therapies (IAPT)) aligned to primary care networks (PCNs)/GPs, Whiteheath
- Learning disability inpatient and community services

Our services in Walsall

- Adult mental health (MH)
- Older adult mental health
- Learning disabilities
- Child and adolescent MH services (CAMHS) / Eating disorders (ED)

- Adult inpatient/outpatient services, Dorothy Pattison Hospital
- Psychiatric liaison, Walsall Manor Hospital
- Older adult inpatient/outpatient services, Bloxwich Hospital
- CAMHS and EIP at Canalside
- Adult CMHT's, Mossley and Anchor Meadow
- Older adult CMHT (including memory assessment), Blakenhall Village Centre
- Primary mental health and Talking Therapy Services aligned to PCN/GPs
- Employment support and complex recovery teams, Mossley Unit
- Learning disability services

Our services in Wolverhampton

- Adult mental health (MH)
- Older adult mental health
- Learning disabilities
- Child and adolescent MH services (CAMHS) / Eating disorders (ED)

- Adult and older adult inpatient and outpatient services, Penn Hospital, Steps to Health, Brooklands
- Mental health liaison service at Royal Wolverhampton Hospitals
- Adult Community Mental Health Team (CMHT), Penn Hospital, Steps to Health
- Older adult CMHT (including memory assessment), Brooklands
- Recovery College
- CAMHS, Gem Centre
- Eating Disorder and Early Intervention in Psychosis (EIP) services, Pond Lane
- Healthy minds (Improving Access to Psychological Therapies (IAPT)) aligned to primary care networks (PCNs)/GPs, Pond Lane
- Learning disability services



Merger Progress

Developing our Clinical Strategy.

Restructuring the Operational and Clinical Divisions has commenced.

Restructuring of Corporate Services has also commenced.

OD work to support the development of a new Culture (Covid has helped!!!!)

Learning From COVID (Service users and Staff) in reshaping how we deliver services.

Recovery and Reimagine Services (Phase 3 Mental Health Planning).

Working with the STP (How Best to Deliver Mental Health).

Ensuring we deliver on place-based care and not just the system.

Delivering on the NHS LTP (Mental Health Investment Standards).





Black Country Healthcare
NHS Foundation Trust

Covid lens



Top 5/6 Challenges (COVID)

Managing flow/beds with a different bed configuration.

Managing Outbreaks of COVID on Wards.

Managing the abundance and conflicting guidance of COVID.

Staff Adhering to Strict Guidance of IPC and PPE Equipment.

Supporting Patients and Visitor's during COVID.

Supporting Health and Well Being of Staff including targeted support for BAEM Staff.

Health and Well Being Offer

Wellbeing Guide –provides information to staff on a range of topics that may have impacted on them during the pandemic.

Managers Health and Wellbeing Checklist advising managers for supporting staff – Simple to use and follow, a checklist for managers to use as a reference to give basic advice on supporting wellbeing of themselves and staff during Pandemic

Bereavement Guides for Staff reference – Unfortunately staff are more likely to be exposed to death either personally or professionally, so guides were put together for staff and managers to follow in the event of needing bereavement advice or support

Domestic Abuse Guide – Information for staff to follow for themselves, patients or someone they know to help identify domestic abuse and clearly signpost to the best areas for support

SilverCloud – Online Cognitive Behavioural Therapy app made available for all staff to access for free, as well as the Trust signing up for staff to use other apps for free at the moment such as Sleepio, Unmind and Headspace

NHS Wellbeing Support Service – The Trust supported the program in making confidential support available from trained professionals as a free service for NHS Staff covering coaching, bereavement care, mental health and financial help

Health and Well Being Offer

Staff Safe Space Rooms – Have been set up at the main Hospital sites for those staff that may become upset or stressed and need to briefly take themselves somewhere calm and private.

Discounts/Benefits: Staff have been informed about free offers and discounts that have been offered to NHS Staff by companies and services that are keen to reward NHS Staff. They have also been sent out freebies sent over by these companies such as drinks, snacks, toiletries, wash bags etc.

Staff Self Isolating Wellbeing Calls – Staff that are isolating have been given calls that have included checking on wellbeing

Videos/Zoom Sessions – Videos for staff uploaded onto Staff Space for Yoga and Exercise Sessions for staff to do at their own time and pace. Zoom sessions also ran on Coping with Isolation, Stress & Resilience and Prostate Cancer. Free Zoom Yoga and Tai Chi session delivered to staff

Fit4theFight Online Exercise Platform – Free online exercise platform available for staff to access to use in their own time and benefit from videos and content on Yoga & Pilates, Family Fun, Low Impact: Aerobic & Bodyweight, High Impact: Aerobic,

Schwartz Rounds – Currently being ran over Microsoft Team as Team Time, gives an opportunity for staff/teams to discuss emotional and psychological side to their work and scenarios they may have faced. So far we have had 2 sessions which have been successfully led and engaged in

BCH Black Asian Minority Ethnic BAME COVID-19 Response.

Executive Team set up BAME staff COVID-19 Engagement events sense checking worries and anxieties to support COVID-19 organisational response.

Sent out letters to BAME colleagues telling them that they were at greater risk and we were acting on this.

Included BAME colleagues as high-risk category in the Risk Assessments.

100% Risk Assessments completed including all BAME staff.

Made it a priority to make sure adjustments were made to the working environment for frontline BAME colleagues to keep them safe.

Redeployed BAME colleagues into different roles and even locations if it was deemed necessary.

Created safe places for BAME staff to share their experiences of COVID-19 and offered wellbeing support.

CEO and Director of People made statement on Black Lives Matters (BLM) stating that BCH will never tolerate racism and that we are an anti-racist organisation.

Made it a priority to reduce incidence of violence and aggression on frontline towards our BAME staff. Police and PCSO's visiting ward areas to show presence and Equality Inclusion Team working with managers to build resilience and combat discrimination.

Set up BAME staff engagement events to sense check what we can do more to help.

Asked our Freedom to Speak UP Guardians to empower BAME staff to raise concerns during Covid-19.

Conducted ward-based assessments to assess patient safety and reasonable adjustment made to protect BAME patients.

Developed the BCWB STP BAME COVID-19 Group working with partners across the Black Country to provide strategic response to supporting BAME communities.

Employed two Community Development Workers working across the BCWB STP engaging with BAME third sector organisations and building BAME community capacity and response to the pandemic.

Asked our Chaplains to offer spiritual care & memorial service for BAME colleagues that we lost to COVID-19 provided bereavement care and support.

Celebrated BAME staff achievements during this testing time

BCH Black Asian Minority Ethnic BAME COVID-19 Response -Continued

- Co-produced with staff side Risk Assessments for all staff in light of Covid-19 with a focus on BAME staff who are at a higher risk and should be afforded protections
- Held a series of engagement events with BAME staff to understand the impact of Covid-19 on them and their experiences of working in the Trust to help shape our plans/actions
- Employed two Community Development Workers to support BAME communities as a result of the engagement events
- From the engagement events a number of actions and plans are being developed which are co-produced by our BAME staff these include:
 - Introduction of a reverse mentoring scheme
 - Introducing BAME and Ally champions
 - Virtual Schwartz Rounds to cover themes of BAME experiences and impact of Covid-19

COVID Continues.

Managing Demand (Increase in demand for Mental Health).

Living on the Edge (Second Outbreak).

Delivering Business as Usual in extraordinary Circumstances.

Black Country BAME Engagement Webinar

(bringing voluntary organisations together)



Recognising there was a need to further strengthen the resilience and understanding of the impact of COVID-19 on Black Asian Minority Ethnic (BAME) communities we would like to bring together voluntary organisation to discuss issues on accessing PPE, risk assessments in the community and the challenges BAME people face implementing government guidelines.

For further information please contact Shaz Akhtar on shaz.akhtar@tctogether.org.uk or Nazima Esscopri on Nazima.esscopri1@nhs.net

We will be hearing from different voluntary sectors across the Black Country to see how they have supported their BAME communities during the COVID 19 and to focus on future developments within the 'New Normal'. Further discussions on possibility of a second wave and the winter pressures.

The Webinar Date : Monday 28th September - 11am

Monday 28th September

To book a place visit

<https://black-country-bameengagement.eventbrite.co.uk>

Black Country and
West Birmingham
Sustainability and Transformation Partnership

NHS

**NEAR
NEIGHBOURS**

Black Country Healthcare
NHS Foundation Trust

**TRANSFORMING
COMMUNITIES
TOGETHER** 

Mental Wellbeing in care homes during Covid-19

Scrutiny Committee

14th Sept 2020

Care Homes in Sandwell

- 80 Care Homes in Sandwell
- 36 Older People's Homes
- 35 People with Complex needs
- 9 Extra care Facilities
- Internal to the Council:-
- 1 Residential care home and 3 Granges

Impact of Covid -19

The lockdown

- Lockdown started on the 23rd March
- Unlike other services, this service had to be maintained
- Number of measures put in place
- Business as usual?
- Use of PPE
- Family Visiting

National Concern Picture in Sandwell

- No. of homes that have reported + or symptomatic people:- 35 (45%)
- No. of people who have been tested + or been symptomatic:- 223 (11%)
- No reported deaths for past 6 weeks.
- No deaths in our internal Council Homes

National Headline:- 40% of all Covid-19 deaths in care homes

Protection V Wellbeing

- Very proud that we have kept people safe.
- Many would be shielding.
- Mindful of effect of lockdown on peoples mental wellbeing.

So what did lockdown mean?

- No visits in the homes.
- Closure of communal and food areas
- Most people were supported in their own rooms (1:1 or safe distances)
- Infection Control and cleaning
- Staff using PPE
- Swabbing

How did we respond?

- Staff redeployed from other areas
- Personalised care plans
- Lots of chatting with residents
- Family memory sessions and story telling
- Use of virtual visits
- Wellbeing windows

Special events

- 8 April 2020 - Easter – Fountain Court received donations of Easter eggs from the local Tesco Supermarket
- A school sent in letters and messages of hope to our tenants at Manifoldia Grange, including handmade Easter cards.
- 8 May 2020 – VE Day, fabulous event with bunting, flags, sandwiches and cakes, music piped throughout the corridors at the schemes.

Staff dressed up, people standing at the doors of their flats talking to their neighbours on the landings – a real pick me up day for everyone.

- Regular High Teas throughout the Summer
- 21 June 2020 - Father's Day remembered and celebrated for Dads current and past.
- 17 August 2020 – A Caribbean party at Holly Grange, just because we can

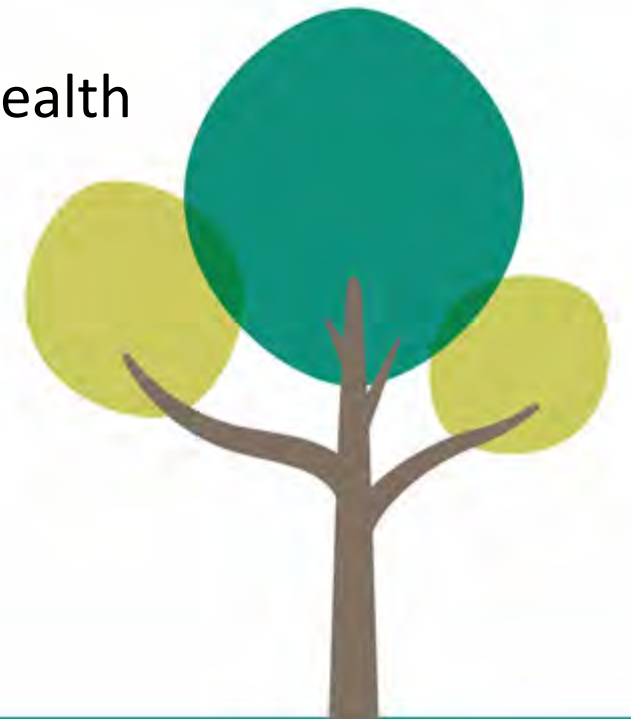
Implication for the staff.



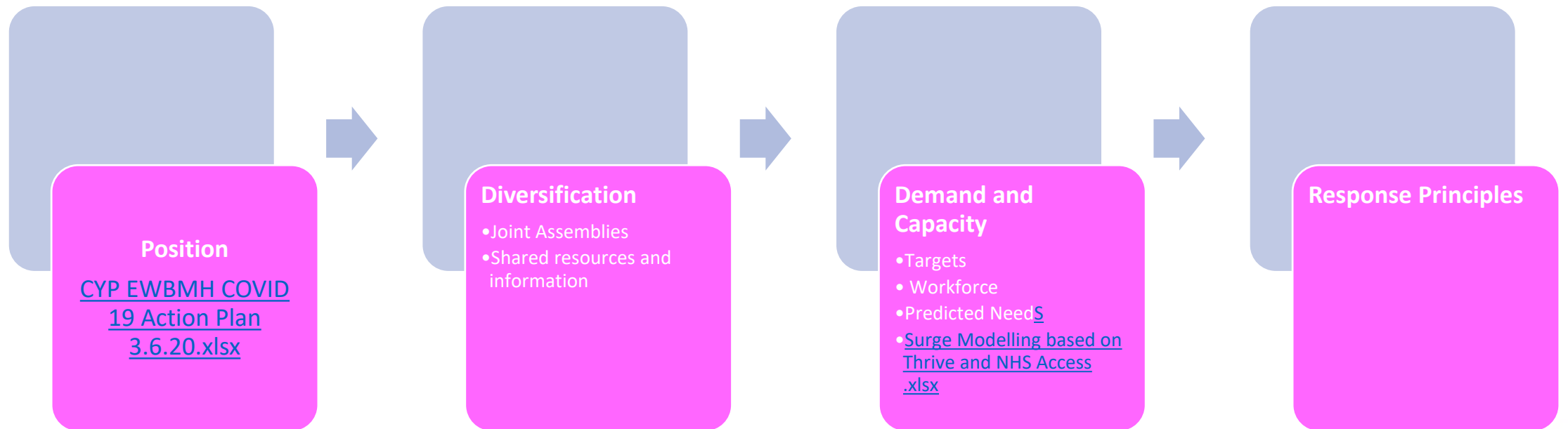
- Questions and Comments?

Childrens Emotional Wellbeing and Mental Health

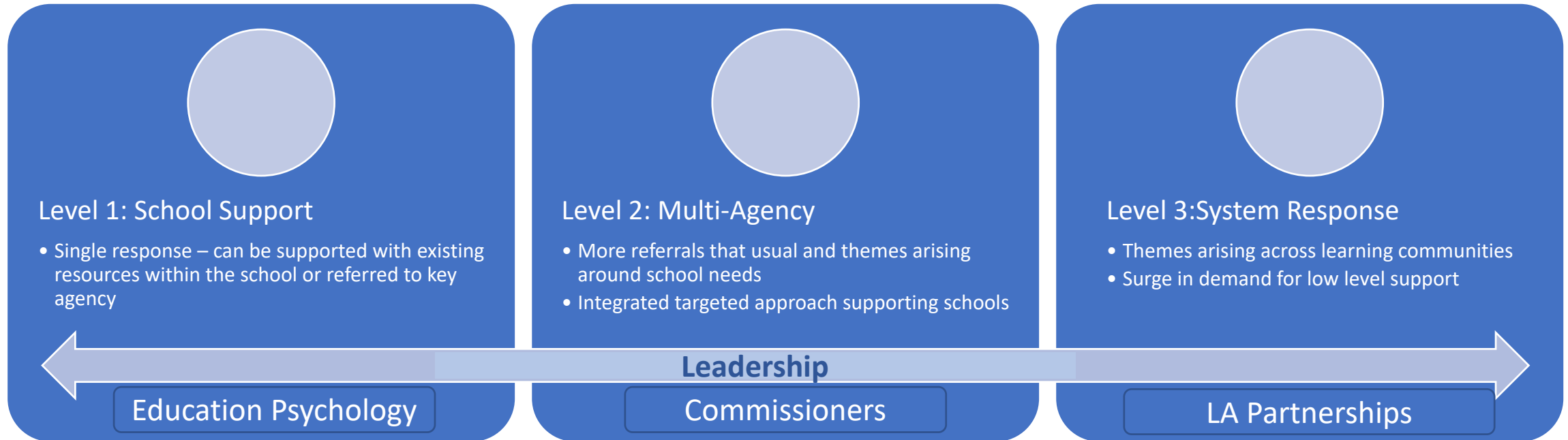
Supporting Emotional Well-Being and Mental Health
COVID 19 Response



Surge Planning: Emotional Wellbeing and Mental Health



Surge Response Principles



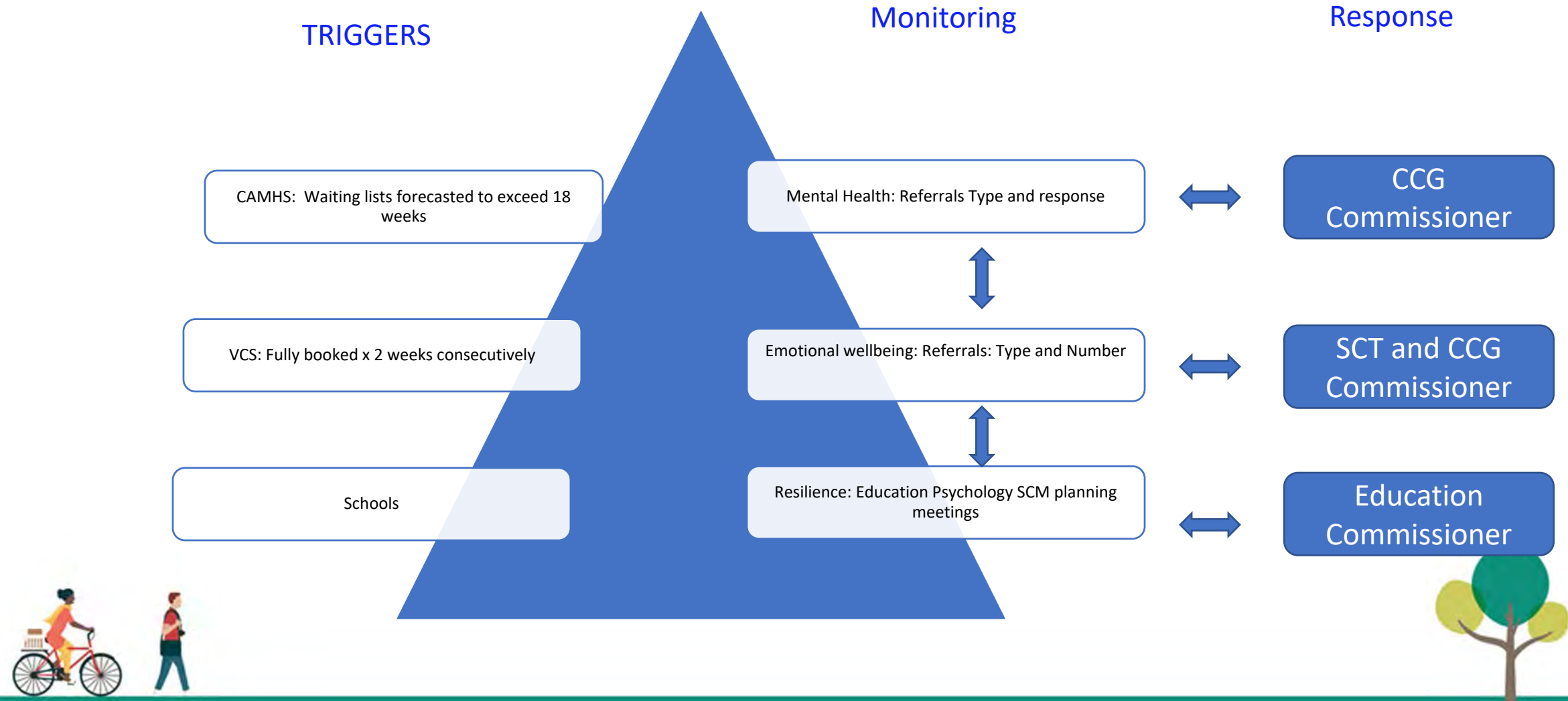
1. Flexible
2. Weekly monitoring and reporting to commissioners
3. Fortnightly task and finish group to check in and share intelligence
4. **Partner meeting – 8th July**



EWBMH Service Surge Plan

Organisation	Definition of Surge	Monitoring Surge	Managing Surge
BEAM	<ul style="list-style-type: none"> * Where drop in appointments are fully booked for 2 weeks in a row * Where more than 5 people are turned around on a daily basis for 2 weeks 	<ul style="list-style-type: none"> Weekly referral data sent to CCG commissioner Speak with Manager week 1 Notify commissioner week 2 	<ul style="list-style-type: none"> Additional funding to increase capacity Explore grants available
Action for Children	Surge in referrals to family support service	<ul style="list-style-type: none"> Working with COGS to look at open cases and those on the waiting list Monitoring current case needs escalation 	<ul style="list-style-type: none"> Raise funding Explore increasing capacity i.e. Agency
Educational Psychology	<ul style="list-style-type: none"> * Where telephone consultations result in assessments and the service is unable to undertake follow up work * Where the service is only maintaining statutory work <p>Where there is an increase in new statutory assessments</p>	<ul style="list-style-type: none"> COVID planning meetings with Schools will enable better allocation of time Prioritisation with schools to manage the backlog 	<ul style="list-style-type: none"> Locum support
CAMHS	Where waiting lists will exceed 18	<ul style="list-style-type: none"> Weekly referral data sent to CCG 	<ul style="list-style-type: none"> Raise funding

Triggers to support a system response



Outcomes Achieved

1. Improved Joint Working

1. Shared understanding of service offers
2. Joint assembly plan delivered by different partners
3. Position Paper developed outlining service offer across agencies

2. Coordinated communication

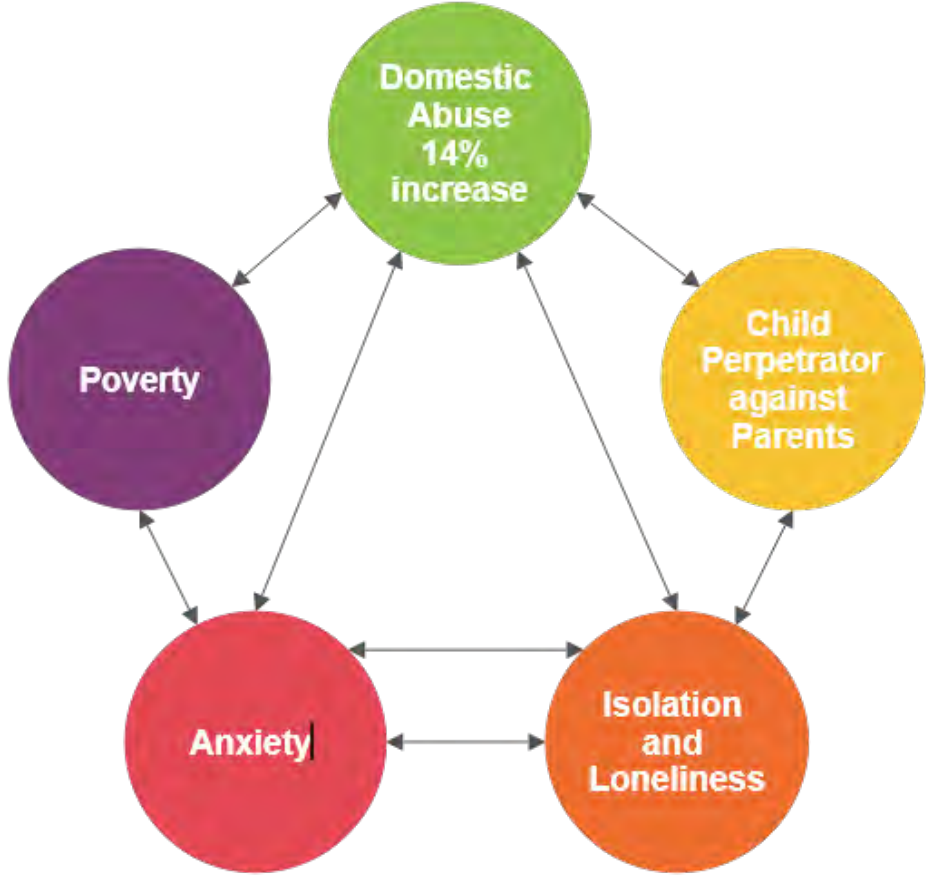
1. School improvement coordinating education material supporting emotional wellbeing and mental health
2. SHAPE coordinating content to support CYP access emotional wellbeing and mental health
3. Support to Providers – shared resources to support CYP needs
4. Joint emotional wellbeing video
<https://www.youtube.com/watch?v=lppF7nL21EI&feature=youtu.be>

3. Improved understanding of needs

1. Awareness of types of intervention available, gaps and opportunities
2. Identification of resources required to improve system knowledge and awareness to support CYPF emotional wellbeing and mental health
3. Identification of workforce gaps/challenges



Top Themes



Data:

Kooth Online Services

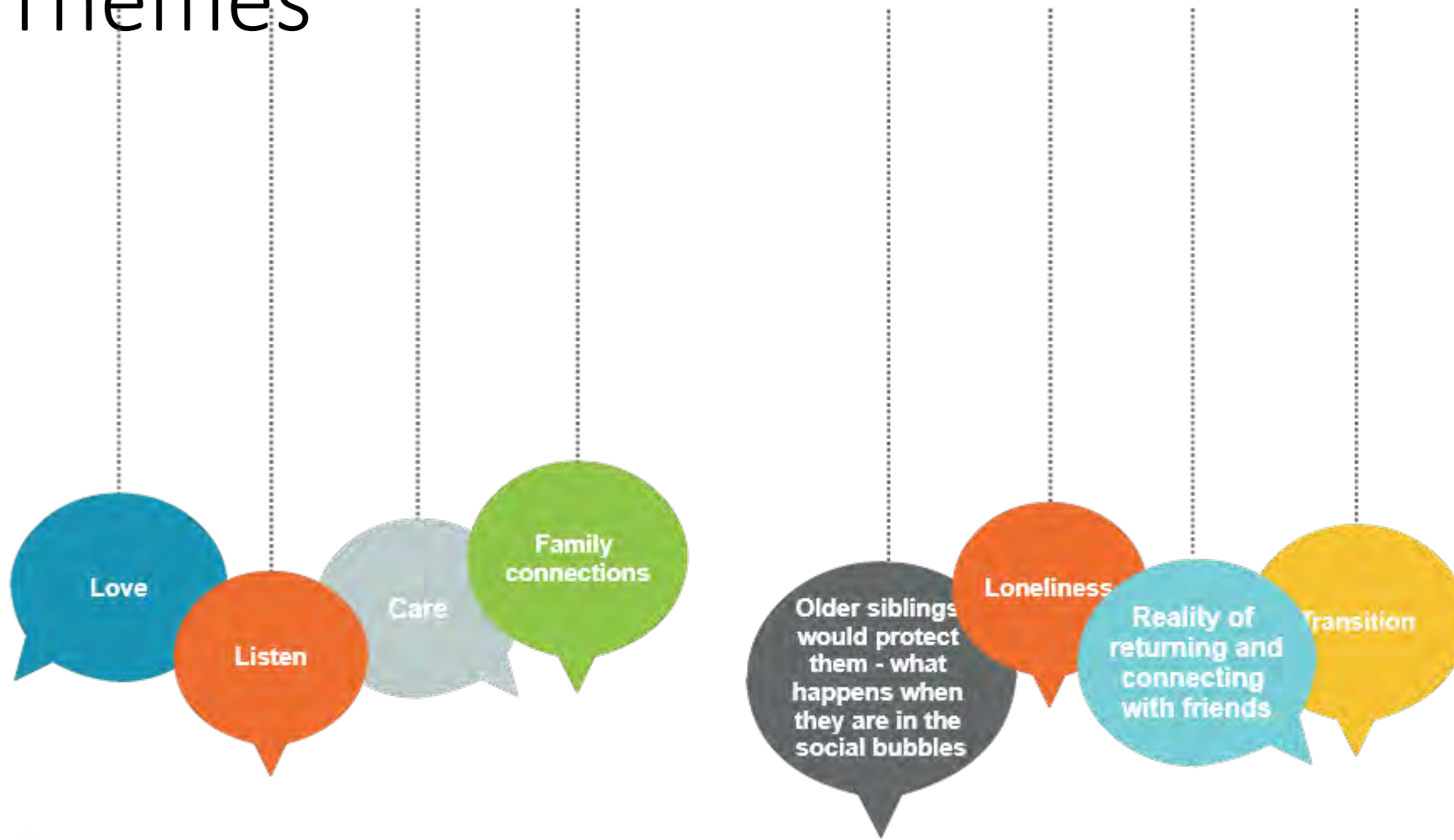
- Anxiety - 30% increased
- Bereavement - 3% increased (not huge numbers)
- Body Image - 11% increase
- Loneliness/Isolation - 11% Increase
- Relationships - 15% increase
- Sadness - 11% increase
- School/College worries - 11% increase
- Self-harm & Suicidal thoughts - 57% increase

CAMHS

- 50% reduction in referrals during lockdown



CYP Themes

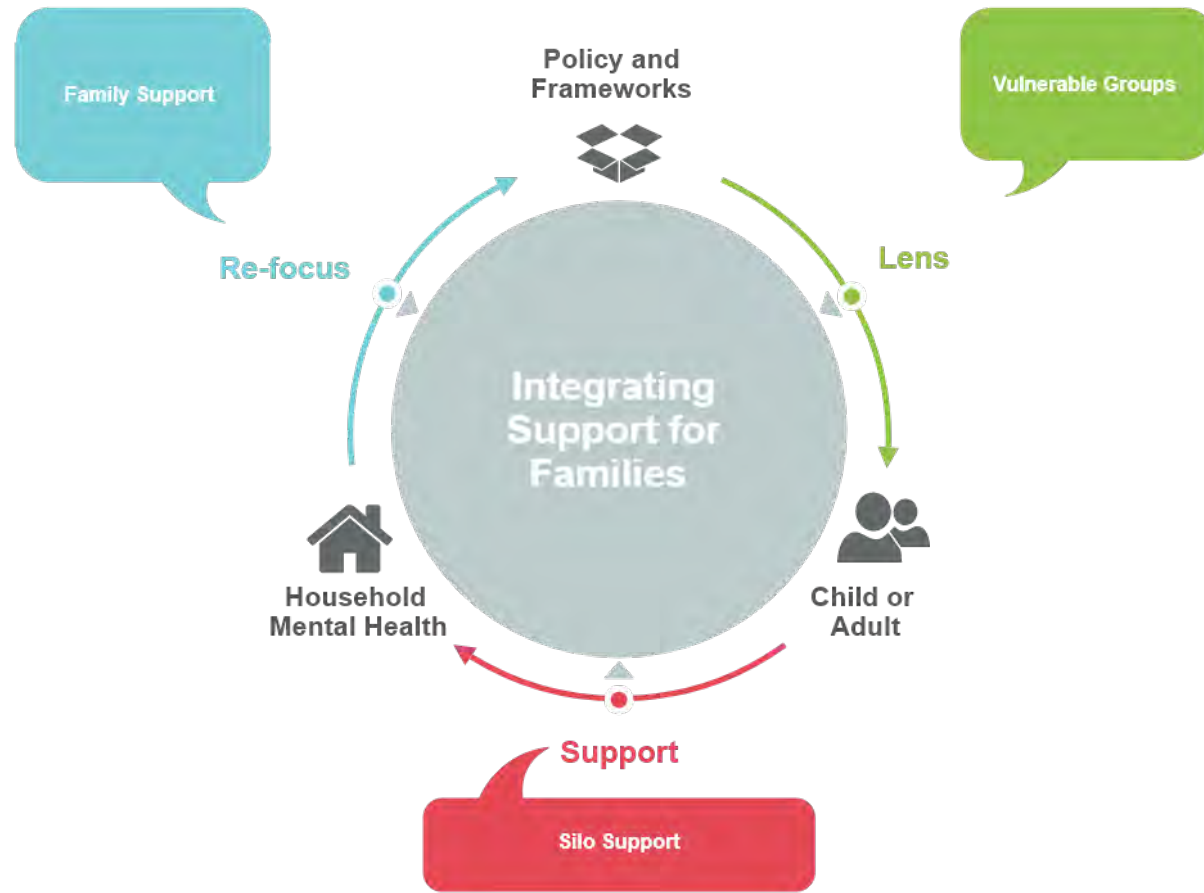


5 Ways to Wellbeing: Partnership Video

- <https://youtu.be/lppF7nL21EI>



Connecting CYP and Adults



Key Contacts:

If you have any questions or queries please contact:

Karmah Boothe – Head of Strategic Partnerships and Commissioning

Karmah_Boothe@Sandwell.gov.uk

