

**Healthier Together**

Improving health and care in Bristol,  
North Somerset and South Gloucestershire



# Reflections on Developing Partnerships: Wraparound Support during Covid-19

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## Lockdown

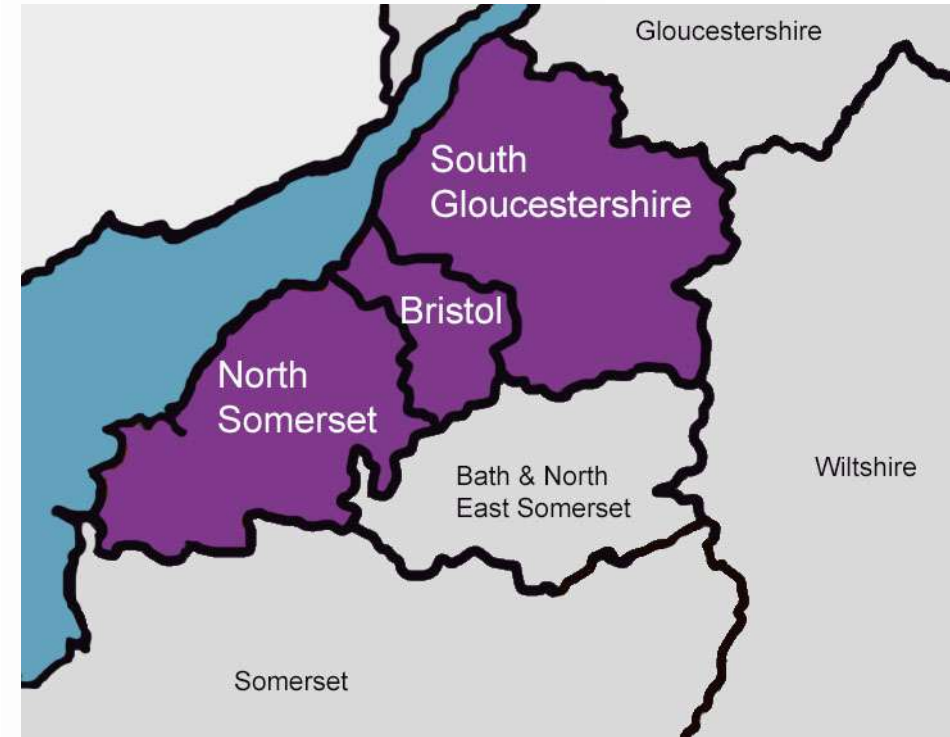


- Headlines around the world
- Changes to guidance
- Shielding
- Isolation/no visiting
- New ways of providing care
- Supporting wellbeing

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# Working Together





## Integrated Care System





## Collaborative response to Covid-19

- Joint weekly updates from BNSSG health and social care partners to ensure providers had the most recent news and guidance
- Access to a multi-disciplinary Wraparound Support Team via a 24/7 Single Point of Access (SPA) telephone line for support and guidance
- Rapid mobilisation of support when an outbreak is reported including support to access COVID-19 testing, infection prevention and control support, wellbeing support for staff
- New online virtual resource library for providers
  - Information, education and training aids, guidelines
- Development of a shared database with key health and social care information on all providers
- Named Care Home Lead with regular contact with homes to support & establish new relationships





## Outcomes

The joint working across system partners resulted in provision of cohesive wraparound support to care providers, including -

- Improved support, advice and training for, and intelligence about, care homes across the system
- Enhanced co-ordinated support and management advice during outbreaks
- System flow maintained
- Care home residents received high quality care
- Proactive weekly contact enabled the development of planning future care and support
  - improving quality of life
  - reducing the risk of admission into secondary care
- Shared database enabled early identification of providers with the greatest needs & deployment of targeted support
- Use of technology enabled staff to give care and support remotely





## Feedback

Someone to talk to about Covid-19 and the day to day running of the home. It has helped me a lot to ask here and find information. Always great to know there is someone to discuss anything with. Training, meetings, being part of research and audits, and having a platform to voice and raise concerns with other care homes and managers.

Having the support during all that is going on and knowing there is someone there we can contact for advice or information and if they are unable to answer our query then they will source an answer or support for us. Very useful, friendly and most importantly helpful service

I would just like to express our thanks and gratitude on behalf of all staff and clients at my home, this service offers no end of support in all areas

Knowing that we can ring at any time or email and we will always get a reply, having a regular review of our residents, and feeling confident to raise our concerns about residents, and knowing we will get the correct support they may require



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We have appreciated the support given, at times it has felt quite isolating as a nurse and carers - it has been great to have input and is reassuring that we can still refer our residents should there be any concerns.

I approached Sirona who were so helpful and prioritised the individual for a test. Without this swift assistance, the move, which is so crucial in easing the difficult scenario at the home could have fallen through. This was a really difficult situation and their assistance has been excellent.

The team really helped us with staffing issues. It was so good to have someone to talk to and be a sounding board. They linked us up with support and resources which we shared with staff

Always willing to support clinically if a resident is seen to be declining. They liaise with GPs and other professionals to allow the home to be effective and responsive in our approach to all aspects of care







## Next steps

- Continued System working including outbreak management – Healthier Together, Public Health, IPC and Sirona Wraparound teams weekly Incident Management Team meetings
- Individual targeted support as needed and Multidisciplinary team approach
- Targeted education and training in response to identified need including IPC training
- Further use of technology including shared database and resource library
- Securing the model with care provider support coordinators and IPC support





## Information for care providers

Coronavirus (COVID-19)

[Return to Coronavirus \(COVID-19\) resources](#)

 Medicines management for care homes	 Care resources	 Useful Care Tools	 End of Life guidance and resources	 General guidance
 Wellbeing resources	 Infection Prevention and Control	 Covid Vaccine	 Covid Testing	 Safeguarding & Legislative Information
 Supporting people living with specific conditions	 Accessible information	 Key Contacts		



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# Final Reflections

- We all learnt a lot, about each other, not only about social care providers, but across the board.
- True meaning and power of shared leadership
- Working together in a crisis means building trust and understanding very quickly which will hold us in stead for longer.
- Increasing recognition of vital role played by social care workforce, now recognised in core work, such as the “People” planning across BNSSG; we want to develop that further.
- There has been a lot of trauma experienced in social care, we need to work together to understand how we can address that going forward.





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