

**Update for Partners re TEWV COVID-19 Contingency Arrangements
Week commencing 4th May 2020**

Please note that this update is written to provide partners with updates in terms of action the Trust is taking in response to C19. It is not written as a public facing document and we would therefore ask that it is not used in that way eg on websites etc. If you would like to be able to direct the public to information about TEWV please email the communications team tewv.communications@nhs.net and they will provide details of our website which contains a large amount of information.

The Trust continues to implement their contingency plans in response to the evolving situation around COVID-19. Key issues and changes (applicable to all services) since our last briefing are:

Community Services

- We continue to provide phone and video contacts for community appointments wherever possible, with face to face appointments provided as needed. All our community teams continue to prioritise contact with patients assessed as highest risk and regularly review this to ensure any changes to individual presentations can be supported. Contact from the community teams can be supplemented by more frequent contact by volunteers or other staff where appropriate. *If you have any significant concerns about particular patient's wellbeing or there is any deterioration in their presentation please let your local community team or crisis team know so they can respond appropriately.*
- We have over the past few weeks noticed a slight change in the number of people (individuals and partner agencies) contacting our services. All our teams are still working and so are available should anyone need to contact them.
- All localities are working hard to make sure that appropriate support is also being given to carers through this difficult period. *If there are any families or carers that you feel would benefit from more direct contact or additional support please do not hesitate to contact your local team.*
- We continue to link closely with the shielding hubs being led by Local Authorities to make sure we are protecting those who may be the most vulnerable during the pandemic. As part of this we have put in place a single point of contact to enable staff within the hubs to contact us for support with mental health issues, ensuring those who are shielding can access the required service.

Inpatient and Crisis/Urgent Care Services

- We continue to manage well with bed capacity, but are keeping this under daily review as the situation in the wider community and country changes. This has enabled us to move quickly to provide the necessary support and protection to all patients within our care in line with national guidance

- Restrictions to visiting remain, as do revised arrangements for leave (detained patients)/time off the ward (informal patients) to minimise the risk of infection to patients and staff. Both these issues remain under regular close review.
- We continue to follow national PPE guidance as it is published and are working hard to ensure all staff who need it have appropriate PPE to keep themselves, patients and families safe.
- Full information relating to crisis services (all providing 24/7 support) is now available at - <https://www.tevv.nhs.uk/services/crisisadvice/> .
- Should emergency changes to the Mental Health Act come into force, we will ensure that all section 12 approved clinicians are fully aware of the impact this will have and any changes to practice this may make. We are not aware of any specific pressures or risks relating to AMHP capacity across our Trust patch at present. We are not currently planning to use digital technology for Mental Health Act assessments.

Care Homes

We are acutely aware that the care home sector remains under increased pressure and this will inevitably have an impact on residents, families and staff working within those areas. We are working really closely with each of our local authorities to make sure that we are able to support the multi-agency response to this, not only so that residents can access mental health support when they need it, but also to support care home staff now and in the coming weeks.

Staff Testing Capacity

Additional testing capacity across all areas that has been mobilised in the past week and more has really helped us to support staff to either remain at work, or appropriately stay at home as needed. Thanks to corporate and CCG/NECS staff being willing to work into different roles, we have also now been able to implement a mobile testing service across North Yorkshire and York, and Durham and Darlington, for staff who are unable to attend a testing centre (ie don't drive or are too unwell to travel). We are currently looking at how this service might be able to support Tees and Forensic Services, as well as local partners where there are particular pressures.

Impact of COVID-19 on BAME healthcare professionals

We recognise there has been much talk in the scientific and healthcare communities, as well as the media around the impact of COVID-19 on members of the BAME communities. It is important that we take every measure possible to protect our staff, particularly those that are at risk and in vulnerable groups. Work is taking place to address how we support colleagues in this higher risk group and we are currently seeking the views and input of BAME staff in how we can best support them during this time. We will also be ensuring risk assessments are undertaken for our BAME staff

Access to Advice and Support for Partners

Local teams continue to have processes in place to provide support and advice to all partners in relation to clinical issues.

Recovery College Online now has 40 courses including 3 focused on the coronavirus pandemic – one for children, one for young people and one for adults. We've added information for people caring for a loved one with dementia during lockdown and well-being tips for people working from home. We are very pleased to be hosting X-System on Recovery College Online – this is a series

of musical playlists and breathing exercises devised by Nigel Osborne MBE to help support well-being. Since the beginning of March this year, the College have had an increase of over 14,000 visits to the website, including 11,800 new users. Over 1500 people have signed up for free online learning accounts during the same period. Other mental health trusts and organisations are also now signposting service users to RCO.

The courses are free to access via the link below, or via Recovery College Online on Facebook:

www.recoverycollegeonline.co.uk

The national NHS mental health hotline to support NHS staff through the pandemic remains available on **0300 131 7000** between 7am and 11pm, 7 days a week, or text FRONTLINE to 85258, 24 hours a day.

Hospice UK have also recently launched a bereavement helpline which partners may find useful – 0300 3034434