



CATCH IT.



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Elected Representatives Covid-19 Briefing

17 April 2020



Message from Interim Chief Executive

This is the first edition of our Covid-19 elected representative briefing. The Trust recognises the importance and value of engaging with you as elected representatives and I would like to assure you that the Trust is committed to doing this as effectively and as regularly as possible.



We are progressing extremely well with our Covid-19 surge plans across all our services both in our hospital sites and in the community. Our staff have been working tirelessly through unprecedented change and I am truly overwhelmed by the dedication and commitment that they show on a daily basis. I would like to again put on record my sincere and heartfelt thanks to all our staff who continue to rise to the challenge every day and who work selflessly to deliver and support patient and client care.

At present, it would appear that social distancing and hand washing measures are making a difference to the spread of Covid-19 across our communities. It is so important that we all continue to follow government guidelines to ensure that this is sustained. While all our services are extremely busy looking after those who need our care, including those who have the Covid-19 infection, I would like to assure you that we are not overwhelmed and that we do feel able to manage at the present time.

We continue to face a number of key challenges, including Personal Protective Equipment, though we are working hard to ensure the equitable distribution of this to our staff and to the independent sector. We are working with our independent sector partners and colleagues and are providing support to them as together we work to fight against Covid-19.

Finally, I would like to thank you, our elected representatives and also our many volunteers, community representatives and partner organisations for your continued support in these most difficult times. My colleagues and I really do appreciate it. We are also extremely grateful for the many kind donations the Trust has received to support our staff.

We will continue to issue you with regular updates moving forward. I hope that you will find this beneficial. **Take care and stay safe.**

Seamus McGoran
Interim Chief Executive

The South Eastern HSC Trust and the Public Health Agency have put in place additional capacity to test symptomatic healthcare staff. Testing of one symptomatic member of households can also be undertaken.



Ards MOT test centre is now available for staff testing (originally at Ards Hospital). This site has been operational, effective from 11 April 2020. The SSE Arena, Odyssey Pavilion, Belfast is also available to provide additional staff testing as necessary.

Staff can book testing, if required, through the established staff helpline and internal communication has and will continue to be issued to advise staff of this process.

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Personal Protective Equipment (PPE)

The South Eastern HSC Trust takes the health and safety of our staff very seriously. All staff are trained as necessary to wear Personal Protective Equipment (PPE) in accordance with the most up to date national guidance from Public Health England. PPE guidance and procedures are also available to all Trust staff. We are working with our staff and Trade Union colleagues to ensure staff are aware of the current guidance on PPE.

There is huge demand on PPE requirements within the Trust area and indeed regionally and nationally. The Trust is continuing to work to ensure the equitable distribution of PPE across our hospital and community sites and are providing support to the independent sector.

Supporting our Staff

We want to ensure our staff are supported in every way possible to assist them in helping to fight against the challenges of COVID-19.

A number of initiatives and packages of support are now in place to support staff. These include:

- Comfort packs for staff
- A dedicated staff helpline offering advice and guidance
- A COVID-19 staff update issued daily
- Access to free meals and drinks
- A psychological support helpline
- Dedicated spaces for rest and breaks with access to snacks, drinks and further support information
- Free parking for staff across hospital sites
- Transport, childcare and accommodation for relevant staff who need this in certain circumstances
- A new Staff Care Team to co-ordinate the extremely high volume of generous offers of support the Trust has received and to monitor any additional requirements of support that the Trust can offer.

Regular internal communication is issued to staff advising of support available.

Supporting our Communities

The Trust has established an integrated service, working with a number of key partners to support circa 10,000 shielded patients in the Trust's locality, including those who are isolated.

The accompanying graphic illustrates an outline of this work.

CARING COMMUNITIES SAFE & WELL

Trust Service for Shield Patients – Week 1 Report

Table 1: Referral Source – Week 1

Referral Source	Count
Advice NI	450
SH	50
GP	10
Council Hubs	5
E&V/Other	5
Caring Communities	5

The South Eastern HSC Trust has established an integrated service for the c.10,000 Shielded Patients in its area. These patients, many of whom are elderly and on their own, have been advised to stay at home and not engage with people outside their home for 12 weeks, presenting significant practical and emotional challenges. The new service integrates to a wider partnership with Local Government, Advice NI and Department of Communities, and offers a single point of support for these patients, including those receiving current treatment from the Trust e.g. cancer and dialysis patients.

Table 2: Supports Already Put in Place (214)

Support Type	Count
Shopping Delivery	86
Medication/Pharmacy	43
Regular Telephone Befriending	32
Council Hubs/Food Parcel	21
Emotional Wellbeing Support	21
Other/Unable to Contact (By 3 attempts)	11

Some examples of positive impact to date:

A family with children with severe disabilities & father not working due to Covid-19 - now have arranged medication and a weekly food parcel. The family very grateful.

"Thank you so much for thinking about me"

"Lovely to be getting a call twice a week from a friendly voice, thank you!"

"Great to have my prescription sorted for the next four weeks"

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Useful Information

The latest COVID-19 fact sheet for Northern Ireland, providing useful information can be found by clicking [here](#).

Hearing Aid Service


If your hearing aid is faulty please post it to:

**Audiology Department
Ulster Hospital
Newtownards Road
Dundonald
BT16 1RH**



Please include a note detailing the problem and ensure the correct postage is paid to secure safe delivery.

For batteries or replacement items please text: 07568 102 636 or email: audiology.uhd@setrust.hscni.net



Information for South Eastern HSC Trust Hearing Aid Users

Due to Covid-19 we have had to cancel all routine face to face appointments. Patient and staff safety must be our priority at this time. We recognise the wellbeing of our patients and the urgency to be able to hear and communicate as essential, therefore we wish to inform all service users of the Hearing Aid Service that we are still available to help.

We have increased our capacity at this time to deal with as many postal repairs as possible. Should hearing aids be faulty, these can be posted to the Audiology Department at the Ulster Hospital, with a note detailing the problem. Full postage should be paid to ensure safe delivery. Should there be a need to speak to a member of staff, please phone (028) 9056 1307 or email audiology.uhd@setrust.hscni.net

CORONAVIRUS (COVID-19)

Diabetes Helpline

028 9536 0600

Email: diabetic.helpline@hscni.net

This new helpline service for those living with diabetes in NI will run 7 days a week from 9am - 3pm.






Diabetes Helpline for Covid-19

A new Diabetes Helpline and email support service for those living with diabetes has been set up in response to Covid-19 by the Diabetes Network for Northern Ireland.

Further information can be found by visiting:

www.hscboard.hscni.net/diabetes-network/

New Northern Ireland Maternity and new parenting during COVID-19 website

Northern Ireland Maternity and new parenting during COVID-19 website

www.ni-maternity.com

<input checked="" type="checkbox"/> Antenatal Care	<input checked="" type="checkbox"/> Child health services	<input checked="" type="checkbox"/> Antenatal classes
<input checked="" type="checkbox"/> Postnatal Care	<input checked="" type="checkbox"/> Coronavirus & Pregnancy	<input checked="" type="checkbox"/> Planning for birth

A new website has been launched to advise pregnant women and new parents during Covid-19. The website contains advice and guidance on the most commonly asked questions and information about what is happening in their regional maternity units.

For more information visit: <http://ni-maternity.com>

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Donations

The Trust has been overwhelmed by the many kind donations and offers of support to our staff at this difficult time. We are extremely grateful to all those who have contacted us and generously provided many items. These donations have enabled us to make up comfort packs, distributed to staff across the Trust.

However, to make sure nothing goes to waste and to ensure the safety of our patients and staff, in line with government guidelines we would ask that individuals do not come to our sites without contacting us first.

A short message from our Director of Nursing, Nicki Patterson can be found by clicking [here](#).

For further information or donations, please contact us via email at:

SupportOffers@setrust.hscni.net

Further information

With the situation evolving on a daily basis, we would ask that elected representatives continue to follow our social media channels and website for regular updates. We would appreciate the further circulation of appropriate information to the public and to your constituents.

The Trust will continue to provide a Covid-19 update to elected representatives on a regular basis. Any additional queries should be directed to the Chief Executive's office.

The Trust recognises the importance and value of engaging with elected representatives and we are committed to doing this as effectively and as regularly as possible. In recognition of the considerable preparation, planning and ongoing workload and pressure on all our services, we would respectfully ask that all elected representatives are mindful of additional requests and enquiries at this time.



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