

# Croydon Together

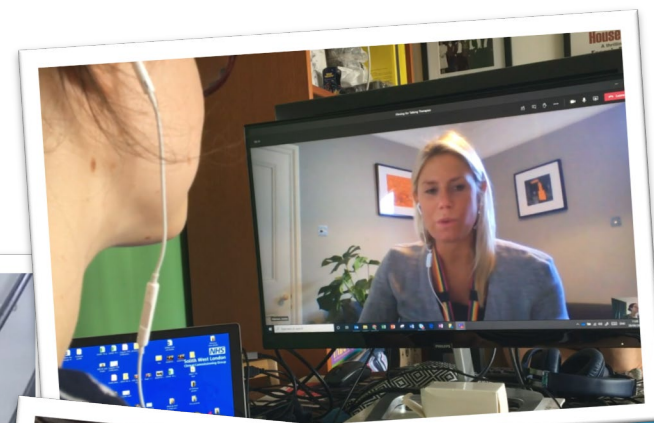
## COVID 19 and winter preparedness

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# System-wide response



Through COVID and beyond, we are joining-up our care and support more than ever before to help people in Croydon live and stay well.

Working side-by-side Croydon Council, Croydon Health Services, local GPs, care workers, mental health services and voluntary groups to coordinate our care and support for Croydon

- Aligning our efforts with South West London CCG, neighbouring trusts and NHS England
- Providing a system-wide response



GPs and primary care are for many the front door of the NHS. All Croydon GP practices are operating telephone triage and remote consultations to reduce the risk of transmission. Face to face appointments and home visits still available to those who need them.

## Living Independently for Everyone (LIFE)

One Croydon service has seen a fourfold increase in referrals

- Run jointly with the local authority, GPs and Age UK Croydon
- Helping people to regain their independence and mobility social isolation or the debilitating effects of the virus



## Continued support for vulnerable people

- Weekly GP check-ins for priority patients and personalised care plans for residents
- Targeted support for shielded and most vulnerable patients
- Contacting people with serious mental illness or learning disabilities

## Support for care homes

- Providing infection prevention and control training for Croydon care homes
- Planning for the ongoing provision of PPE through mutual aid

## Homeless Health

- New in-reach service to provide homeless health checks
- Run in a local hotel in partnership with Croydon Council



# System-wide recovery

New joint initiatives to help people cope with the long-term effects of COVID-19 on physical and mental health

Increasing our support for people after long months of isolation away from their friends, family and social support networks



## 'COVID recovery service'

Multidisciplinary support for GPs. Helping people recover at home, keep them well and, where possible, out of hospital

- Including care for patients that had prolonged stays in intensive care or mechanical ventilation
- Coordinated care for people who have developed respiratory problems after COVID-19
- Increasing GP access to hospital consultant expertise including renal, neurological, cardiac and haematology
- Plans to include therapies, rehabilitation and psychological services



**Integrated Community Networks+**  
New One Croydon community-led network, focusing on prevention and proactive care

- Bringing together GPs, social care, mental health services, physiotherapists, pharmacists and community groups.
- Services include:
  - 'Talking points' – drop-in clinics to access benefits support or connect with the community services
  - Coordinated support to manage long-term conditions
  - Help with drug and alcohol use
- Thornton Health pilot targeting most deprived communities before rolling out ICN+ borough-wide.

# Innovation

While the peak of the first wave is over, we know that COVID-19 is far from a thing of the past, which is why we're looking at the things that have worked well, the things that we can carry on doing and what we've learnt, so we can prepare for any future spikes.

## Digital-first outpatient care

6,100 outpatients seen last week – just 900 below our weekly average pre-COVID

- Around four out of five appointments now offered by phone or screen
- Video consultations connecting patients with hospital experts in specialties like Dermatology and Fertility

## Face-to-face

- Where we need to see patients face-to-face, they will be screened for signs and symptoms of COVID-19, with patients contacted in advance by clinic teams



Monitoring patients' heart, movement and respiratory rate from the comfort of their own home.

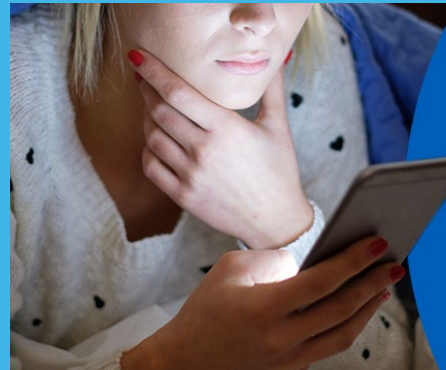
## 100 portable devices

- Funded by new South West London Health and Care Partnership project
- Healthcare staff able to monitor a patients' condition without leaving clinic base
- Reducing the number of staff visits to test people at home
- Helping to reduce their potential exposure to coronavirus

## GP appointments

8 out of 10 consultations offered by phone or video call

- Treating patients in zoned areas, either within each practice, or working together across groups of practices to do so
- GP connect being rolled out to practices so that GP slots can be booked directly through NHS 111



Do you have a health concern and need advice from a GP in Croydon?

## The benefits of the virtual appointments

- More convenient for while reducing the need for vulnerable people to travel to hospital
- Increasing their safety, reducing crowding and lessening their contact with others during the COVID-19 outbreak

# Restarting services

## Transforming Emergency Care

All urgent and emergency care has continued throughout the pandemic to date. Responding to rising demand and the potential of a second wave, is now the focus of our attention

### Same Day Emergency Care

Providing same day assessment, investigation and treatment – without overnight hospital admission

- Working with GPs, London Ambulance Service and NHS 111 to book patients straight into the unit, without having to wait in A&E
- Improving the experience of emergency care for both our patients and staff
- Helping to manage the flow of patients with conditions such as chest pains, DVTs and heart failure, through the Emergency Department and into the hospital



### Support for patients in mental health crisis

Working with SLAM to support people who experience a mental health crisis in the community.

- Providing physical health emergency care, while also providing a safe, comfortable environment to support mental health needs

### NHS 111 First

Promoting NHS 111 as a patient's first port of call before attending A&E

- Signposts patients to self-care advice, their own GP or a GP hub, urgent treatment centre or ED if needed

**Croydon in the lead**  
Croydon is taking lead for the developing the gynaecology recovery pathway

Working with neighbouring trusts in South West London

### Diagnostic recovery

We are increasing capacity to see the backlog of patients waiting for diagnostic imaging, after their appointments were postponed to help us deal with the pandemic.

- New CT scanner at Purley War Memorial Hospital
- New ultrasound at CUH
- Ongoing discussions with InHealth to create additional capacity for all our patients currently waiting for an MRI scan.

**Primary Care new ways of working** practices want to continue new innovations like video consulting we know we must enable people to use the new systems to their benefit but acknowledging that one size does not fit all. We are working to understand the barriers to consulting virtually, to improve access for those who need it most and make sure we are always working to help reduce health inequalities.

# The NHS is here for you

For many people, GPs and primary care are the front door into the NHS. Infection control guidelines are followed closely to protect staff and any patients attending their GP practice with many consultations taking place over the phone or virtually.

We are engaging with local people to understand any barriers to consulting virtually, to improve access to those who need it most

## Croydon Elective Centre

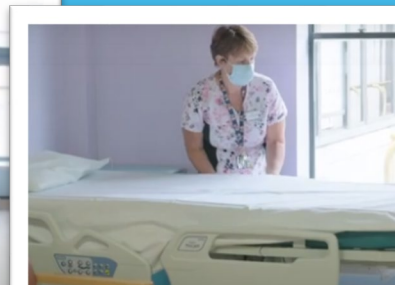
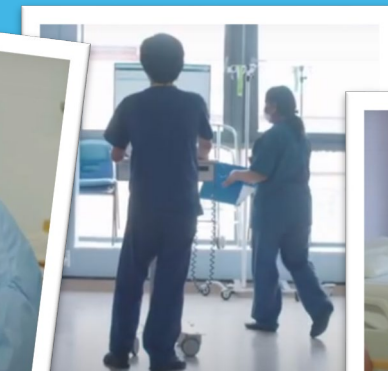
New dedicated area of the hospital for patients needing planned surgery or treatment

- 1,493 people have been treated in the centre over the last eight weeks
- Access to this protected zone is strictly controlled
- Rigorous deep-cleaning of medical equipment and operating theatres
- Staff must follow strict infection control procedures, including wearing the right Personal Protective Equipment
- Patients asked to isolate for up to 14 days before treatment to prevent them from picking up or passing on the virus
- We are now back to around 83% of business as usual elective activity, and 122% of business as usual outpatient activity compared to before the pandemic



## Encouraging patients back to the NHS

Dr Agnelo Fernandes and Dr Nnenna Osuji reassure local people that the NHS is working hard to keep you safe





#CroydonTogether



# Supporting vulnerable and shielded residents

- Daily update of people registered as shielding. Core team able to contact them.
- LA hub received referrals for urgent food parcel delivery.
- Referrals made to voluntary and community sector (VCS) for residents who required support arranging less urgent food and medication delivery.
- Referrals to other Council and partners for all other identified needs.
- Peak calls to Council COVID phone – 2223; 1477 shielded, 746 non-shielded.
- Peak emails to Council COVID email – 1323; 906 shielded, 417 non-shielded.
- Welfare rights hotline 5 full days a week. Received 1,158 requests for support.
- Discretionary support team received 2,800+ calls and emails from residents.
- £49,150 food vouchers | £10,135 emergency amenities.
- Significant VCS role in providing food to vulnerable residents Foodstops and foodbanks / Mutual aid groups (60+ established).
- Emergency grants provided to VCS groups, up to £10k - 46 bids received.
- Single homeless service placed 58, 28 Croydon rough sleepers.
- Croydon Covid Protect Hotel – there were 98 people in total. 16 were Croydon rough sleepers, 48 Croydon rough sleepers accessed other London Covid hotels.



**Companion Call Line**

It's a lonely time for many of us, especially when we're living alone or caring for others. We can help. Age UK Croydon and Croydon Voluntary Action have teamed up to connect people together to have a friendly chat over the phone. Would you like to have someone call you for a chat? Would you like to make a friendly call to make someone's day? Please get in touch.

If you would like to **receive a call**  
speak to Age UK Croydon on 020 8686 0066

If you would like to **volunteer**  
contact the CVA at <https://simplyconnectcommunity.uk/>

- 15,021 shielded residents
- 8,044 registered online, all contacted / triaged
- 7,185 - requiring no support
- 859 - receiving the support they require
- 2,171 - emergency food packages delivered
  - 1,378 shielded / 793 non-shielded
- 2,210 voluntary and community sector deliveries

data as of 14 August 2020



# Social care

- Croydon Council has not engaged in Care Act easements during Covid 19.
- Social care staff moved to 8-8 service, 7 days a week. Contact with residents moved to digital offer, where necessary, social care staff continued to make home visits across disability, older people, mental health and safeguarding.
- Living Independently for Everyone service (LIFE) and Placements & Brokerage teams started the Monday-Sunday 8am-8pm service as described in the NHS guidance, focussed on discharging residents from hospital within 2 hours when deemed fit.
- 197 home care packages reduced (mainly due to family wanting to support the resident). These were tracked and reviewed for impact. Following the COVID peak, where required packages were increased and others returned to their previous hours.
- Extra care housing suspended new tenancies at lockdown (now open again).
- A digital offer, 'Friends Connected' was introduced to support Active Lives users and continues to be provided.
- Dementia Day Services / Active Lives now resumed with a reduced offer, in line with government guidelines to keep people safe.
- The staffing review management response has gone to Unions. We listened to staff / partner concerns about winter pressure and general workload demands. In response we sought funding through NHS routes for covid-19 winter resources, and will seek to move resource to high demand areas. Through successful redeployment, the deletion of vacancies, agency staff, acceptance of targeted voluntary severance and reduction in hours, there are no compulsory redundancies to front line staff in adult social care.
- We will support the remaining workforce through the acceleration of integrated teams and use of strengths based practice. The improvement of systems and processes, including the introduction of Liquid Logic this month, will support some of the challenges we currently face, and we continue innovation programmes to make changes and improvements.

# Supporting our care homes

**Context** – Croydon has largest care home market in London but third lowest proportion of excess deaths during first peak.

**Care Home System Response Plan** - continues to support our care homes and plan for second peak:

- **Communication** – weekly online meetings well attended by care home providers providing advice on infection control, PPE and staff wellbeing
- **Containment** – positive case protocol set-up with regular liaison with PHE, advice and guidance provided to homes and advising no new admissions for 14 days
- **Workforce** – care homes reporting steady workforce position with absence below 10%. Three workforce support projects for care homes being led by CCG.
- **PPE** – national portal set-up for emergency orders. Over 150 care providers supported by council with emergency stock prior to this.
- **Targeted Support** – Over 1,000 staff trained on Infection Prevention and Control by CCG with more training planned.
- **Testing** – care home staff and resident testing is improving but not all care homes have access to weekly staff and 28 day resident testing and there are significant delays in receiving results (can take up to a week).
- **Financial sustainability** – over £3 million of Infection Control Fund payments passed to Croydon's care homes in June and August. £750,000 distributed to 92 care homes inside the borough and 122 outside in early May

## Current situation

- Covid returning to Croydon's care homes since mid August with increased testing and more community transmission.
- 7 residents and 4 staff tested positive within the last 14 days.
- Covid currently not spreading within homes - one home has two residents positive but no further cases reported in last two weeks.

All data as of 16 September 2020

# Planning for winter and increase in COVID-19

## Key learning

Croydon was one of the hardest hit areas in the country, the strength of our response to COVID 19 has been built on the commitment of our workforce and the success of our partnership working in the borough.



Winter planning is crucial for any local health and care system, our shared approach is:

- Effective management of Covid-19 and other infection diseases in the borough
- proactive and preventative approach to keep Croydon well over winter
- Support the people of Croydon to stay independent and only admit to hospital if required and for minimum period required
- Make sure we have the capacity to care for the people of Croydon in the right place at the right time throughout winter

## Croydon Outbreak Planning

Led by Croydon public health planning, preparedness and response to prevent and respond to local outbreaks across the borough and increases in cases. The plan sets out:

- how we will protect Croydon residents
- consistent advice to places and communities about how they can reduce the spread of infection
- supporting for the most vulnerable
- managing outbreaks of infection quickly

This is vital in helping to prevent the further spread of infection with the aim of reducing the severity of any possible second wave.

