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# Coronavirus update

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

During the last 16 or so weeks we have seen some extraordinary acts of brilliance from teams across the Bay Health and Care Partners to help the public during the unprecedented pandemic we have faced. So far, almost 400 people have been discharged after being treated after testing positive for Coronavirus.

Now, as pubs, restaurants and non essential shops reopen, we are starting to see people begin to socialise again, and a sense of normality is beginning to reappear.

However, never has it been more important to remember those early watchwords we adopted at the beginning of the coronavirus crisis.

Of all the ways to protect yourselves, your families and your patients, social distancing from others – making sure you stay two metres away from people who are not part of your household – is the best. Wearing a mask will also help protect yourself and others. We already have to in public areas of our hospitals and now the Government have announced that it will be compulsory in shops.

Washing your hands was really pushed in the early part of the pandemic. This has been somewhat lost recently in national messages – but please continue to wash your hands and use hand sanitiser if you can't.

By taking these precautions we can help to minimise the risk of further spread of the disease, protect ourselves, our families, our patients and our community. Please ensure that as you go about your working and personal lives you abide by these rules.

We would like to take this opportunity to thank you all for your continued support and to pledge we will continue to keep you updated.



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 an update on the ongoing plans for our communities, our continuing work to restore services, and other updates from our partners across the Morecambe Bay area.

## Keeping you safe

**A vital part of the recovery from the pandemic is continuing to keep colleagues, visitors and staff safe. Face covering are already compulsory on public transport and in our hospitals for non staff members. For staff, face masks are now compulsory in communal areas.**

The Government have now said that from 24 July face coverings will be compulsory for all shoppers to wear when in any shop.

Our colleagues both in hospitals and in GP Practices are already wearing masks to protect themselves, colleagues, visitors and patients in public areas.

In clinical areas personal protective equipment is used by all colleagues, and when visiting people's homes we continue to use that PPE to protect you.

We have recently seen a local lockdown in Leicester, and actions are being taken in Blackburn to manage a local "spike" in the figures. Our over-riding aim is to ensure the safety of the people of Morecambe Bay by using PPE, sanitiser, washing hands and keeping socially distant where possible.

Hand sanitiser is also available at entrances and at regular points throughout our healthcare and other premises so please, if you do visit any healthcare premises use the protection being offered.



## BHCP Assembly

You'll recall that last year we set up our Bay Health and Care Partners Assembly - and around 350 people signed up. Some attended some public events we held where we talked about healthcare - and how it might look in the future across Morecambe Bay. We promised then to keep in touch - but of course the coronavirus pandemic has meant that our plans were postponed.



We are now making plans to bring those meetings back, but to use technology to ensure that we can hold the meetings safely - without having any social distancing issues.

These are likely to begin again in late August or September and we will let people know nearer the time. We are planning to discuss the services that have needed to change to keep people safe and we will be seeking the experience and views of people as to how this has felt to them.

In the meantime if you would like to join our assembly you can do so at [this link](#).

## Restoring services

If you have visited your GP recently you will have seen some changes. It is now recommended that colleagues working in primary care should wear a surgical face mask when not in PPE or in a part of the facility that is COVID-secure in line with the workplace definition set by the government.

Social distancing measures, where possible, are a critical part of controlling the virus in clinical and non-clinical areas. However, where it isn't always possible to maintain social distancing, public health advice is that wearing a face covering is an appropriate precautionary measure. Practices in our area are already contacting their patients about this

To prevent the spread of coronavirus (COVID-19) there have been changes to GP appointments.

But it's still important to get help from a GP if you need it.

You can contact your GP surgery by:

- visiting their website
- using the NHS App
- calling them

[Click here for further information.](#)

Across our hospitals the majority of services are now restored across UHMBT. The Trust has already started to see some of the patients awaiting urgent elective procedures, and are now starting to see patients who have been waiting for their elective procedures including:

- Telephone and video clinics will continue wherever possible to prevent people making unnecessary trips to hospitals.
- Clinicians across the Trust are currently reviewing relevant patients awaiting an appointment against national guidance to allow them to determine which patients should be offered an appointment now and who can be deferred to a later date. The plans are also being produced in partnership with the Healthier Lancashire and South Cumbria Integrated Care System to ensure all patients in the area have a fair and equal access to care.

The Trust has put measures into place to support the safety of staff, patients and visitors who need to attend its hospitals and community settings, including:

- Ensuring patients with suspected or confirmed cases of coronavirus will continue to be cared for on designated wards across the Trust
- Patients awaiting planned surgery will be required to self-isolate for 14 days prior to coming into hospital and will be tested for coronavirus before their procedure goes ahead in line with the Trust's policy to test all patients on admission or before surgery.
- Hand washing facilities and hand gel are available at all of the Trust's main hospitals and community settings
- Schedules of enhanced cleaning of public areas have been increased
- Relevant wards have been reviewed to ensure there is at least 2m between the beds to allow for social distancing
- Testing of symptomatic staff and family will continue as per current guidelines, and additional capacity is in place to allow routine testing of staff in frontline roles showing no symptoms (asymptomatic) will support infection prevention and control measures

We are now waiting Government guidance on phases three and four of the recovery plan from the pandemic and will share more information as and when we receive it.



## Temporary closure of Langdale Ward at WGH

University Hospitals of Morecambe Bay NHS Foundation Trust is making a temporary change to the way it provides community services at Westmorland General Hospital in order to protect the safety of patients and staff at the site.

The Trust operates community beds (on the Langdale Ward on Level Four of the hospital). The plan to reinstate elective (planned) services following the coronavirus outbreak mean that the WGH site will be used for routine day surgery for patients across the Morecambe Bay area.

This will require those patients to self-isolate for two weeks prior to their surgery to ensure that they remain coronavirus-free – and the Trust therefore needs to maintain the site being a COVID-19 secure hospital – free from coronavirus.

As medical patients who are usually those admitted to the Langdale wards will not have been self-isolating - the Trust plans to change the way it provides community services for those patients and ensure the safety of patients and staff at the site.

The Trust is therefore temporarily closing the beds on the Langdale ward, and will use staff who provide those services in a different way – to support patients in the community to remain safely at home.

Full quality and equality impact assessments have been carried out and the Rapid Response and Rehabilitation services are being strengthened to support people being cared for in their own homes.

We are doing this to ensure that we can treat as many people who need procedures and operations as quickly and safely as possible after they have had to be postponed due to the coronavirus pandemic and our response to that.

We are strengthening our community teams to ensure that patients across the south Lakes area who would otherwise have been admitted to the Langdale ward can be treated in their own homes and receive the very best care – while able to continue living at home. We would stress this is a temporary move and the ward will return when the threat from coronavirus has reduced and the move will be reviewed every three months.

## Kendal support group receive high recognition for their work within the community

A group of volunteers who run a lunch club for some of Kendal's most vulnerable people has been awarded the High Sheriff of Cumbria's special recognition award.

The Lunch Bunch club project is held twice-monthly at Kendal Parish church and brings together around 36 of Kendal's elderly frail residents. It is supported by Helen Pateman, Kate Tordoff and Gillian Cowburn from the People's Café, Trudy Brayshaw and Alison Nicholson from Kendal Integrated Care Community (ICC) and Natalie Chapple, a local Carer.

The project, which has been running since 2018, uses donated food from local business to reduce wastage.



During the coronavirus (COVID-19) pandemic and lockdown, the project has had to switch to delivering meals once a week to members of the community who attend the Lunch Bunch club.

Kendal Integrated Care Community (ICC) was created in 2016 to help bring together local health and care professionals, GPs, the voluntary sector and the community to work as one team. The focus of the ICC is to ensure that the people of Kendal are supported to improve their own health and wellbeing and that when people are ill or need support, they receive the best possible joined-up care.

The ICC has been running Frailty Multi-Disciplinary Team meetings by using the latest technology, through Microsoft 365 Teams, with staff from different health and care organisations across the Bay. The meetings give staff the chance to discuss any concerns and make decisions regarding the treatment of individual patients. During the pandemic, Kendal ICC has also been working closely with the Emergency Planning Group and has referred patients into its nursing team to provide wrap-around support and advice.

Kendal ICC is also working closely with local primary schools on the 'I Matter' Framework which gives families and teachers the tools they need to help children make the transition from primary school to secondary school.

You can find out more about Kendal ICC [here](#).

This new way of working is another example of Bay Health and Care Partners working together more effectively to provide better care in the community, which will keep people across Morecambe Bay healthier and at home for longer without having to come into hospital.

## Keep up to date

Each week in the local papers in Barrow (the North West Mail) and south Lakeland (the Westmorland Gazette) a column called Ask the Medic appears.

In it a local healthcare expert talks about some of the latest developments in healthcare, be it the latest in bringing outpatient services back, how GPs are responding or other topics. We will continue to supply topics of interest to local people in these columns.

## PHE launch new e-learning on Psychological First Aid during COVID-19

Public Health England (PHE) has launched an updated Psychological First Aid (PFA) training module, aimed at all frontline and essential workers and volunteers. The course teaches the key principles of giving psychological first aid in emergencies and aims to increase awareness and confidence to provide this support to people affected by COVID-19. Find out more and [register here](#).

## Dementia wellbeing in the COVID pandemic

The attached [Dementia wellbeing in the COVID pandemic resource](#) has been shared by Lancashire and South Cumbria ICS, and includes guidance and advice for each of the aspects of dementia care; preventing well, diagnosing well, treating well, supporting well, living well and dying well. There is also a list of helpful resources for people with dementia and their carers.

## NWAS Patient engagement team

The North West Ambulance Service Patient Engagement team; who co-ordinate and managed patient experience feedback for the trust, are now restarting their patient engagement programme.

The Trust always strives to provide a quality service which meets the needs of patients, and they therefore gather as much feedback – both good and bad – about experiences, whether they're a patient or the family/carer of a patient, so that we're able to continue with best practice and improve where we need to.

They collect feedback in a number of ways including surveys, focus groups, community engagement and online complaints and compliments forms.

Over the last few months due to the pandemic, and based on national guidance, they paused their usual patient engagement programme where historically they would engage with patients via postal surveys to receive their feedback on core services of Paramedic Emergency Services (PES), Urgent Care Service (UCS) and Patient Transport Services (PTS).

They now wish to begin re-engaging with patients that have used these services to understand their thoughts on how the Trust has responded to their needs during COVID-19.

Patients can share their experience of using the above three services by completing one of our [patient surveys online](#).

Please feel free to share this information wider with members of your group and others who may wish to provide feedback.

For any queries regarding the above, please email [patient.experience@nwas.nhs.uk](mailto:patient.experience@nwas.nhs.uk)

## NHS People Pulse - free for NHS providers until 31 January 2021

Listening and responding to our NHS people is as important as ever as the response to COVID-19 continues to evolve.

A new tool called NHS People Pulse, a national online survey, has been developed to support local listening and engagement activities, particularly through COVID-19 and recovery.

The tool is offered for free to all NHS provider and commissioner organisations until 31 January 2021 and participation in it is entirely voluntary. It is a fortnightly, quick pulse check – it should only take five minutes to complete - and provides detailed demographics.

The NHS People Pulse provides direct access to your organisation via the analytical dashboard and results are available almost instantly after each survey cycle. The feedback will inform local and national changes that improve the experiences of our people and patients.

NHS People Pulse will run from 1 July 2020 until 31 January 2021, with a new survey cycle taking place every two weeks to allow various aspects of response to COVID-19 and the recovery phase to be explored.

Find out more [here](#), or express your interest in taking part by contacting the Staff Experience and Engagement team via email [nhsi.peoplepulse@nhs.net](mailto:nhsi.peoplepulse@nhs.net).

## Care homes update

Care Homes across Morecambe Bay are beginning to welcome back visitors.

In Cumbria care home leaders are cautioning that future outbreaks are possible and strict rules will be kept in place to keep residents safe.

At the peak of the pandemic 27 care homes in Cumbria were dealing with outbreaks with over 300 residents infected with COVID-19, now outbreaks have been controlled in all homes and there are currently only two confirmed individual Coronavirus infections in Cumbria's care homes. Care Homes have seen 225 people die in Care Homes who had tested positive for coronavirus so they have agreed a common approach to allowing visitors to return. The new rules took effect from the 6th July. Under the new approach:

- Visiting slots to Residential and Nursing homes will be booked in advance, with visiting 'windows' in the morning and afternoon.
- Visitors will be required to confirm on the day of the visit that they do not have COVID symptoms and are not living in a household with anyone who has COVID symptoms.
- Visits will take place outside and will be subject to cancellation dependent on the weather, visits inside homes will be allowed in specific circumstances only.
- Only two people will be allowed to visit at a time.
- Appropriate PPE will be provided and visitors will be asked to follow clear infection control rules.
- All visits will keep to the 2 metre social distancing rule.
- No food or gifts can be given and there will be no access to toilets for visitors.
- Homes you are visiting will talk through the process



For full details of visiting procedures family and friends should contact their loved one's care home directly.

In Lancashire, each care provider will have their own policy on visiting, but it is recommended that people should only visit in person when it is absolutely essential and visits should be limited to a maximum of two people from the same household.

In homes where there are confirmed outbreaks of Covid-19, no visiting will be allowed, apart from in exceptional circumstances when residents are at the end of their lives.

## Local COVID management plans

Lancashire County Council and Cumbria County Council have published their local Outbreak Control Plan, which set out how they will prevent and manage coronavirus cases and outbreaks in the county, including in high-risk places such as care homes, as well as workplaces and schools. Take a look at the plans below, please note that Cumbria County Council are encouraging people to provide feedback by 31 July:

[Cumbria County Council - outbreak control plan](#) (including link to provide feedback)  
[Lancashire County Council - outbreak control plan](#)

# News from Lancashire and South Cumbria ICS

Take a look at the July newsletter from [Lancashire and South Cumbria ICS](#). The bulletin includes information about how the ICS is supporting the COVID-19 response, mental health support available for Lancashire and South Cumbria residents, along with news stories about services working differently during the COVID pandemic.



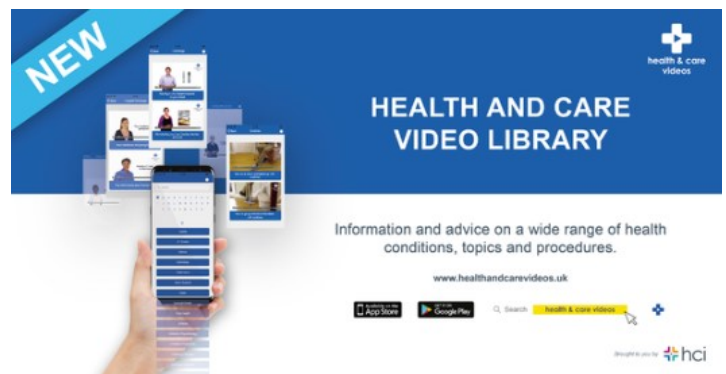
## 2020 GP Patient Survey

The 2020 GP Patient Survey results were published at 9:30am on Thursday 9 July. The survey received 739,637 responses from patients aged 16 years or over who are registered with a GP practice in England. The survey results cover the period up to the end of March 2020 (only two weeks of the pandemic). The results are available on the [GP Patient Survey website](#).

## Health and care video library available free

As part of the response to COVID-19, NHSX has secured a 6 month national licence for NHS clinicians to access a [health and care video library](#) of over 600 patient information videos free of charge.

The videos have been developed and written by NHS clinicians to use within a wide range of care pathways including maternity, physiotherapy, rheumatology and podiatry. The library platform and the videos have been professionally produced by Health and Care Innovations (HCI).



There are also a number of 30 minute webinars for clinicians to find out more about the Health and Care Video Library and get top tips on how you can use the videos to make the biggest impact on your health system - [view the webinar schedule](#).

## Mental health and wellbeing support for our BAME communities

Liberate Meditation has partnered with the NHS to provide NHS colleagues with free access to their meditation and mindfulness app.

The app offers culturally sensitive and diverse meditations, curated for the BAME community, by the BAME community, aiming to reduce anxiety, alleviate stress and promote rest.

You can access this resource via the NHS People site [here](#).





## Find out more about fostering at one of CCC's virtual information events

Cumbria County Council (CCC) is calling for more people to consider becoming foster carers as the number of children coming into care is likely to rise as the lockdown eases.

Applicants who take up the opportunity will be helped at every step of the way by the council's fostering service, whose team is working remotely from home to ensure foster carer assessments and training can still go ahead during the COVID-19 pandemic.

The council is running a number of online events over the next few weeks:

- **Tuesday 21 July** – 11am to 12pm
- **Friday 31 July** – 3pm to 4pm
- **Thursday 13 August** – 6.30pm to 7.30pm

[Find out more](#)

## Top tips for helping with sleep

Many people have struggled to sleep during the lockdown period, which is to be expected at a time of uncertainty and disruption to normal routines. Feeling worried and stressed can affect the quality of your sleep, which can in turn affect your ability to concentrate.

A good night's sleep is important both physically and mentally and establishing a good sleep routine is a key part of improving the quality of your sleep.

Bupa has produced a set of ten top tips for getting a more restful night's sleep, which includes establishing a sleep routine, limiting your news intake and practising winding down.

[Read the article here.](#)

Don't forget, as a member of NHS staff, you also have access to some wellbeing apps for free until 31 December 2020, which includes [Sleepio](#) and [Daylight](#)

Sleepio is a clinically-evidenced sleep improvement programme that is fully automated and highly personalised, using cognitive behavioural techniques to help improve poor sleep.

Daylight is a smartphone-based app that provides help to people experiencing symptoms of worry and anxiety, using evidence-based cognitive behavioural techniques, voice, and animation.

## Carnforth Citizen of Merit award for Emma Paul

Emma Paul, Development Lead for two of our ICCs, East and Carnforth, has been nominated for a Carnforth Citizen of Merit award. Over the last ten weeks, around 90 nominations have been made to recognise and thank the people in the community for their tremendous efforts in selflessly helping those that have needed it most during these challenging and worrying times.

Read more on the [Town Council's Facebook page](#)

## Colleagues praised for installing special screens

Colleagues at University Hospitals of Morecambe Bay NHS Foundation Trust (UHMBT), volunteers from the North West Ambulance Service (NWAS) and other volunteers are being praised for the superb work they have done on installing special screens as part of the COVID-19 response.

A monumental effort by a number of colleagues and volunteers went into putting up the 'Kwick Screens' in clinical and non-clinical areas at the Trust's three main hospital sites.

A total of 239 Kwick Screens were installed over a period of three weeks with the aim of maximising the privacy, dignity and comfort of patients.

One of the reasons the screens were purchased was to reduce the number of disposable curtains used. This has resulted in cost savings and has increased safety for the Trust's Hotel Services Team as they haven't had to change them when doing deep cleans.

The screens have been used to ensure social distancing is done correctly on the wards as some curtain tracks don't always run right around the bed spaces when beds are moved. Some areas have been using the screens more than others and they work well in all areas.

In overflow Intensive Care Unit areas the screens have been used to separate awake patients from more seriously ill patients. Again, this has ensured patient privacy and has helped people to rest more easily.

The screens have been used in areas where antibody screening of staff has been taking place at Furness General Hospital (FGH) in Barrow. This has ensured privacy and dignity when samples have been taken.

In operating theatres at the Royal Lancaster Infirmary (RLI) the screens have been used in recovery areas in Intensive Care Unit (ICU) theatre rooms. One family said the screens were better than curtains as they afforded a greater sense of privacy.

In the Maternity Operating Theatre the screens have been used for new mums who have had a caesarean section. The screens provide a quiet place for mums, birthing partners and babies.

Sally added: "Everyone worked very hard and we all got on well together. It was good fun with great teamwork and we are all glad that we've done it. It has been an extremely worthwhile thing to do."

## Webinar: NHS appointments by video - a temporary fix or here to stay?

**Wednesday 12 August 2020 16.00 - 17.00**

Many hospital outpatient appointments are now taking place by video, using the website [Attend Anywhere](#). This webinar brings together three paediatricians in Lancashire and South Cumbria; a patient; and the NHS England and Improvement digital lead for the region, to look at how it's working – and whether it will continue post COVID-19. Find out more and register [here](#).

## NHS sustainability survey

A student from the University of Cumbria is focusing on sustainability within the NHS and has developed a staff survey which takes approximately 15 minutes to complete.

Take a look at the [information for participants](#), which includes further information and the survey link.

## 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](http://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 (NWAS).