

11 May 2020

Bay Health &
Care Partners
delivering



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Coronavirus update

Welcome to the third bulletin providing you with an update of what has been taking place across Morecambe Bay to tackle the current coronavirus (COVID-19) pandemic.

It's still such a fast moving situation which means we're working in very different ways and facing very different challenges to those we were facing less than two months ago.

The key workers across Morecambe Bay – those employed by the NHS and Care services, but also those employed by the councils and the shops that have remained open to ensure we are fed, and that life goes on – have been magnificent – and shown the spirit we have come to expect from the people in our area.

Our public have stayed safe, stayed home and protected our NHS – and for that we give our thanks.

We are now starting to look to the next phase of our plans, managing Coronavirus while at the same time ensuring that the rest of our services continue to deal with the different issues facing our communities.

Thank you all for your continued support.

Aaron Cummins

Jerry Hawker

Joint Chief Operating Officers – Bay Health & Care Partners

Tackling the pandemic

Within the following pages you'll find out more about how we are continuing to respond to the pandemic, including how we've worked together across organisations to ensure that key workers, whoever they work for, have access to tests for Coronavirus.

We'll also tell you more about the work we've been doing behind the scenes to ensure that we have the staff able to manage the patients we have seen, how we've supported our Care Homes and how we continue to help with swabbing of key workers across Morecambe Bay.

Drive through testing

A number of ways for key workers and their families to access testing have been made available across south Cumbria and north Lancashire.

Four sites can be accessed by anyone who is an essential worker or over 65, with a further four sites currently testing health and social care staff only (including the independent and voluntary sectors). Testing is available at sites in **Penrith**, **Kendal**, **Preston** and **Gateshead** for:

- all essential workers with symptoms ([see the full list of essential workers here](#))
- anyone over 65 with symptoms
- anyone with symptoms whose work cannot be done from home (for example, construction workers, shop workers, emergency plumbers and delivery drivers)
- anyone who has symptoms of coronavirus and lives with any of those identified above

Eligible health and social care staff can also access testing in **Barrow**, **Carlisle**, **Kendal**, **Lancaster** and **Whitehaven**. NHS Trust staff should access testing via their employer. To be eligible for testing people must be:

- Currently self-isolating for five days or less due to suspected COVID-19 infection, or;
- A member of an essential worker's household who has suspected COVID-19 infection and has been self-isolating for five days or less (which has resulted in the member of staff self-isolating as well).

The tests are not reliable on people who have had symptoms for more than five days.

While people can make their own bookings for Penrith, Kendal, Preston and Gateshead, as well as the Mobile Military Unit, via the [national Government website](#), to access the Barrow, Carlisle, Kendal, Lancaster and Whitehaven sites, health and social care staff must be referred for testing by their employer.

Full details of how to access all testing available to people in Morecambe Bay can be found on the [Morecambe Bay CCG website](#).

At Westmorland General Hospital, key worker testing is taking place and employers can contact the centre directly to arrange.

In order to arrange testing, employers of key workers should contact the COVID testing centre at WGH on 01539 715630, Monday to Friday, from 9am to 5pm. Someone from the centre will then call the individual to arrange a suitable time for testing.



Bay Health and Care Partners steps forward to support Care Homes

Supporting care homes and the wider care sector – those home-visiting – is a priority for BHCP.

Steps put in place include weekly calls from GP surgeries to homes to check on patients who need a greater level of care, calling on a wider team of skills where needed. This includes community services staff and expertise, including advanced nurse practitioners, clinical pharmacy, social prescribing link workers, dental care, and wider specialist services (e.g. geriatrician and dementia services). While many calls are made without a visit, care staff have a wider resource to call on when needed. This also includes support out-of-hours.

Where a patient is in greater need for a clinical assessment, whether a suspected Covid-19 case or other health need, surgeries and the wider community team will support their care through, for example, equipment to check oxygen levels or the supply of oxygen for treatment. This is accompanied by more frequent contact between the GP team and the care home team.

Care homes that need support with medication queries will have pharmacy and medication advice to draw on, which will enable structured medication reviews to take place in a timely manner. This also supports new residents, or those recently discharged from hospital.



Support for palliative or end of life care is also now available so that care homes can access different services to support their residents final days.

Work is ongoing to make sure individual care homes have a single point of contact to a wider team of skills, to reduce infection risks of different health professionals visiting homes.

Testing for staff and residents is now well-established, and infection control processes are being rolled out via a 'train-the-trainer' model that works within the Public Health England guidance for managing instances of Covid-19 in care homes.

More widespread testing means that some care sector staff may not be available for work and staffing gaps in care homes are being supported by teams across health and local authority social care teams.

All care homes have a direct route to ordering and acquiring PPE, and there are videos available to support staff in putting on and taking off PPE in the right order to reduce infection transmission.

Welfare support

A new welfare booklet will be distributed to every household in Cumbria from Monday 11th May via Royal Mail.

The booklet covers a wide range of welfare support that is available to people who may be struggling because of coronavirus, including signposting to Citizens Advice, GOV.UK, CCC Welfare Support and district council support services.

There are also NHS messages covering mental health and the 'open for business' campaign.

The information is also available [online](#).

Mental Health support for young people in Morecambe Bay

There are a number of services that can be used to support young people's mental health across Morecambe Bay.

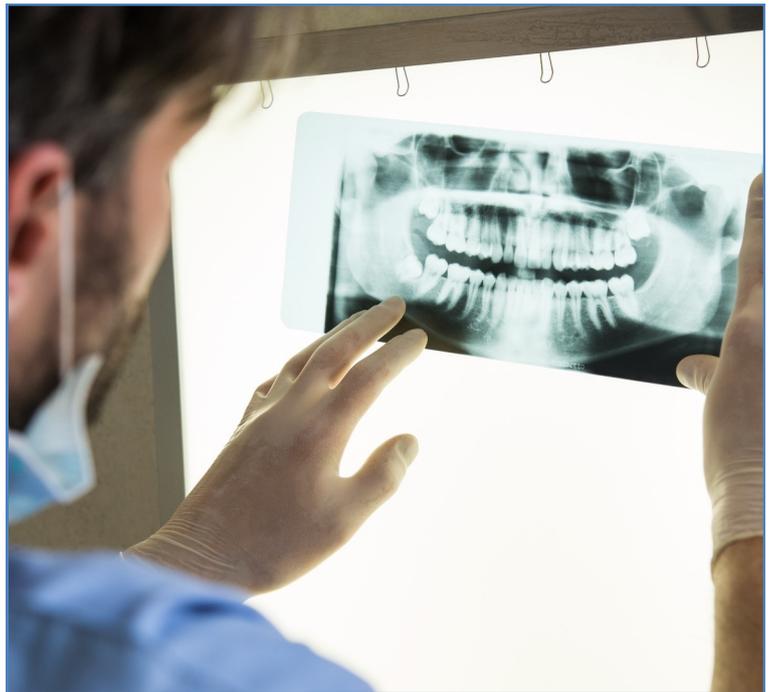
[Kooth](#)- provides support for children and young people 10 - 16 years old (age 18 and under in South Cumbria). Kooth is an online mental wellbeing community, providing free, safe and anonymous support.

[Big White Wall](#) has also been commissioned across Lancashire and South Cumbria for young people aged over 16 years. Big White Wall (BWW) provides safe anonymous online support 24/7, and is now free for all residents in Morecambe Bay.

For parent, teacher and young people's advice, please visit the [Healthy Young Minds website](#).

Dental services across the North West

Dental services are in place across the region for patients and the public during the lockdown. All high street dental and orthodontic practices are able to give advice, guidance and prescriptions, which you can collect from your local pharmacy.



People with dental problems are being asked to contact their dental practice in the usual way. Those who aren't registered with a dentist can go to:

<https://www.nhs.uk/service-search/find-a-dentist>

Or call the dental helpline:

- Greater Manchester: 0333 332 3800
- Cheshire and Merseyside: 0161 476 9651
- Lancashire: 0300 1234 010
- South Cumbria: 01539 716 822

They will assess you and provide advice over the phone which may result in a remote consultation with a dentist.

To support NHS services, it is important that people do not visit hospitals or doctors' surgeries with dental problems.

UHMBT welcomes 68 student nurses

University Hospitals of Morecambe Bay NHS Foundation Trust has so far welcomed 68 third year Nursing students to the Trust.

Twenty four of the student nurses will be working at Furness General Hospital in Barrow, four will be working at Westmorland General Hospital in Kendal and 40 will be working at the Royal Lancaster Infirmary.

The students, who are on extended paid placements, have all said they are keen to support the Trust's COVID-19 response and to be part of history in the making.

UHMBT was also delighted to welcome 16 Foundation Interim Year One doctors to their shadowing and induction programme on 28 April.

If you SEE something...SAY something!

Under the current COVID-19 measures, many families do not have their usual support and protective factors around them, including schools, family and friends and support groups. As a result, children and young people may become 'hidden' and may be very vulnerable.

During the pandemic, professionals and volunteers may come into contact with children and families that they haven't met before, therefore you can raise awareness with both professionals and the communities you work with, to highlight the dangers for children and young people and promote the 'See Something... Say something' campaign, [read more here](#).

Suicide bereavement service now available to support people across Lancashire

A service which provides support to those bereaved by a suspected suicide has now been commissioned across Lancashire, offering vital support to local people thanks to national NHS funding.

The support provided by AMPARO has been available in a pilot form for the last six months, helping local people in Blackburn with Darwen, Hyndburn and Burnley and Blackpool, Fylde and Wyre.

NHS Suicide Prevention Bereavement Transformation Funding now means this key service can be provided across the whole of Lancashire.

AMPARO can support anyone affected by a suspected suicide - family members, friends, colleagues or members of the public. The service is provided in a range of ways including one to one individual support, help with media enquiries, advice

and guidance up to and during the inquest and continued support after the inquest if required.

You can find out more about AMPARO and the services they offer on their website: www.listening-ear.co.uk/amparo

In Cumbria, bereavement support is provided by Every Life Matters. The service is currently being set up and will be advertised when available. Local provision is detailed on the [Every Life Matters website](#).



North West Ambulance Service response

The North West Ambulance Service continues to prioritise increasing call handling of 999 and 111 calls and its capacity to respond.

They have utilised apprentices and redeployed staff from other areas to ensure they now have 187 additional staff answering 999 calls in their main centres.

In 111 they have trained 80 paramedic students and 46 new health advisors. They are also recruiting and expect a further 142 staff to have joined the Trust by August.

They have experienced a ten per cent increase in hear and treat, and a 17 per cent increase in see and treat incidents which has seen a reduction of 24 per cent in the number

of patients being conveyed to hospital compared to the same period last year.

In addition, the Ambulance service has converted some Patient Transport service ambulances so they can be used as part of the emergency fleet, increasing the capacity of the Trust.

They have also collaborated with their colleagues across the north of England to ensure that Protective equipment is available to those teams on the ground.



Extended support for Children and Young People

Lancashire and South Cumbria NHS Foundation Trust has enhanced their provision for crisis support for children and young people and help is now available 24/7. From 8am until 10pm specialist children and young people's mental health support teams are providing support. From 10pm until 8am, where there is a reduced demand, this is being provided overnight by adult home treatment teams. Early feedback from the team and those using the service is that this is welcome and working well.

Prevent - Threat, Risk Vulnerability update

There has been a significant decline in Prevent referrals since the start of the Covid-19 pandemic. Despite the reduction in referrals, it is likely that the risk of radicalisation has increased for a small number of vulnerable people, as individuals are spending more time online and this is exacerbating grievances which make people more vulnerable to radicalisation.

The following document, [Parent/guardian online radicalisation information and support](#), provides advice regarding those vulnerable to radicalisation.

ICCs supporting local communities

Across our area the Integrated care Communities have been supporting their local communities at this particularly difficult time.

Across our area the Integrated care Communities have been supporting their local communities at this particularly difficult time.

For example in Kendal, the ICC has supported the Kendal self-isolation group, which has seen community volunteers posting cards to vulnerable members of the community.

And in Millom, working with MIND Furness, Millom ICC Development Lead Jenny Riley put in a bid to the Cumbria Community Foundation Fund to aid the Millom Community delivering hot meals

The bid was successful and the community are delivering more than 150 hot meals per week and over 200 parcels covering not only Millom but from Waberthwaite to Broughton, with 60 volunteers. The funding will help with fuel and food costs.

In Lancashire ICCs are also supporting the most vulnerable in the community, with the ICCs covering Bay, Lancaster and Carnforth joining forces to ensure that mental health support, food and other support for the vulnerable in the communities continue to be provided.

Vaccines

NHS England is urging people to attend all regular vaccination appointments to prevent outbreaks of serious diseases and reduce pressure on the health service.

The NHS is continuing to help people to manage illnesses linked to coronavirus, but is still urging parents to bring children forward for lifesaving jabs to stop killer diseases like measles and mumps.

With many people expressing concern and even fear about seeking help during the virus emergency, the NHS is running a nationwide campaign to encourage people to come forward for help when they need it.

Essential, routine vaccinations like the MMR jab can save a child's life and are available through family doctors, including in some parts of the country through new children's immunisation drive-through clinics.

As long as those attending appointments, including parents of babies or children, do not have symptoms or are not self-isolating because someone in the household is displaying symptoms, all scheduled vaccinations should go ahead as normal.

Five minute mental health & wellbeing briefing

Cumbria Safeguarding Adults board have shared a short briefing which focuses on mental health and wellbeing. The bulletin includes information about resources that can support everyone's mental health, such as [Every Mind Matters](#), [Beat the Lockdown Blues](#), support in Cumbria and where to get help.

[Take a look at the five minute briefing](#)

Analytical command centre

We all know, more than ever, how important our technology is to help us do our jobs. With that in mind, I'm pleased to share that seven NHS trusts in London have adopted modules from our Analytical Command Centre. The command centre is a series of screens based at the RLI which shows live information about a patient before they enter the Trust's hospitals, during their stay and when they are discharged home.

The London trusts have adopted two modules from the command centre:

- Ambulance messaging which alerts staff to how many ambulances are predicted, details of patient type and visibility of incoming COVID-19 risks
- Bed management messaging which gives staff access to the bed status across each ward on every site on any device and flags where patients have COVID-19.

Well done to everyone involved and thank you for your continued hard work.

Mental Health urgent response line

A new urgent response line from Lancashire and South Cumbria NHS Foundation trust to simplify their services for people who need immediate assistance and support.

The new line means that the Trust has one phone number for urgent mental health support instead of a range of numbers for different services in different locations. It will cover all ages and is available 24 hours a day 7 days a week for anyone who needs urgent assistance for mental health issues across Lancashire and South Cumbria.

It will be operated by trained mental health professionals offering help, advice, mental health assessment, referrals and access to the Trust's wider mental health services, including home treatment. This number can also be used by anyone looking for advice if they are worried about someone else. This does not replace the Trust's Mental Health and Wellbeing Helpline, which is operated by volunteers who are there to listen and can be contacted on 0800 915 4640 or by texting 'Hello' to 07860 022846.



Attend anywhere

Lancashire and south Cumbria NHS Foundation Trust's new online consultation platform is called Attend Anywhere and is supporting them to hold consultations online, observing safe social distancing rules.

All patients need to do is click a link on a smart phone or device that has access to a camera or a webcam to connect with up to 700 healthcare staff.

The option is being made available to patients who

are at most risk of Covid-19 first and also to those people who are struggling the most with their mental health.

This initiative has been used to support our community based mental health teams and perinatal services.

Over the coming weeks they plan to add more consultation rooms to further bolster the service so more teams can use the system.

Cumbria recycling sites

Cumbria Cumbria County Council will reopen their Household Waste Recycling Centres from Tuesday 12 May following an agreement with Renewi Cumbria Ltd and Cumbria Waste Management, the companies that operate the sites. The sites will initially offer a restricted service in line with Government guidance on reopening HWRCs published on 5 May 2020.

In common with most other local authorities, the sites were closed in response to the Government lockdown and movement restrictions introduced in March.

The following Site Rules (which are in line with Government guidance) will apply:

- All 14 HWRCs will be open on/from 12th May 2020.
- Journeys to HWRCs must only be undertaken if your waste or recycling cannot be stored at home safely or disposed of safely by other means. By this we mean the waste cannot be stored without causing risk of injury, health or harm.
- The sites are accepting normal waste streams with the exception of asbestos. Please do not bring asbestos to site but arrange for professional removal in due course. (Waste streams may be subject to change at short notice due to the ability to service the sites).
- Ideally only one person should attend, but if one additional passenger has to visit site, they must be from the same household.
- Strict social distancing measures will be in place across all HWRC sites, which means that the number of visitors will be limited. If long queues form, people may be asked to go home and return another day/time.
- All site users must adhere to the 2 metre social distancing rules in place.
- The site operatives will not be permitted to help carry your waste, please do not ask them to and only bring what you can safely carry.
- No vans, trailers or commercial vehicles of any type will be allowed on site.
- No one should attend the site if they are shielding and/or self-isolating due to possible Covid-19 symptoms.
- If any household had Covid-19 symptoms, then the waste should be left for 72 hours before being brought to site. Waste should be doubled bagged.
- No pedestrians will be allowed on the site.
- The current permitting scheme (for vans and pedestrians) will continue to be suspended and no permits will be issued.

There are likely to be long queues to gain access to the sites.

Residents are advised to visit the council's dedicated web pages for further information on their local Household Waste Recycling Centre, including site information, opening times and site rules and restrictions.

Visit <https://www.cumbria.gov.uk/planning-environment/waste-management/default.asp>

Keep up to date

We are keeping staff, stakeholders and the public up to date in various ways, including a daily email bulletin for staff, this e-update for stakeholders and regular information for the public.

If you want to keep up to date, you can access recent news on our website:

www.healthierlsc.co.uk/morecambe-bay

Or social media:

Twitter: @MorecambeBHCP

Facebook: UHMBT



This newsletter has been created by the Bay Health and Care Partners:

University Hospitals of Morecambe Bay NHS Foundation Trust (UHMBT); Morecambe Bay Clinical Commissioning Group (MBCCG); Morecambe Bay Primary Care Collaborative; Lancashire and South Cumbria Care NHS Foundation Trust; Cumbria County Council; Lancashire County Council; North West Ambulance Service (NWS).