

People Plan 2021-22			
Meeting	Board of Directors		
Date	04/08/2021	Agenda item	11
Lead Director	Jo Shepherd, Director of HR & Organisational Development		
Author(s)	Jo Shepherd, Director of HR & Organisational Development Barbara Bridle-Jones, Deputy Director of HR & Organisational Development		
Action required (please tick the appropriate box)			
To Approve <input type="checkbox"/>	To Discuss <input type="checkbox"/>	To Assure <input checked="" type="checkbox"/>	
Purpose			
The purpose of this report is to present the Trust's People Plan for 2021-22 to provide assurance that there is a structured programme of work which addresses all the key elements required to support and develop our workforce.			
Executive Summary			
<p>The Trust's People Plan for 2021-22 is a strategic framework which sets out the key areas of focus in relation to all workforce issues, supporting our people to thrive, develop and innovate in the delivery of high quality services.</p> <p>It is an ambitious plan which puts in place actions to achieve the workforce development required to deliver our wider strategic plan, and also reflects a number of key drivers:</p> <ul style="list-style-type: none"> • The scale of the challenge, given the hiatus and change that resulted from the Covid-19 pandemic, but also seeking to embed the positive learning and experience that resulted from this period of unprecedented change • The national profile given to NHS people issues through the national NHS People Plan and the National Planning Guidance for 21/22. • The importance of continued focus on regulatory requirements for all our services and staff groups • The local Trust priorities arising from the results of the 2020 Staff Survey <p>The plan is structured around four themes:</p> <ul style="list-style-type: none"> • Wellbeing and Recovery • Culture • Developing Capability and Talent • Transforming the Organisation <p>It is supported by a comprehensive action plan detailing the deliverables against each of the elements of the plan. This will be tracked and monitored at Education and Workforce Committee.</p> <p>During 2021-22, a longer term strategic People Plan will be developed in support of the Trust's strategy.</p>			
Risks and opportunities:			
Strategic risks relating to people issues are addressed in the Board Assurance Framework which is currently under review. These are monitored at Education and Workforce Committee as well as at Public Board meetings.			

Quality/inclusion considerations:

Quality Impact Assessment completed and attached No

Equality Impact Assessment completed and attached No

As this is an overarching plan, it is too complex to undertake an EIA on, however individual elements will go through the EIA process as they are taken forward to understand the individual impacts across the protected characteristics

Financial/resource implications:

Any additional costs arising from implementation of the plan will be taken forward through the normal approval routes.

Trust Strategic Objectives

Please select the top three Trust Strategic Objectives that this report relates to, from the drop down boxes below.

<input type="checkbox"/> Our People - improving staff engagement	<input type="checkbox"/> Our People - advancing staff wellbeing	<input type="checkbox"/> Our People - enhancing staff development
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Board of Directors is asked to consider the following action

Be assured by the Trust's People Plan 2021-22 that it provides a framework to support and develop the workforce to meet the Trust's strategic aims.

Report history

Submitted to	Date	Brief summary of outcome
Click or tap here to enter text.	Click or tap to enter a date.	Click or tap here to enter text.

People Plan 2021-22

Jo Shepherd, Director of HR & OD

4.8.21

Context for People Plan - National

- **NHS People Plan**
 - Looking after our People
 - Belonging in the NHS
 - New Ways of Working and Delivering Care
 - Growing for the Future
- **The People Promise**
 - We are a team
 - We work flexibly
 - We are always learning
 - We are safe and healthy
 - We each have a voice that counts
 - We are recognised and rewarded
 - We are compassionate and inclusive

Context for People Plan - Regulatory

CQC:

- **Reg 5** Fit and Proper Persons:
Directors
- **Reg 7** Requirements relating to
Registered Managers
- **Reg 18** Staffing
- **Reg 19** Fit and Proper Persons:
Employed
- **Well Led:**
Leadership/Culture/Engagement/
Learning

Employer Standards for Social Workers

- **A well led professional
Environment**
 - St 2 Effective Workforce planning
 - St 3 Safe Workloads and case
allocation
- **Enabling Professionals**
 - St 5 Effective and appropriate
supervision
- **Enabling Practice**
 - St 6 CPD
 - St 7 Professional Registration

Context for People Plan - Regulatory

21/22 National Planning Guidance:

- Supporting the health and wellbeing of Staff and taking action on recruitment and retention
- Looking after our People and helping them to recover
- Belonging in the NHS and addressing inequalities
- Embed new ways of working and delivering care
- Grow for the future

Context for People Plan - Trust

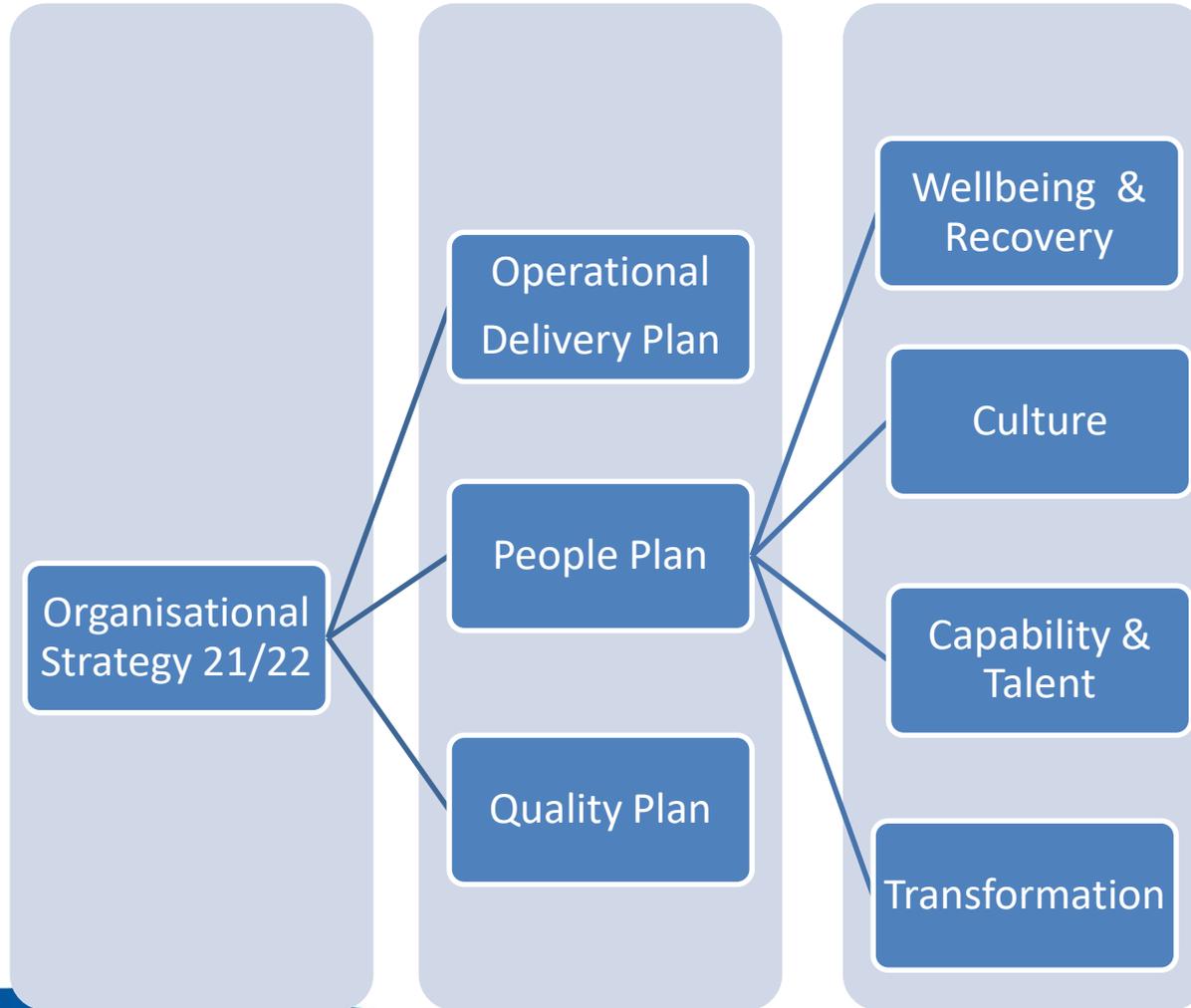
Staff Survey Action Themes

- Health and wellbeing
 - *Taking positive action on health and wellbeing*
- Team working
 - *Involving people in decisions affecting their work*
 - *Meeting regularly as a team*
- Morale
 - *Having the time, resources & staff to do the job*
 - *Recognition for good work*
- Quality of Care
 - *Ensuring individuals can provide the care they aspire to*

Context for People Plan - System

- Re-establishment of Wirral People Programme following COVID
- Priority: System Workforce Planning
- Opportunities for collaboration with partners:
 - Workforce Development
 - Occupational Health & Wellbeing
 - Training
 - Payroll

Strategy



PEOPLE PLAN 2021-22

Supporting our people to thrive, develop and innovate in the delivery of high quality services

Wellbeing & Recovery	Culture	Developing Capability and Talent	Transformation of the Organisation
<p><i>Supporting our people’s health and wellbeing to allow them to perform at their best. Acknowledging the impact of COVID on our workforce and supporting their recovery</i></p> <p>We will deliver</p> <ul style="list-style-type: none"> • A continuous focus on individual and team wellbeing, responding to staff feedback and data • A Wellbeing Guardian to support a culture of wellbeing • Health and wellbeing conversations for all staff • Implementation of Schwarz Rounds/Team Time sessions to support team wellbeing and reflection • A review of Occupational Health provision • A financial wellbeing offer • Removal of barriers to flexible working 	<p><i>Developing the skills, processes and principles to drive a compassionate and inclusive culture, where all our people can thrive at work</i></p> <p>We will deliver</p> <ul style="list-style-type: none"> • Shaping Our Future – values and common purpose • Facilitation of a just and learning culture • A more diverse and inclusive workforce with improved staff experience through revised training and recruitment practices • Improved staff experience by acting on feedback • The Leadership Qualities Framework to develop outstanding leaders at every level • Support to ensure staff voice influences strategy and decisions 	<p><i>Providing outstanding opportunities for our people to develop their skills and experience to be the best they can be, and provision of a range of routes into employment with the trust</i></p> <p>We will deliver</p> <ul style="list-style-type: none"> • An enhanced clinical CPD offer • Management and leadership development programmes for all Professional development programmes across all groups aligned to workforce plans • Training for Quality Improvement • An increased coaching & mentoring offer (e.g. reciprocal mentoring) • A review of role essential training • Increased work placements & pre employment programmes to develop future talent • Development and preceptorship programme for Band 5 and 6 nurses 	<p><i>Enabling modern, agile, integrated working practices, enhancing our ability to meet changing population needs. Collaborating with partners to achieve system workforce benefits</i></p> <p>We will deliver</p> <ul style="list-style-type: none"> • Support for the Organisational Redesign Programme to deliver the change needed to move to integrated, population health focussed teams • Support for establishing new business areas • International recruitment, student nurse appointments, HCA apprenticeships to support the future workforce • Improved safe staffing assurance and maximise the efficiency of E-Roster. • Guidance to support agile working • Introduction of new systems to produce effective ways of working; e-expenses, agency management

The NHS People Promise

We are a team. We work flexibly. We are always learning. We are safe and healthy. We each have a voice that counts. We are recognised and rewarded. We are compassionate and inclusive.

Pillar 1: Wellbeing & Recovery

Continuous focus on individual and team wellbeing, responding to staff feedback and data

A Wellbeing Guardian to support a culture of wellbeing

Health and wellbeing conversations for all staff & personalised plans

Implementation of Schwarz Rounds & Team Time sessions to support team wellbeing and reflection

A review of Occupational Health provision

Removal of barriers to flexible working

An offer to support financial wellbeing

Pillar 2: Culture

Shaping Our Future – values
and common purpose

Facilitation of a just and
learning culture

Improved staff experience by
acting on feedback

The Leadership Qualities
Framework to support
outstanding leadership

Training and recruitment
practices which deliver a more
diverse and inclusive
workforce with improved staff
experience

Support to ensure staff voice
influences trust strategy and
decisions

Pillar 3: Developing Capability & Talent

An enhanced clinical CPD offer

Management and leadership development programmes

An increased coaching & mentoring offer (inc. reciprocal mentoring)

Review of role essential training

Increased work placements & pre employment programmes

Development and preceptorship programme for Band 5 and 6 nurses

Professional development programmes aligned to workforce plans

Training for Quality Improvement

Pillar 4: Transformation of the Organisation

Support for the Organisational Redesign Programme to deliver the change needed to move to integrated, population health focussed teams

Support for establishing new business areas

International recruitment, student nurse appointments, HCA apprenticeships

Guidance to support agile working

Improved safe staffing assurance and maximise efficiency of E-Roster.

Introduction of new systems to produce effective ways of working; e-expenses, agency management

Quality Plan 2021-22			
Meeting	Board of Directors		
Date	04/08/2021	Agenda item	12
Lead Director	Paula Simpson, Chief Nurse		
Author(s)	Claire Wedge, Deputy Chief Nurse		
Action required (please tick the appropriate box)			
To Approve <input type="checkbox"/>		To Discuss <input type="checkbox"/>	To Assure <input checked="" type="checkbox"/>
Purpose			
The purpose of this report is to present the Trust's Quality Plan for 2021-22 to provide assurance that there is a structured programme of work which addresses key quality priorities for the Trust.			
Executive Summary			
<p>The Trust's Quality Plan for 2021-22 is a strategic framework which sets out the key areas of focus in relation to the delivery of high quality care and support.</p> <p>The plan responds to national and local drivers and has been developed in partnership with key stakeholder groups including Quality and Safety Committee and Council of Governors.</p> <p>The plan is structured around three themes:</p> <ul style="list-style-type: none"> • Engaged populations • Effective and innovative • Safe care and treatment every time <p>It is supported by a comprehensive action plan detailing the deliverables against each of the elements of the plan. This will be tracked and monitored at Quality and Safety Committee.</p> <p>During 2021-22, a longer term strategic Quality Strategy will be developed in support of the Trust's strategy.</p>			
Risks and opportunities:			
Strategic risks relating to quality assurance and compliance are addressed in the Board Assurance Framework which is currently under review. These are monitored at Quality and Safety Committee as well as at Public Board meetings.			
Quality/inclusion considerations:			
Quality Impact Assessment completed and attached <input type="checkbox"/> No			
Equality Impact Assessment completed and attached <input type="checkbox"/> No			
QIA and EIAs will be completed as part of the delivery planning process and will be aligned to specific deliverables			
Financial/resource implications:			
Any additional costs arising from implementation of the plan will be taken forward through the normal approval routes.			
Trust Strategic Objectives			
<i>Please select the top three Trust Strategic Objectives that this report relates to, from the drop down boxes below.</i>			
<input type="checkbox"/> Our Populations - outstanding, safe care every time	<input type="checkbox"/> Our Populations – provide more person-centred care	<input type="checkbox"/> Our Populations - improving services through integration and better coordination	

Board of Directors is asked to consider the following action		
Be assured by the Trust's Quality Plan 2021-22 that it provides a framework which supports the delivery of high-quality care and addresses the Trust's strategic aims.		
Report history		
Submitted to	Date	Brief summary of outcome
Quality and Safety Committee	28/07/2021	Committee were assured

Quality Plan 2021/22

Date: 04.08.21

Name: Paula Simpson, Chief Nurse

Context for quality plan: National

- NHS Five Year Forward View (2017): identified a quality gap, unwarranted variation and variable outcomes
- Development of a shared view of quality: safety, effectiveness, positive experience (caring, responsive and person-centred)
- NHS Long Term Plan (2019) – improve care and build on successes
- Integration and Innovation: Working together to improve health and social care for all (2021)
- 2021/22 Planning Guidance

Context for quality plan: Regulatory

CQC:

- **Reg 9:** Person-centred care
- **Reg 10:** Dignity and respect
- **Reg 11:** Need for consent
- **Reg 12:** Safe care and treatment
- **Reg 13:** Safeguarding
- **Reg 14:** Nutrition and hydration
- **Reg 15:** Premises and equipment
- **Reg 16:** Receiving and acting on complaints
- **Reg 17:** Good Governance
- **Reg 18:** Staffing
- **Reg 20:** Duty of Candour

Employer Standards for Social Workers

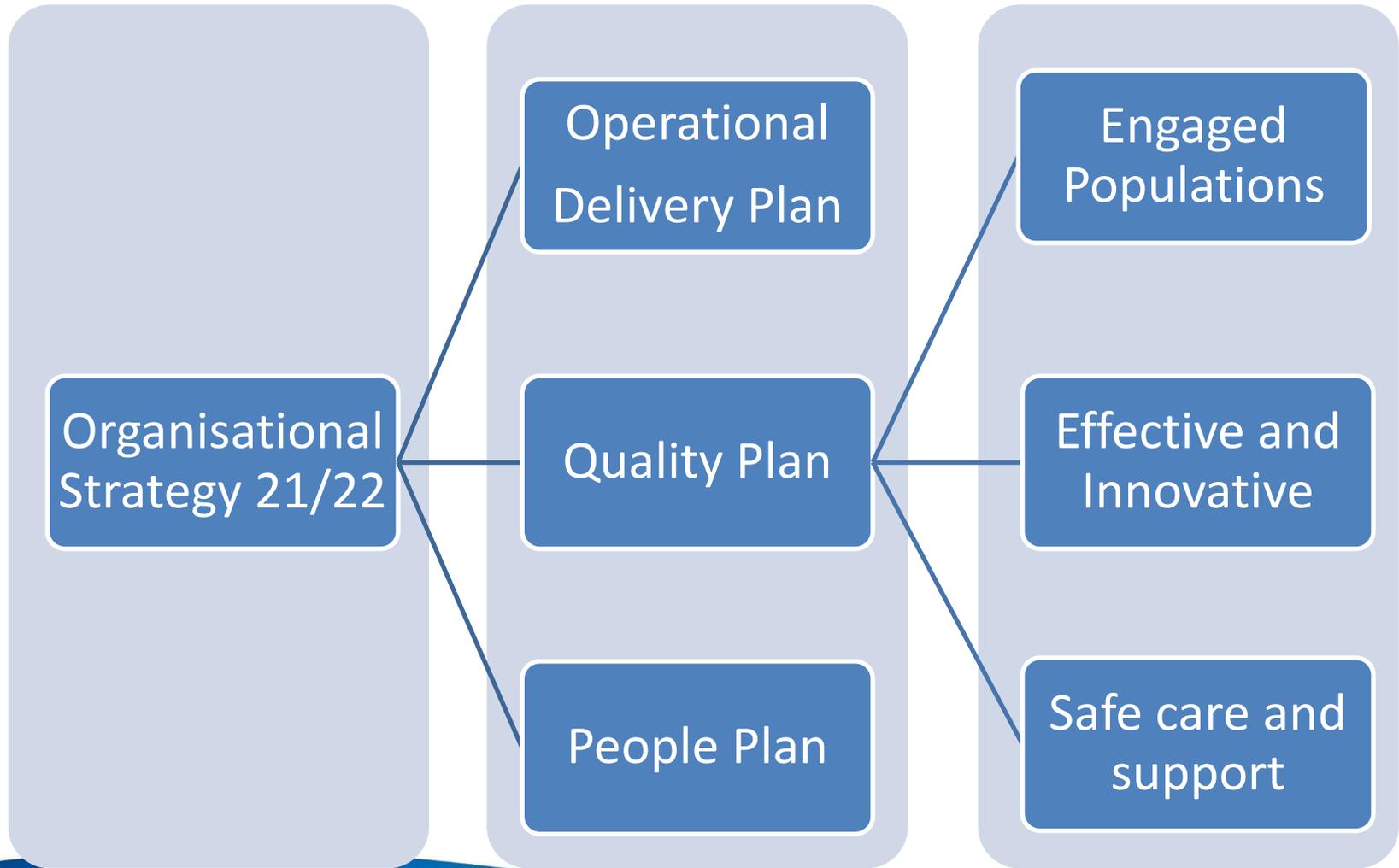
- **A well led professional Environment**
 - St 2 Effective Workforce planning
 - St 3 Safe Workloads and case allocation
- **Enabling Professionals**
 - St 5 Effective and appropriate supervision
- **Enabling Practice**
 - St 6 CPD
 - St 7 Professional Registration

Context for quality plan: System

- Addressing health inequalities
- NHS Patient Safety Strategy – system reviews
- Learning at place level and across the Integrated Care System
- Improving care pathways across the system
- Reducing variation and improving outcomes for people

Context for quality plan: Trust

- Strengthening and increased visibility of quality and professional leadership skills across the Trust – investment in new roles
- Closer alignment of operational, quality and people plans
- Responsive to feedback – staff and people who access Trust services
- Development of quality priorities to tackle inequalities



QUALITY PLAN 2021-22

Supporting our populations to thrive through a preventative, personalised, holistic and integrated approach with the person at the heart of every conversation and decision working with system partners to optimise wellbeing and independence

Engaged populations	Effective and innovative	Safe care & support every time
<p>We will involve people as active partners in their wellbeing and safety, promoting independence and choice by ...</p> <ul style="list-style-type: none"> • Embedding a more inclusive approach which promotes the rights, strengths and wellbeing of people, families and communities <p>We will support this by ...</p> <ul style="list-style-type: none"> • Working with Healthwatch and other partners to actively seek insights into the needs of people, recognising the expertise people and communities have • Building engagement skills across all services • Positioning ‘what matters to me’ and co-production as a core feature of personalised care & support planning and continuous quality improvement 	<p>We will nurture an improvement culture focused on consistently delivering effective, efficient care and support by ...</p> <ul style="list-style-type: none"> • Trusting, liberating and empowering staff to innovate and test new ideas <p>We will support this by ...</p> <ul style="list-style-type: none"> • Adopting a clear QI methodology which is easy to understand, implement and measure • Establishing a QI faculty to coordinate training and development of staff in line with agreed competencies framework • Building a system to track QI projects across the organisation • Hosting celebration and sharing events throughout the year 	<p>We will nurture a positive safety culture, promoting psychological safety and supporting reflection by ...</p> <ul style="list-style-type: none"> • Focusing on identified safety priorities (falls prevention and safe discharge) and launching our Just and Learning Culture campaign <p>We will support this by</p> <ul style="list-style-type: none"> • Implementing Team Time and Schwarz Rounds • Building the skills of identified safety specialists • Strengthening our system of disseminating learning across the organisation • Further embedding CRMG, SAFE and Datix as key systems for assuring safety across health and social care

POPULATION HEALTH FOCUS

Building back fairer – working with communities and system partners to optimise inclusion and tackle inequalities
 Appropriate access to care and support – expanding the benefits of digital inclusion
 Coalition of safety and improvement across system – leading the way in keeping people safe and well

Pillar 1: Engaged Populations

Co-design with people who access our services

Alignment of the 4 C's:
Complaints,
Compliments, Concerns
and Co-Production to
maximise learning

Strengthen mechanisms
for sharing insight
across the Integrated
Care System

Strengthen relationships
with Healthwatch
partners across Wirral,
Cheshire East and St
Helens

Building engagement
skills across all services

Position “what matters
to me” as a core feature
of continuous
improvement

Pillar 2: Effective and Innovative

Adopt a clear QI methodology which is easy to understand, implement and measure

Implement a training strategy across the Trust to further develop QI capability, capacity and confidence

Engage with people who access our services to identify QI opportunities

Develop a standard system to track QI activity / projects across the organisation

Develop a faculty of Quality Improvement (QI) leaders to steer the QI strategy

Develop a clear and consistent way of regularly celebrating QI and innovation success

Pillar 3: Safe care and support every time

Implement the NHS
Patient Safety Strategy
and safety training for
all staff

Safety and QI
methodology:
Discharge, Falls,
Pressure Ulcers

Implement and sustain
Schwartz Rounds

Strengthen our system
for disseminating
learning

Embed a just and
learning culture

Further promote
psychological safety
and well-being

**Communications, Marketing and Engagement Activity
Update Report for Quarter 4 - 2020/21**

Meeting	Board of Directors		
Date	04/08/2021	Agenda item	13
Lead Director	Alison Hughes, Director of Corporate Affairs		
Author(s)	Fiona Fleming, Head of Communications and Marketing		
Action required (please tick the appropriate box)			
To Approve <input type="checkbox"/>	To Discuss <input type="checkbox"/>	To Assure <input checked="" type="checkbox"/>	
Purpose			
The purpose of this paper is to provide the Board of Directors with assurance on the implementation of communications, marketing and engagement priorities as set out in the strategy 2018-21.			
Executive Summary			
<p>Due to the response to COVID-19, the communications, marketing and engagement strategy and subsequent actions and campaigns have been focused on the NHS response to the pandemic.</p> <p>Q4 (January – March 2021) presented a diverse range of campaigns and a great opportunity for the team to support the changing needs of staff, patients and service users, explore new ways of engaging with the workforce, raise the profile of the Trust and maintain the necessary communications relating to COVID-19.</p> <p>The report details Q4 activity against the communications goals: Brand Management External Communications Internal Communications System Support Crisis Management and Sustainability</p> <p>These goals are aligned to the Trust's strategic themes.</p>			
Risks and opportunities:			
No risks identified in this report.			
The risk in failing to have effective communication and engagement across the workforce and with the local population is mitigated by the numerous campaigns and priorities delivered.			
The opportunity to employ new ways of engaging and communicating has been realised during COVID-19 and will provide learning for the future.			
Quality/inclusion considerations:			
Quality Impact Assessment completed and attached <input type="checkbox"/> No			
Equality Impact Assessment completed and attached <input type="checkbox"/> No			
All communications and engagement activity aims to positively impact on Trust staff and those who access our services.			
Financial/resource implications:			
There are no financial/resources implications for consideration within the report.			

Trust Strategic Objectives

Please select the top three Trust Strategic Objectives that this report relates to, from the drop down boxes below.

Our Populations - outstanding, safe care every time	Our People - improving staff engagement	Our People - advancing staff wellbeing
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Board of Directors is asked to consider the following action

To be assured that the communications, marketing and engagement activity evidenced in this report for Q4 meets the aims of the Trust, with particular focus on the communication needs of the organisation during COVID-19.

Report history

Submitted to	Date	Brief summary of outcome
No previous reporting history.	N/A	N/A

Q4 Board Report

Communications and Marketing

January - March 2021

Name: Ali Hughes, Director of Corporate Affairs
Fiona Fleming, Head of Communications and Marketing

Overview of Quarter 4

Project highlights

Community Intermediate Care Centre	Staff COVID vaccinations
COVID ZERO Campaign	Supporting Staff
St Helens 0-19 Bid	Executive Brief - Trust Wide
Speech Recognition / Virtual Consultations	LGBTQ+ History Month
0-19 Health and Wellbeing Website	ChatHealth
Beyond Boundaries	Wellbeing
Staff Directory	Social Work Week
System Working and Support	Wirral Globe

Overview of Quarter 4

Business as usual

- 59 Daily Updates
- 177 Shout-outs
- 13 CEO blogs, 13 vlogs, 11 Friday round-ups
- 56 screensavers
- Average of 23 requests per day through the communications mailbox and 30 enquiries per week via the COVID-19 mailbox

Digital summary

StaffZone

Page views = 177,414

Website

Page views =
157,731

Twitter account @wchc_nhs

Total followers = 3,572

(increase of 88)

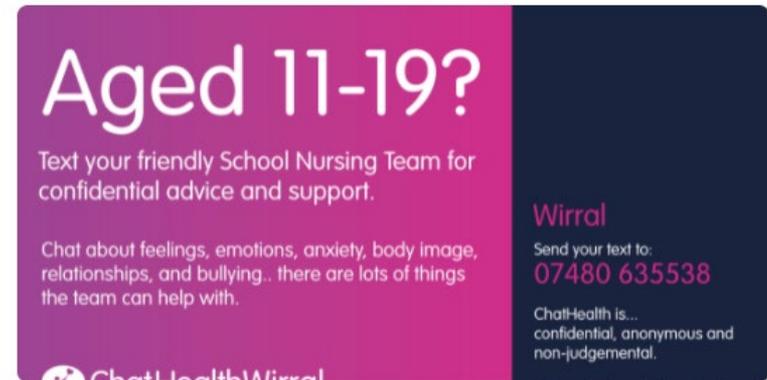
Tweet impressions = 118.9k

(25.1k January, 48.6k

February, 45.2k March)

Top Tweet earned 3,971 impressions

pic.twitter.com/at5sig3zFv



8 7

Community Intermediate Care Centre



NHS
Wirral Community Health and Care
NHS Foundation Trust

About Us Our Standards News Events Classifieds Logout Search

Home Documents Services and support Quick links Remote working Staff directory

StaffZone > Notes from Bluebell Ward

Notes from Bluebell Ward

Hear from Ward Manager, Mark Holt, and get an inside look into the Bluebell Ward during it's opening weeks.

Tuesday 5 January

"We were delighted to welcome our first patient today to Bluebell. They arrived this afternoon from Arrowe Park Hospital and have settled comfortably.

Staff are excited for the new journey ahead and we are looking forward to tomorrow when we receive our first male and second patient to the unit. Thank you to all the team for a great start to the week."

Wednesday 6 January

"Today was another big step in the right direction for Bluebell Ward. We received our second patient and the first ever male inpatient. Our first lady had a settled night and has been engaging in therapies today which is great and a vital part of what we do here at Bluebell to help people regain strength and confidence after a spell in hospital.

Categories:

- > Latest news
- > The Update
- > Message from the Chief Executive
- > Get Together - Team WCHC Briefing
- > Integrated Children's Division News
- > Coronavirus / COVID-19 updates
- > Service News
- > Staff Bulletin
- > CEO & Director Vlogs
- > Beyond Boundaries

Notes from... Bluebell Ward



NHS Wirral Community Health and Care NHS Foundation Trust

This is me[®]

This leaflet will help you support me in an unfamiliar place.

My first name is:

(Put your full name, just your first name!)

X

Please attach a favourite picture here of something that you like to look at.

• See the notes on page 4 to help you complete This is me, including examples of the kind of information to include.

• Keep this leaflet with you and put it in a suitable place so that all the people caring for you can see and refer to it easily.

NHS Wirral Community Health and Care NHS Foundation Trust

Making your stay with us safe

Community Intermediate Care Centre

NHS Wirral Community Health and Care NHS Foundation Trust

Bluebell Ward

Community Intermediate Care Centre

Staff Welcome Pack

Staff COVID Vaccinations



Essential news from around the Trust

The COVID-19 Vaccination Special Edition

One step closer to a COVID Zero community

1. COVID-19 vaccine numbers across the region
2. Last available date to receive COVID-19 vaccine at the Clatterbridge



Mutual aid COVID-19 vaccines

Final appointments available...

Friday 26 February

Check your inbox for the invitation to book your appointment for Clatterbridge vaccination hub. Vaccinations save lives.

Don't miss out on your 2nd COVID-19 vaccine for longer lasting protection.

Remember to bring your appointment card with you.

Don't have a date yet? Visit StaffZone vaccine FAQs.

COVIDZERO

COVID ZERO Campaign

COVIDZERO

This special edition leads with an important message for staff from Chief Nurse, Paula Simpson around the Trust's ambition to be a COVID Zero place to work and receive care.

1. Message from Chief Nurse, Paula Simpson

This week Interim Chief Executive, Mark Greatrex handed over to Chief Nurse, Paula Simpson to talk about our ambition to be COVID Zero. Watch the video message on [StaffZone](#).



2. COVID Zero

Since the beginning of the pandemic, our main aim as a Trust has been to protect our community, staff, patients, service users and loved ones from COVID-19 and to reduce

Are you... Lateral Flow Testing?

It is vital that you:

Test twice weekly, every week.

Report your results immediately.



Scan the QR code to access the online form or visit www.wchc.nhs.uk/lft/

Thank you to everyone for taking part!

StaySafe > StayWell

1215

Lateral Flow Test kits have arrived!

Patient/client facing staff - sign up and self-test!

Ask your line manager for a kit, (complete a consent form on StaffZone first - if this is your first kit) then test twice weekly for COVID-19 for 12 weeks.

Don't forget to record your results using the online form: www.wchc.nhs.uk/lft/



Thank you for taking part!

COVIDZERO

Be a COVIDZERO champion!

- Wear the right PPE
- Wash your hands regularly
- Keep your distance
- Keep your work environment clean
- LFT twice weekly and submit the result
- Get the vaccine
- Continue to follow the national guidance

Together, let's aim to be COVIDZERO in our workplace and community.

COVIDZERO

COVIDZERO

Supporting Staff

NHS
Wirral Community Health and Care
NHS Foundation Trust

COVID-19 Infection Prevention and Control Airborne Precautions Summary Action Card

The following precautions must be implemented in addition to Standard infection control precautions and it may be necessary to use airborne precautions when undertaking aerosol producing procedures on patients isolated with droplet precautions. If additional infection control precautions are required, it is essential to advise others of the actions and precautions required **but patient confidentiality must be maintained.**

Where possible only those staff known to be immune to the infection should provide care.

Patient placement and transfers:

Susceptible persons should not enter the room of patients known or suspected to have an infection spread by the airborne route. If other immune health care staff are available, this rule does not apply to flu as seasonal vaccine does not guarantee immunity.

- Risk Assess - keep the door closed until suspected diagnosis has been excluded or patient is no longer considered to be infectious.
- When a single room is not available contact infection control for advice on appropriate patient placement or use the policy to optimise use of available single rooms.
- Nursing staff caring for the patient must ensure that an appropriate, approved instructional sign is placed at the entrance to the isolation/cohort area and all staff and visitors are informed.
- Limit the movement and transport of the patient from the isolation room to essential clinical purposes only. Inform other department/hospital in advance so appropriate precautions can be arranged.
- Patients should be encouraged to wear a surgical mask (if possible) if leaving the isolation room.
- Patients in isolation must not be held in communal waiting areas.

continued over

NHS
Wirral Community Health and Care
NHS Foundation Trust

COVID-19 COVID-19 Swabbing Pathway for In-bedded Unit managed by WCHC Action Card

Prior to admission:

- Nurse in Charge will review the Planned Discharge Summary on Gerner for COVID-19 negative result taken 48 hours prior to planned admission.
- If the patient has a history of COVID-19 in the previous 90 days they will not require routine screening unless they develop new symptoms or their 90 days since positive result has elapsed.
- Patient will be registered as a temporary resident with Bebington Civic Medical Centre General Practitioners.

On admission:

- Patient will be admitted to the assessment area/bed room and be swabbed to ascertain their COVID-19 status. Patients will remain on assessment unit until their negative COVID-19 swab result is received. All patients should be COVID-19 swabbed on day of admission, day 3, day 6 and every 7 days onwards.
- If the patient has a history of COVID-19 in the previous 90 days they will not require routine screening unless they develop new symptoms or their 90 days since positive result has elapsed.
- If any tests results are positive the Patient must remain in their room and Isolation Precautions implemented. This includes immediate escalation to the Nurse in Charge, IPC Team and the Out of Hours Duty Manager (during out of hours). Refer to isolation and COVID-19 Outbreak Policy.

continued over

Experiences of virtual consultations during lockdown

Posted 03 Feb 2021 in [Latest news](#)

Guest Blog – Nicky Taylor on the Nightingale Ward in Manchester

Posted 15 Feb 2021 in [Latest news](#)

Notes from... **Bluebell Ward**

Notes from Bluebell Ward

Posted 18 Jan 2021 in [Latest news](#)

Previous [1](#) ... [7](#) [8](#) [9](#) ... [19](#) Next

Reflections

National Day of Reflection
Tuesday 23 March 2021

Send your reflections to: wcnt.communications@nhs.net
We would like to share what the last 12 months have meant to us.

The Monday Blog...

Mark's blog – slowly but surely

Posted 23 Feb 2021 in [Message from the Chief Executive](#)

Friday Roundup

Friday message to all staff

Posted 19 Feb 2021 in [Message from the Chief Executive](#)

The Monday Blog...

Sharing stories and looking after each other

Posted 15 Feb 2021 in [Message from the Chief Executive](#)

St Helens 0-19 Bid

SHAP | 0-19+ | NHS Wirral Community Health and Care NHS Foundation Trust

St. Helens

Integrated 0-19 Healthy Child programme

Wednesday 24 February 2021

NHS Wirral Community Health and Care NHS Foundation Trust

0-19+

With you all the way



Our System Model



Inclusion Getting it right for everyone

0-19+ With you all the way

SHAP | 0-19+ | NHS Wirral Community Health and Care NHS Foundation Trust

Collaborate and Innovate

Social Value Award

Executive Brief - Trust Wide

The graphic features a computer monitor with the text "Executive Brief" on the screen. To the right of the monitor are three callout boxes: a blue one at the top saying "Teams Live... staff briefing from the Executive Team", a green one in the middle saying "Everyone welcome", and a red one at the bottom saying "Ask questions in advance or on the day". Below the monitor, a purple banner contains the text "Thursday 25 March, 3.00pm - 3.45pm".

Your invitation to Executive Briefing today at 3.00pm

COMMUNICATIONS (WIRRAL COMMUNITY HEALTH AND CARE NHS FOUNDATION TRUST)

To: COMMUNICATIONS (WIRRAL COMMUNITY HEALTH AND CARE NHS FOUNDATION TRUST)

Reply Reply All

This is a smaller version of the Executive Brief graphic described above, including the monitor, callout boxes, and the purple banner with the date and time: "Thursday 25 March, 3.00pm - 3.45pm".

Join us on [Teams](#) today, 3.00pm - 3.45pm.
Look forward to seeing you all there.

1. Your invitation to Executive Briefing

All staff are invited to join the Executive Briefing meeting on **Thursday 25 March, 3.00pm - 3.45pm.**

The meeting will be led by Mark Greatrex and the Executive Leadership Team and will take place on Microsoft Teams Live Events.

The agenda for the meeting is as follows:

- **Introduction** - Mark Greatrex, *Interim Chief Executive*
- **Shielding staff update** - Jo Shepherd, *Director of Human Resources and Organisational Development*
- **Service restoration update** - Val McGee, *Chief Operating Officer*
- **Staff Survey & Team Talks** - Jo Shepherd, *Director of Human Resources and Organisational Development*
- **Shaping Our Future and Values** - Tony Bennett, *Chief Strategy Officer*
- **Q&A**

You can use the link below to access the event or look out for your email invitation an hour before the event is due to commence.

You can join [Executive Briefing](#) on Microsoft Teams, **Thursday 25 March at 3.00pm.**

This is another instance of the Executive Brief graphic, identical to the others, showing the monitor, callout boxes, and the purple banner with the date and time: "Thursday 25 March, 3.00pm - 3.45pm".

Speech Recognition/Virtual Consultations

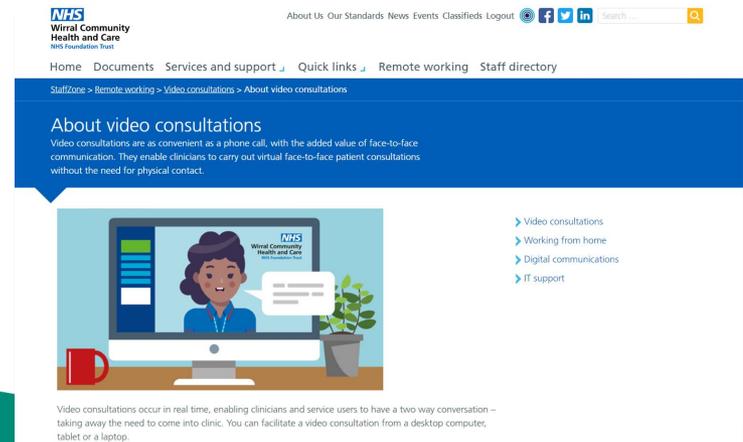
Be part of the Speech Recognition Programme, launching in January 2021!



A unique opportunity to experience new software that could help you in your role.

Search 'Speech Recognition' on StaffZone and discover all the benefits or Daily Update for link to survey.

Complete the Signup Survey today!



LGBTQ+ History Month



We're proud to be supporting...

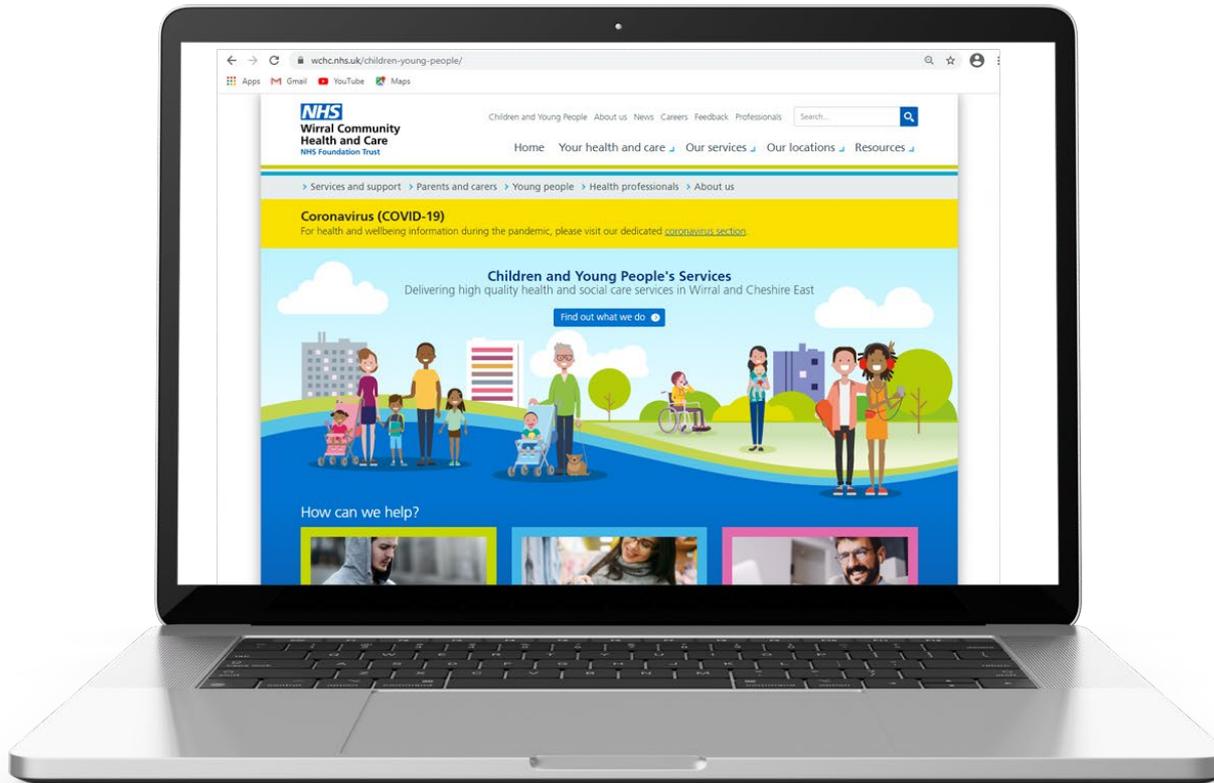


Lesbian Gay Bisexual Trans +
History Month

Inclusion
Getting it right for everyone



0-19 Health and Wellbeing Website



ChatHealth

NHS
Wirral Community Health and Care
NHS Foundation Trust

ChatHealth
Aged 11-19?

Text your friendly School Nurse for confidential advice and support.

Chat about feelings and emotions, bullying, body image, relationships, healthy eating and much more.

Send a text Monday - Friday, 9.00am - 5.00pm
07507 329908

For more information visit wche.nhs.uk/chathealth

ChatHealth is confidential, anonymous and non-judgemental.

0-19
With you all the way

0-19* Health and Wellbeing Service
In partnership: Cheshire East Council

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NHS Foundation Trust

ChatHealth

Aged 11-16?

Text your friendly School Nurse for confidential advice and support.

Chat about feelings and emotions, bullying, body image, relationships, healthy eating and much more.

Send a text Monday - Friday, 9.00am - 5.00pm
07480 635538

For more information visit wche.nhs.uk/chathealth

ChatHealth is confidential, anonymous and non-judgemental.

0-19
With you all the way

Aged 11-14?

Chat about feelings and emotions, changes to your body, relationships, healthy eating and bullying - there are lots of things the team can help with.

0-19
With you all the way

Cheshire East
ChatHealth is...
confidential, anonymous and non-judgemental.

Text our School Nurses on:
07507 329908

ChatHealthCheshireEast
Visit wche.nhs.uk/ChatHealth

Aged 15-16?

Looking for advice and support around anxiety, body image, relationships, emotional wellbeing or staying healthy?

0-19
With you all the way

Cheshire East
ChatHealth is...
confidential, anonymous and non-judgemental.

Text our School Nurses on:
07507 329908

ChatHealthCheshireEast
Visit wche.nhs.uk/ChatHealth

Aged 17-19?

Looking for advice on sexual health and contraception, relationships, alcohol or drugs?

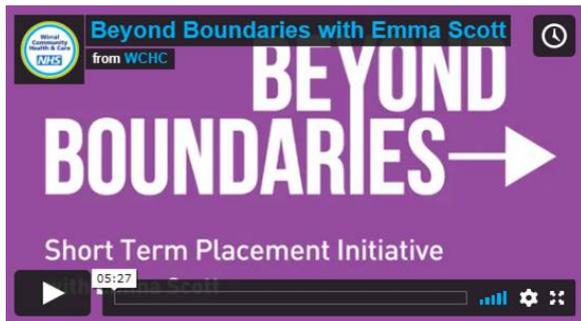
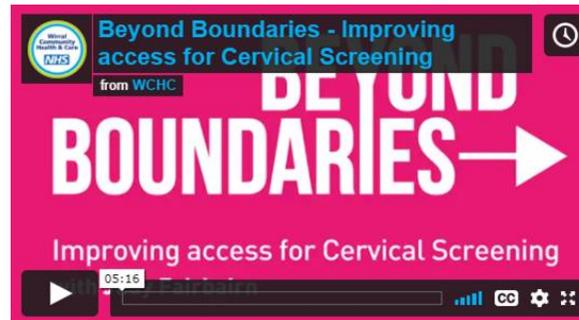
0-19
With you all the way

Cheshire East
ChatHealth is...
confidential, anonymous and non-judgemental.

Whatever your question, send a text to our team on:
07507 329908

ChatHealthCheshireEast
Visit wche.nhs.uk/ChatHealth

Beyond Boundaries



Wellbeing

FREE wellbeing support for Key Workers



Emotional support helpline

Call 0300 131 2074

7 days, 8.00am - 10.00pm

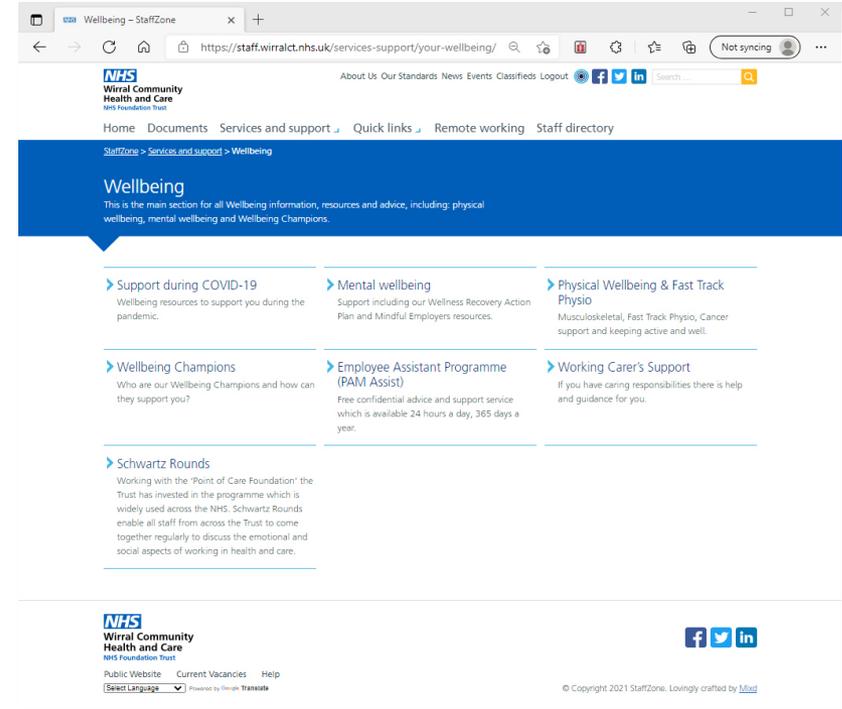
Counselling services

Text 'support' to 66777

key.worker@nhs.net

INSIGHT
Wellbeing at Work

HEALTHBOX



Time to Talk Day

Thursday
4 February

Small conversations have the power to make a...
BIG DIFFERENCE!

Who will you talk to today?



Join one of our Staff Networks



Ask someone, "how are you today?"



Catch up & connect over a cuppa on MS Teams

The Daily Shout Out!

Celebrating and sharing the amazing work you're doing across the Trust!

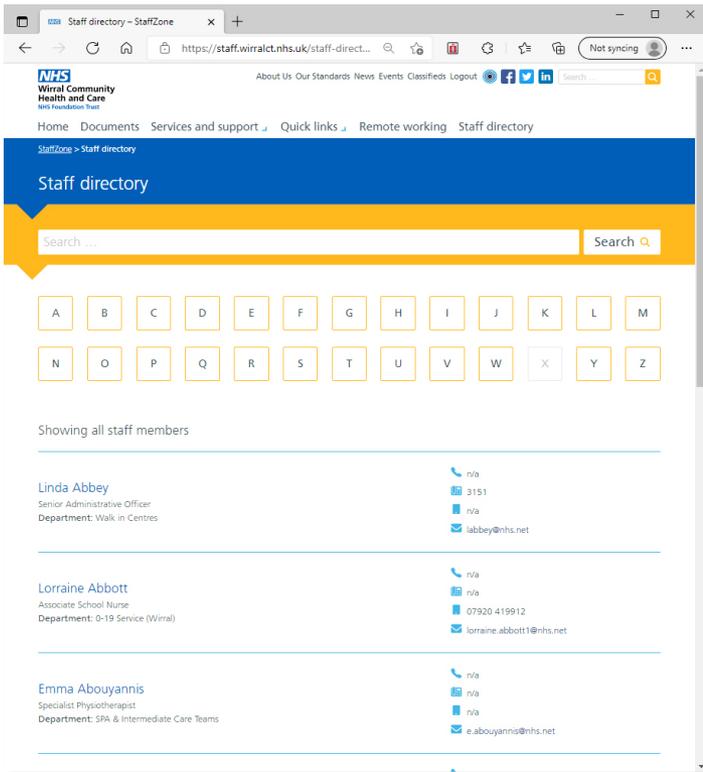
Make someone's day, say thank you and well done with a daily shout out.

Just email wcnt.communications@nhs.net



Shout outs will be announced daily in the Daily Update.

Staff Directory



Over 1600 staff are signed up to the Staff Directory

Social Work Week



Social Work Week

8 - 12 March 2021

What does social care mean to you...

"I chose to be a social worker because of the passion I have for supporting vulnerable people and working with them to meet their needs and to achieve their potential."

Isaiah Adediran, Social Worker.

Read Isaiah's social care story and others in our Daily Diaries, every day this week in the Daily Update.



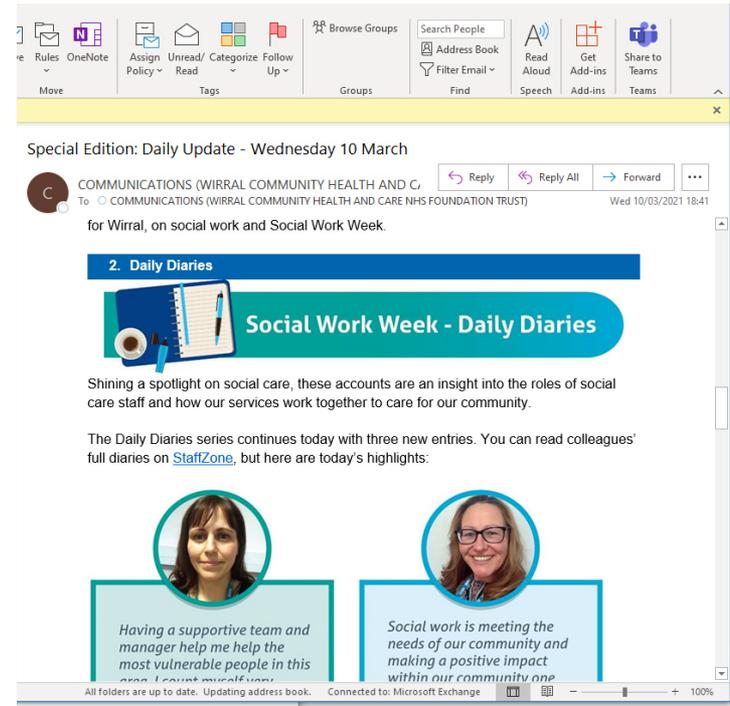
Social Work Week

8 - 12 March 2021

Take part in this week's virtual events...
visit socialworkengland.org.uk to book your place.



You can record Social Work Week events as CPD!



Daily... Diaries



Social Work Week



System Working and Support

NHS

How to access healthcare this winter

Our local community offers several ways to access healthcare advice and services.

- NHS 111 First**
Contact NHS 111 where you will be given clinical advice or a booked time slot to attend A&E or another local health service.
- Pharmacy**
Your local community pharmacists are healthcare professionals who can give healthcare advice as well as medication.
- GP**
Contact your GP practice online, by an app or by phone.
- Mental Health**
People experiencing mental health crisis should call the Cheshire and Wirral Partnership 24/7 freephone helpline on 0800 145 6485.

Keep. Wirral. Well.

Hospital Emergency Department
In the case of an emergency visit the hospital A&E or call 999.

You Retweeted
Healthwatch Wirral @Healthwatchwirr · Jan 25
Are you providing care for a loved one?

Latest information and FAQs for Carers about the COVID-19 vaccine from @CarersUK here: bit.ly/39Goo4t
Carers are being encouraged to register with their GP.

Don't forget local Carers service WIRED for additional support.

text wirral... **Do you care for a family member or friend on a voluntary basis?**

Text CARER to 87007 for free confidential information, advice and support from the Wirral Carers Health and Wellbeing Service.

You and 9 others

NHS

IF IT'S NOT AN EMERGENCY VISIT A PHARMACY OR CONTACT A GP OR NHS 111

The NHS in Wirral is facing a huge demand for its services. Help us to help you by choosing the right option for your healthcare needs.

Many people attending the Emergency Department at Arrows Park Hospital could have had their minor illnesses treated by a pharmacist in the community, in an online consultation with a GP or via NHS 111.

Common illnesses that are not related to COVID-19 can be treated with over the counter medicines.

If it's not an emergency, contact NHS 111 before attending A&E, by calling 111 or visiting 111.nhs.uk

The NHS and Local Authority partners in Wirral are working together to prevent people requiring an unnecessary visit to hospital and supporting patients who are discharged. NHS services have made changes to make sure it is safe for you to be seen at this time. It's important to get medical help if you think you need it and to keep any appointments or procedures you have booked, unless you are told not to go.

In an emergency please call 999.

NHS
Wirral University Teaching Hospital @wuthnhs · Jan 25
Our Chief Nurse, Hazel Richards, urges people to choose the right option for your healthcare needs.

Not an emergency? Contact NHS 111 First before attending A&E, where you can access a range of health services.

For many common illnesses a pharmacist can offer advice.

Keep. Wirral. Well.

0:59 1.4K views

You Retweeted
NHS Wirral CCG @NHSWirralCCG · Feb 23
Have you have your covid vaccination? If you have, there is still a risk that you could spread coronavirus, so please remember to stay home, protect the NHS and save lives. For information on the local rollout of the vaccine visit wirralccg.nhs.uk/coronavirus-co...

HAVE YOU HAD YOUR COVID-19 VACCINE?

There is a still a risk you could spread coronavirus, even after you have been vaccinated.
Stay home to save lives.

HM Government

STAY HOME | PROTECT THE NHS | SAVE LIVES

NHS

How to access healthcare this winter

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Keep. Wirral. Well.

Hospital Emergency Department
In the case of an emergency visit the hospital A&E or call 999.

Wirral Globe

18 January 13, 2021

'Play a part to keep Wirral well'

WE are still facing the biggest public health emergency in our lifetime.

The COVID-19 pandemic continues to pose significant risk to life, so we must keep going in our fight against it.

Here at Wirral Community Health and Care NHS Foundation Trust (WCHC), we are working closely with partners across the NHS and the Local Authority to provide services to those who need them the most. We are working as hard as we possibly can to support you to stay safe and well, and ultimately save lives.

But we need you to play your role too. COVID-19 is spreading fast, there is no other way to put it. This affects us all and we need to work together now more than ever. Please, do not stop now.

Adhere to the national lock-down. Do not leave your home unless necessary. Remember to and let fresh air into your home by opening windows, doors and air vents as much as possible.

Visit www.gov.uk/coronavirus for full guidance. If you have any coronavirus symptoms (a high temperature, a new continuous cough, a loss of, or change to, your sense of smell or taste) get a test and stay at home.

If you do have to leave your home, please stick to the national guidance; stay at least two metres away from anyone you do not live with, wash your hands with soap

**By Mark Greatrex
Wirral NHS Trust**

and water often and wear a face covering when required.

If you have COVID-19 symptoms, you need to get a test in the first five days of having symptoms. For asymptomatic testing, you now need to book an appointment to get a symptom-free COVID-19 test in Wirral. Visit www.wirral.gov.uk to book either type of test.

We must continue to follow these rules, knowing they are the only way to stop the spread of the virus. I in three people who have the virus have no symptoms, so you could be spreading it without knowing. Act like you've got it and stick to the rules.

We all share the same goal, for life to get back to normal, to see loved ones and have freedom once again. If we all do our bit, our small efforts and sacrifices combined will make a huge difference towards ending the pandemic.

Team WCHC is here for you, to support you to make the right choices to stay safe during this latest peak of the pandemic.

For many common illnesses that are not COVID-19 related, a pharmacist or NHS 111 can offer advice. By calling NHS 111 or visiting 111 NHS.uk people can access a range of local health services. These include an appointment

at their local urgent treatment centre, GP Out of Hours or a telephone consultation with a health care specialist allowing people to receive the care and advice they need at home. NHS 111 will book a time slot for anyone needing to visit the hospital A&E department, avoiding lengthy waits in A&E and allowing for social distancing to reduce the risk of infection at this busy time.

Did you know our Central Advice and Duty Team provides a telephone service for people who need to access adult social care services? You can call the team on 0151 514 2222 (option 3), Monday to Friday 8.00am to 5.00pm, or at all other times and on public holidays on 0151 477 8277, email: centraladviceandduty@nhs.uk.

Wirral InfoBank is a directory of local care and support services, community resources, activities and information. From support groups to food deliveries, visit www.wirralinfobank.co.uk to find out more.

For mental health support, you can call the Cheshire and Wirral Partnership (CWP), helpline. It's open 24/7 to people of all ages and is the go-to for mental health help. Call 0300 203 2922 for any mental health crisis. Find out more on their website www.cwp.nhs.uk.

Remember, it's OK not to be OK. Help is here.

Unlike during the first lockdown, we now have hope in the form of COVID-19 vaccines. The vaccines are coming, and plans are in place to vaccinate as many people as possible, as quickly and safely as possible.

My thanks go out once again to all the keyworkers - from front-line staff here at WCHC to everyone else who is keeping Wirral running. Education and childcare workers, supermarket staff, refuse collectors, cleaners, pharmacy staff, police, fire and rescue services - to name a few!

Like them, it is our responsibility - every one of us - to play our part to keep Wirral Well.



Mark Greatrex, Wirral Community Health and Care NHS Foundation Trust's interim chief executive, writes for the Globe

Five health columns throughout Quarter 4

January:

- **Keep Wirral Well** (national guidance and safety messages) - *Help keep Wirral well*
- **Thanks for your efforts in fight against COVID-19** - *We are still here for you...* (accessing Trust services and signposting services to NHS 111)

February:

- **ChatHealth** (new confidential text message service): *Connecting with our children, young people, and families*

March:

- **Pulse Oximetry @ Home Service** (partnership working Wirral Council and Wirral Clinical Commissioning Group to launch new service) - *Simple home devices supporting people to get the right treatment at the right time*
- **NHS Cadets** (partnership working with The Hive and St John Ambulance) - *Celebrating Wirral's first NHS Cadet programme*

News

3rd March

Health blog: Home devices helping people to monitor symptoms

By Wirral Community Health and Care NHS Foundation Trust



Devices like this Pulse Oximeter reader are helping people to monitor their symptoms from home

News

10th March

Health team's March challenge to help Wirral MNDA

By [Clara Manning](#) | [@claramanning](#)
Chief Reporter



Adult speech and language therapy team members Sally Adamson, Beth Bell, Debra Reddick, Georgia Gerrish, Rachel Lambert and Lianne Ingham pictured ahead of the March challenge for Wirral MNDA.



Daniela Bignardi
Time to plan for the future?