




PERTH & KINROSS HEALTH AND SOCIAL CARE PARTNERSHIP**UNSCHEDULED CARE – PREPARING FOR WINTER 2019/20**

	<i>Section</i>	<i>Action / Improvement Area</i>	<i>Expected Outcome</i>	<i>Progress 08/10/19</i>	<i>Involved and Engaged</i>	<i>Timescale</i>
1.	Governance & Monitoring	Engage with Health, Social Care and Independent and Third Sector to develop/implement and evaluate Partnership's Winter Planning Arrangements	A co-ordinated approach to Winter Planning will be achieved to ensure that the Perth & Kinross Health & Social Care Partnership meet the requirements based on the Winter Planning Guidance 2019/20	<p>Initial meeting held with Health & Social Care Managers. AR to prepare draft action plan and share to others for comments / additions – Complete.</p> <p>Agreed progress to be provided via email. Meeting to be arranged as and when required.</p> <p>P&KHSCP actions and progress to be fed into NHS Tayside Plan which is submitted to Scottish Government 31 October 2019.</p>	<p>Locality Managers Service Managers Commissioning Officer Clinical & Professional Team Managers Team Managers Independent Sector Rep 3rd Sector</p> <p>Plan to be shared with Key stakeholders eg: IJB EMT IMT GPs through GP Group Acute Sector</p>	15/09/19

2	Business Continuity Plan	Review Business Continuity Plans across Partnership to manage and mitigate key disruptive risks including impact of severe weather.	Ensures that clear robust plans are in place to ensure the continuous operational delivery of critical services when faced with a range of disruptive challenges eg staff shortages, severe weather conditions etc.	<p>BCPs updated for North Locality. Consideration and discussion for one BCP per locality. <i>Crieff and Perth City submitted one BCP for local area in 2018/19.</i></p> <p>Michelle Ruddock circulated Winter Action Cards to Locality Managers 12 September 2019 with responses requested 18 October 2019</p>	<p>Locality Managers Clinical & Professional Team Service Managers Team Leaders</p> <p>Service Managers</p>	<p>November 2019</p> <p>November 2019</p>
		Undertake Joint Emergency Rest Centres table top exercise for Care Homes.				
		<p>Complete Winter Action Card (Attached) which prepares plan for additional workforce capacity, workforce rotas and annual leave for :</p> <ul style="list-style-type: none"> • inpatient areas (CH/MFE) • sub locality Community teams(Attached) • Service specific eg HART, AHPs • Residential Care Homes 				
		 <p>Winter Action Card template.doc</p>				
		<p>Identify available vehicles for use during winter (health and social care)</p> <p>Ensure awareness of NHST process for identifying and allocating vehicles during periods</p>	<p>To support transport for any period of adverse weather to ensure staff can continue to provide care and support to those most vulnerable and isolated. In addition to</p>	<p>One 4x4 for community nursing service for North.</p>	<p>Locality Managers CPTMs Service Managers Team Leaders</p>	<p>November 2019</p>

		of adverse weather. (Single Point of Contact details NHS Tayside required).	support discharge from hospital, when require during periods of additional demand, adverse weather.			
		Identify key contacts across all sectors with arrangements in place to access local road clearance and additional transport during adverse weather. Consider utilising 3 rd sector for volunteer drivers to support discharge, if vehicles available for use.	Once database updated share with relevant key stakeholders.	<i>Keith Colville PKC contact for road clearance and additional transport arrangements.</i>		
		Agree process for senior managers from Partnership to attend / call into cross site huddles at weekends.	Senior managers are visible at weekends to facilitate decision making.	<i>Process drafted. With ED for further discussion at huddle.</i>	Locality Managers	October 2019
		Identify and collect information required on a Friday for capacity and flow for Partnership beds.		<i>Suggestion that a Friday huddle be introduced to obtain info. Caitlin to forward copy of information being collated for PRI.</i>	Locality Managers Caitlin Charlton	
		Encourage and promote Health & Social Care staff to access flu vaccination.	Reduction in staff sickness due to flu.	In place through operational meetings. Flu vacs commenced in North for patients.	Locality Managers CPTM Team Leaders	Ongoing
		Encourage vulnerable, frail, elderly residents of Perth & Kinross to access flu vaccination via sub locality community teams	Reduction in respiratory admissions to hospital			
		Liaise with 3 rd sector if support required for people to attend vaccination clinics.				

3	Escalation Plans	Review Escalation process for P&K patients in Tayside hospitals.		 P&K Info escalation patient information.docx Michelle to send out for update.	Locality Manager CPTM Inpatients Service Manager	November 2019
		Prepare and share escalation process and contact details for key senior managers for festive period		 STAFF EMERGENCY CONTACT NUMBERS.docx	Business Support Manager	December 2019
4	Effective admission & discharge	Ensure continued delivery of discharge hub / Hospital Discharge Team service in PRI during Public Holidays and Weekends.	Ensure effective admission and discharge processes in place over the Festive and Winter period.	Update required	Locality Manager CPTM Service Manager	December 2019
	Discharges at weekend and bank holidays				MFTE Consultant CPTM Inpatients	
	Delayed discharges	Extend AHP OT & Physio Therapy Weekend working <i>Winter Planning Funding approved for extended AHP OT & Physio weekend working £15k (Dec to March)</i>	Supports assessment and discharge to improve hospital flow and improve patient care and experience over a 7 day period.	Update required	CPTM Inpatients AHP	December 2019
		Review and promote 2019/20 festive directory of services and alternatives to admissions to cover Primary/community/3 rd and independent sector identifying any additional capacity requirements.	NHS Tayside, Health & Social Care Partnership and other sectors are aware of services available and contact details over Festive period.	Circulate 2018/19 Festive Bernadette Tindel co-ordinating for North Michelle Ruddock circulated Festive Directory to Managers 12 September 2019 with responses requested 18 October 2019	Locality Managers CPTMs Service Managers Team Leaders Independent Sector Representative Third Sector Interface	December 2019

		Locality Management Teams to identify vulnerable and / or at risk people in local areas to put support in place to reduce risk of admission.	Supports early discharge, and identifies frailty concerns in locality to reduce admission where appropriate..	In place in North through ongoing discussions through ICT/MDT meetings	Locality Managers CPTMs Service Manager Team Leaders	Ongoing
		Ensure process in place to continue to authorise care home placements rapidly over Festive Period and share.	Ensuring continued patient flow and bed capacity	Update required	OPUSC Strategic Lead	December 2019
5	Strategies for additional surge capacity	Increase capacity in MFE Tay Ward from ? to ? <i>Winter Planning Monies approved for increase of 4 beds in Tay Ward for period 1 December – 31 March</i>	Support capacity and flow in Acute Services	<i>Confirm increase in beds</i>	Locality Manager CPTM - Inpatients	November 2019
6	Whole system activity Plans	Continue to develop and deliver frailty team to support the potential surge in emergency admissions early January.	To support capacity and flow in PRI, older people are screened for frailty on admission to ward 4 to ensure the most appropriate patient pathway are established or avoid further admission into the unscheduled care system by facilitating rapid discharge where clinically fit to do so.	Update required.	Locality Manager CPTM – Inpatients Quality & Effectiveness Improvement Lead	Ongoing
		Test Perth City discharge model. Work in Partnership with British		<i>Paul H meeting BRC on Wednesday 18/09/19- update required date required on recruitment – B Kinnear</i>	Strategic Lead OPS/USC	October 2019

	<p>Red X to support discharges. <i>Winter planning monies confirmed £60k</i></p> <p>In Partnership with RVS target simple same day discharge from PRI. <i>LUCAP monies confirmed of £32k</i></p> <p><i>Work with Dunkeld GP Practice to commence implementing MDT improvements to identify people living with moderate to severe frailty</i></p> <p><i>Develop and recruit to enhanced intermediate community care and specialist respiratory services to support more people at home</i></p> <p><i>Complete day of care audit in Murray Royal Hospital POA beds to identify improvements in patient flow</i></p> <p><i>Review of Perth City care home liaison staff to support complex discharges to care homes from hospital settings</i></p> <p><i>Realignment of AHP staff to the USC flow across PRI linked to development of AME</i></p>	<p>Reduce the number of hospital delayed discharges for PRI.</p> <p>Increase in number of people identified with moderate to severe frailty who has MDT ACP</p> <p>Reduction in emergency admissions and bed days. Reduction in delayed discharges</p> <p>Reduction in length of stay in hospital.</p>	<p><i>Update requested from Zoe Commissioning re start date, scope and outcomes</i></p> <p><i>Project Charter drafted. MoU approved between PKHSCP & LWiC IHub.</i></p> <p><i>Business Case approved. HR process commenced. Care Pathways being developed.</i></p> <p><i>POA Day of Care Tool being developed using other examples</i></p> <p><i>Lindsey / Chris need to catch up with you on this.</i></p> <p><i>Update required</i></p>	<p>Locality Manager Perth City Programme Manager</p> <p>Zoe</p> <p>Amanda Taylor</p> <p>Locality / Service Managers</p> <p>Caitlin Charlton</p> <p>Lindsey Griffin / Chris Lamont</p> <p>Caitlin Charlton</p> <p>?</p>	<p>In place by December 2019</p> <p>In place by Sept 2019</p> <p>Oct 2020</p> <p>March 2020</p> <p>January 2020</p> <p>?</p> <p>?</p>
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		<p><i>Development of community crisis admissions pathway to community hospital through ANPs and GPs</i></p> <p><i>ANP rapid assessment response for Perth City for the deteriorating patient as part of Perth City ECS model</i></p> <p><i>Falls intelligence group established to look at prevention indicators</i></p>	Reduction in falls?	<i>Update required</i>	<p>Lindsey Bailie / Amanda Taylor</p> <p>Chris Lamont / Brian Kinnear</p> <p>Carolyn Wilson/ David McLaren</p>	Ongoing
7	Communication Plans	<p>Put in place effective communications to promote winter planning and service access and availability for Winter Period (in hours and out of hours).</p> <p>Continue to promote National Power of Attorney Campaign across Perth & Kinross</p>	<p>Robust communications with public, patients and staff on access arrangements over the festive period.</p> <p>Improved knowledge of service provision to enable continued capacity and flow across health and social care services.</p>	<p>Complete. Through NHS Tayside. Locality Managers to share Festive Directory.</p> <p>P&KHSCP information included on National website https://mypowerofattorney.org.uk/in-your-area/perth-and-kinross/</p> <p>National Campaign Day - 19 November 2019.</p>	Communication Department	End November 2019
8	Performance and Evaluation	Develop evaluation process for Winter Plan to measure effectiveness	Ability to report on outcomes and lessons learnt over Winter and Festive period to Scottish Government and IJB in March 2019		Local Winter Planning Group with support from performance lead.	October 2019