

# NHS Ayrshire & Arran



**Meeting:** Ayrshire and Arran NHS Board  
**Meeting date:** Monday 30 November 2020  
**Title:** Board briefing  
**Responsible Director:** John Burns, Chief Executive  
**Report Author:** Shona McCulloch, Head of Corporate Governance

## 1. Purpose

This is presented to the Board for:

- Awareness

This paper relates to:

- Local policy

This aligns to the NHS Scotland quality ambitions of Safe, Effective and Person Centred.

## 2. Report summary

### 2.1 Situation

Key areas of interest are advised to Board Members for awareness at each Board meeting. The Good News stories provide Members with information from across the organisation which shows the good work being delivered by our teams to improve patient and community care and recognises awards received locally and nationally.

### 2.2 Background

At each Board meeting the briefing provides:

- Good News stories from across NHS Ayrshire & Arran
- Key events from the Chief Executive and Board Chair diaries
- Circulars from the Scottish Government Health & Social Care Directorates
- Current consultations

Further briefing updates will be issued following the Board meeting from the Communications Department via e-News, Stop Press, Daily digest and “Team talk.” Up-to-date information is also published on NHS Ayrshire & Arran’s website [www.nhsaaa.net](http://www.nhsaaa.net)

Should you require further information in relation to the briefing, please contact Shona McCulloch, Head of Corporate Governance (Tel 01292 513630).

## 2.3 Briefing

### Good News Stories

#### 2020 national iMatter Staff Experience Report - Team stories

NHS Ayrshire & Arran submitted four team stories to be considered for inclusion in the 2020 national iMatter Staff Experience Report which is due to be published this month – below are two examples to show the good work being taken forward by teams across the organisation.

- **Paediatrics – psychological safety**

Psychological safety is a shared belief that team members feel safe taking interpersonal risks, such as speaking up and voicing concerns. Staff within paediatric and neonatal teams nationally have a more positive perception of communication in the workplace compared to other specialties.<sup>1</sup> However, personal reflection of situations involving challenges raising concern, consideration of staff wellbeing and the introduction of “watcher status” to our workplace motivated us to collect multidisciplinary team data within the paediatric department of a district general hospital on how psychologically safe individual staff members feel.

The aim was to empower all staff to raise any concerns regarding patient care in a timely and direct manner and to promote, using practical and relatable language the ethos of psychological safety in the workplace.

This project has facilitated within our department, discussion around the concept of psychological safety, using speech relatable to clinical practice and has empowered nursing and medical staff to reflect on what this means at a personal level, whilst together creating innovative ideas for quality improvement changes with the aim of promoting a clear framework for team communication which is centred around patient safety.

- **Dental – team work!**

Amidst the COVID-19 pandemic, where change can and will occur on an almost daily (and often hourly) basis. Take this ever changing picture and apply it to the world of dentistry and suddenly, what was once delivered as General Dental Service (GDS) and Public Dental Service (PDS) has been swiftly transformed, with our ‘High Street’ Dental Teams forced to close for many months to protect the safety of staff and patients, and Urgent Dental Care Centres (UDCC) taking the place of routine PDS provision.

The pandemic brought with it opportunity for joining forces in a way we could not have anticipated. Where previously PDS and GDS have, to a large extent, worked in silos, we came together to provide a remarkable service – GDP and PDS colleagues side by side, triaging and treating patients seven days a week across the three UDCC. Ensuring those who need urgent care are, in most cases, seen within 24 hours.

Strengthened relationships and compassionate approach to provision of urgent dental services in a time of crisis. This also applies to the relationships established across services within the Organisation and, if it were not for the pandemic, would never have crossed paths. You can see lightbulbs ‘switching on’ where once was a lack of knowledge around services and ‘what we were all about’ to a visible respect for one another and what each of our teams can bring to patient care. And what is most remarkable is the desire from staff to further build on this as we move forward – with a hope of what we can be sure to experience across professional boundaries, now and in the future.

COVID-19 brought more challenges to dental service provision than could or perhaps ever will be documented. Let’s rise to the ongoing challenges, learning from our shared

experiences, and forging ahead, bringing about a new vision and future for dental services. **We are in it together. We are daring to succeed.**

### **UNICEF UK Baby Friendly Initiative Neonatal Service**

Neonatal Services in NHS Ayrshire & Arran achieved Stage 3 accreditation following a recent follow-up assessment on 5 and 6 October 2020, with the assessment team noting that 'parents with a baby on the Neonatal Unit receive a very high standard of care'.

All mothers interviewed were asked to rate their overall satisfaction with the service and given a chance to feedback further comments with 95% of mothers telling the assessment team that they were very happy with the care.

The follow-up assessment which focused on parents reporting that they are involved in their baby's care and decision making, responsive bottle feeding and safe preparation of formula milk. All other standards were met at the time of the initial assessment in December 2019.

This was a real multi-disciplinary team effort with all staff to be commended for the efforts made in achieving this. Throughout Covid-19 every effort has been made to enable both parents to be with their baby as a family for a period of time every day and for one parent to be with their baby for the remainder of the day. This has been supported with the introduction of V-create and the utilisation of WhatsApp and Facetime to enable communication with siblings and extended family members. The value of this was evident from most of the mothers who were interviewed.

### **UNICEF UK Baby Friendly Initiative - Re-assessment: Building on Good Practice – Maternity Services**

The above re-assessment was undertaken on 4 and 5 November 2020 with the pass rate of 80% exceeded in all of the standards with results ranging from 81 to 100%. Verbal feedback to the assessors was extremely positive with mothers saying that the 'staff are amazing', 'all staff go above and beyond' and 'staff always checking that everything is okay'.

The five maternity standards of antenatal information, care at birth, responsive feeding, protecting exclusive breastfeeding and support with relationships were re-assessed by means of interviewing 31 staff members and 35 mothers. Staff interviews were undertaken remotely using Microsoft Teams and the mothers were interviewed over the telephone.

Given all the necessary changes that we have implemented in our services as a result of the global pandemic feedback such as this is a result of the commitment and dedication of all staff in the attainment of these standards.

The Infant Feeding Lead and her team are to be thanked for all their hard work in supporting both Neonatal and Maternity services with these achievements.

## East Ayrshire Health & Social Care Partnership

Sharing the love with goodie bags for all  
Riverside Resource Centre's latest project to stay connected with those who can no longer attend the day centre due to COVID-19 restrictions has brightened the lives of all in the most colourful way.

The project, supported by the carers' group, provided each service user with an activities bag filled with games and other goodies, chosen especially with their specific likes and needs in mind. Each bag had the name of the person written on the front to make it a personal surprise. The activities and games were chosen so that the person could engage with it themselves and also with family members. Staff delivered them personally to everyone and the feedback from service users themselves and their carers has been very appreciative and included emails, cards, photos and telephone calls. Senga McCulloch, manager at Riverside, said: "This has been a very rewarding project for everyone. We have also shared these projects with other services to use within East Ayrshire and also South Ayrshire Day Service."



### **£50,000 grant success**

After having been in post as Community Engagement coordinator with Shire Housing Association for only a few weeks, Alan Thomas applied for and secured a £50,000 grant from the Scottish Government's Supporting Communities Fund.

As a result of Alan's efforts over 40 organisations have benefited from the money. These donations were made in various forms from sanitising stations where necessary to iPads for one group of elderly people having to shield to combat social isolation. Money was also provided for petrol for vehicles to enable food deliveries as well as for the stocks of food and the equipment to make meals. Meals were prepared to the relevant safety guidelines with the help of purchased freezers, cookers, and blast chilling equipment for groups. Having observed first-hand the extraordinary work being done across East Ayrshire by existing groups and volunteers willing to help out to make a difference to the lives of those who need help most, Alan said: "I must offer my eternal thanks and support to everyone involved in these resilience groups. It was a beautiful thing to see how people rose to the challenge. They've done themselves and their communities proud."

### **East Ayrshire Advocacy Services to provide advocacy for Children and Young People**

East Ayrshire Advocacy Services have continued to be the voice for the most vulnerable people in our community during the COVID pandemic by adapting the technology available to help them keep in touch.

Now, thanks to a successful bid for Scottish Government funding, they are about to launch an exciting new project providing advocacy for Children and Young People in the Children's Hearing System. The new service will be launched in November and thanks go

to this resilient, amazing group for their compassion and kindness in going that extra mile for those they support and their colleagues.

The valuable work they do in supporting vulnerable parents at Child Protection meetings, supporting people with mental health issues who have been detained in hospital and supporting those at risk of harm to ensure their rights are upheld, has long been the lifeline many need. For those struggling with loneliness and isolation, their 'Walk to Talk' sessions have provided that desperately needed contact for many, as have their online Recovery sessions, their phone calls and blethers through the window.

### **Kinections Festival of Friendship**

On 14 October an online Festival of Friendship was hosted by the Kinections team to highlight and celebrate the role that friendships play within care homes. The Festival programme took place online via Zoom with a combination of familiar sounds and songs and plenty of surprises. There were limericks and rhymes, flamenco dancing, music workshops, poetry by the fire, movie quizzes, stories, song and reminiscences on friendship.

As part of the Festival, care home residents and friends were invited to take part in a Variety Show by posting their acts on to the Kinections Facebook page - EastAyrKinections. The content of the Festival remains online for everyone to enjoy. \*Kinections is a My Home Life Scotland, University of the West of Scotland research project exploring community in care homes. It is funded by Life Changes Trust. Further information on Kinections can be found at [www.myhomelife.uws.ac.uk/scotland/kinections](http://www.myhomelife.uws.ac.uk/scotland/kinections).

## **North Ayrshire Health and Social Care Partnership**

### **Mental Health Improvement – a practical approach**

The coronavirus pandemic has impacted on all our daily lives, including our physical and mental health. In response to this the North Ayrshire Community Link Worker team worked in partnership with Public Mental Health to deliver a virtual workshop, Mental Health Improvement – a practical approach.

The aim of this workshop is to raise awareness of the importance of mental health improvement and provide delegates with the knowledge, skills and tools required for mental health improvement.

So far we have delivered the workshop to 63 members of staff, volunteers, carers and members of the public and we have 17 more people booked on workshops this month. Delegate feedback showed that 40.4% of delegates learned a little and 59.6% learned a lot so we know we are on the right track and are helping our communities build resilience, manage stress and practice self-care.

Here is some individual feedback we received via our post workshop survey:

*"I really enjoyed it and I feel some of the information was down to earth and practical tools we can use for ourselves and to help clients. The majority of people I work with at present are struggling with their Mental Health."*

*"Mental health wellness is not new to me as I've done WRAP but I found it really good to remind myself of some of the simple tools to share with others"*

*"I found the session really useful and engaging"*

# TSI North Ayrshire (the Third Sector Interface in North Ayrshire) experience of Mental Health Improvement – a practical approach

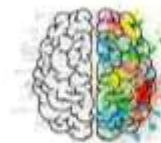
## Mental Health Improvement: A Practical Approach

In April 2020 TSI North Ayrshire carried out organisation checks to monitor impact and need and provide relevant support to Groups and Organisations, it was identified that Groups and Organisations had indicated an interest in Mental Health Training to best support the community and service users during and throughout the Covid Pandemic.

North Ayrshire and Arran Community Link Workers attended "Mental Health Improvement: A Practical Approach" training in October 2019 and were therefore able to provide this training to interested Groups and Organisations.

The aims and objectives of the training are to:

- Raise awareness of mental health improvement
- Identify what is needed for a mentally healthy environment
- Provide information and self-help tools that are effective in promoting mental health improvement.



The training sessions have been delivered virtually using Zoom, and these started in June 2020.

They are being run as interactive discussions, and provide participants with the relevant tools and knowledge to assist them in supporting people who may be affected by low mood and help to promote a mentally healthy working environment. The sessions have a maximum of 4 attendees and 2 facilitators, this is to ensure quality discussion and participation in the session.

Some of the Groups and organisations who have attended the training:



The success and usefulness of these sessions are being monitored and evaluated through a survey monkey questionnaire. Below are some of the responses that we have had:



Throughout the sessions we have had various conversations and outcomes with participants talking about personal experiences including topics around recent bereavement during Covid, sharing of traumatic lived experiences and the challenges of working from home on individuals and their own Mental Health.

## **North Ayrshire Community Link Workers Helping Older People to “Keep Well And Connected” Over The Festive Period.**

Over Covid 19, the North Ayrshire Community Link Worker (CLW) team have been supporting their local communities to access the supports they need. This has been a challenging time for many and, in particular our older communities, resulting in increased isolation and loneliness.

In the Garnock Valley, the CLW team has been working with the Glengarnock and Kilbirnie Community Association, along with Connected Communities and local volunteers to set up, the Garnock Valley Christmas Links Project. The aim of this initiative is to provide older people in the area with a Christmas bag including a kindness gift, a Christmas card made by a local young person along with essential wellbeing information. Funding was awarded to the project by a local grocery firm, who made the plans possible.

The team developed an information leaflet “Keep Well and Connected” to be included in this project highlighting local resources around support, food, mental health and wellbeing. Each bag has additional health information provided by Public Health and Trading standards. Allocation of the bags required a locality approach with General practice, Social Work, Pharmacies and local community groups assisting to target those most in need over the festive period.

The “Keep Well and Connected” leaflet has also been adapted for other localities across North Ayrshire and dissemination of this has been supported by NHS Ayrshire and Arran Pharmacy team to ensure it reaches as many as possible.



## Chief Executive and Board Chair diary key events

Chief Executive's Diary Key Events 01 December 2020 – 01 February 2021		Chair's Diary Key Events 01 December 2020 – 01 February 2021	
<b>A number of key events have been cancelled/postponed due to COVID19</b>			
<b>December</b>		<b>December</b>	
1	Board Chief Executives' strategic coordinating group meeting	3	West of Scotland Chairs' meeting
2	North Ayrshire Community Planning Partnership Board	3	East Ayrshire - Community Planning Partnership Board
4	Local Authority Chief Executives' meeting	14	Board Workshop
8	Board Chief Executives' meeting	17	West of Scotland Chairs' meeting
9	Management Steering Group	21	NHS Board Chairs' Meeting
10	Staff Governance Committee		
14	Board Workshop		
15 and 16	Board Chief Executives' meetings		
22	East Ayrshire Chief Officers Group		
<b>January</b>		<b>January</b>	
11	Healthcare Governance Committee	11	Healthcare Governance Committee
12	Performance Governance Committee	12	Performance Governance Committee
13	Board Chief Executives' meetings	25	NHS Board Chairs' meeting
15	Implementation Leads meeting	25	Integrated Governance Committee
19	Board Chief Executives' strategic coordinating group meeting		
20	Audit & Risk Committee		
25	Integrated Governance Committee		
<b>February</b>		<b>February</b>	
1	NHS Board Meeting	1	NHS Board Meeting



## Circulars from the Scottish Government Health & Social Care Directorates

Published since last Board briefing

Circulars	Lead Director(s)
<b>CDO(2020)15</b> NHS Dental Remobilisation	Director of Health and Social Care – East Ayrshire
<b>CMO(2020)25</b> Surveillance of severe acute respiratory illness – extension of Winter Sari Surveillance for Covid and extension of Co-Cin (Isaric Tier 0) Covid surveillance funding	Director of Public Health
<b>CMO(2020)26</b> Enhanced surveillance of Covid-19 in Scotland – continuation and extension of the Community Surveillance Programme	Director of Public Health
<b>CMO(2020)27</b> Adult Flu Immunisation Programme 2020/21	Director of Public Health
<b>CMO(2020)28</b> Healthcare Improvement Scotland (HIS) Guidance on Consent for Systemic Anti-Cancer Therapy (SACT) in Adults	Medical Director
<b>CMO(2020)29</b> Consultation on revised National Guidance for Child Protection	Nurse Director
<b>CMO(2020)30</b> Management of Post-Vaccination Fever	Director of Public Health
<b>CMO(2020)31</b> Decision making and consent	Medical Director
<b>DL(2020)26</b> Revised payment verification protocols – General Dental Services, Primary Medical Services, General Ophthalmic Services	Director of Finance
<b>DL(2020)27</b> Update on revised Workforce Planning Guidance	Director of Human Resources
<b>DL(2020)28</b> Update on revised Workforce Planning Guidance	Director of Human Resources
<b>DL(2020)29</b> Publication of Covid-19 Asymptomatic Weekly Testing Guidance – for employers and staff on the importance of weekly asymptomatic testing	Director of Human Resources
<b>DL(2020)30</b> Covid Special Leave	Director of Human Resources
<b>PCA(D)(2020)13</b> Remobilisation of NHS Dental Services : Phase 4	Director of Health and Social Care – East Ayrshire
<b>PCA(M)(2020)15</b> Influenza and Pneumococcal directed enhanced service update	Director of Health and Social Care – East Ayrshire
<b>PCA(M)(2020)16</b> GP Practices – Additional Funding – Covid-19 - Update	Director of Health and Social Care – East Ayrshire

<b>Circulars</b>	<b>Lead Director(s)</b>
<b>PCA(O)(2020)16</b> General Ophthalmic Services (GOS) – Covid-19 Recovery Covid-19 Scotland’s Strategic Framework; Supply and usage of PPE: GOS(S)1 ‘Cheque Book’ Forms; Written Prescriptions or Statements Following an Eye Examination; the issue of GOS(S)3 Forms for use with an alternation supplier; retention of GOS(S)3 & GOS(S)4 Forms	Director of Health and Social Care – East Ayrshire
<b>PCA(O)(2020)17</b> General Ophthalmic Services (GOS) – Covid-19 Recovery: Remobilisation of face-to-face peripatetic eye care; Financial support arrangements for peripatetic providers; ongoing provision of PPE	Director of Health and Social Care – East Ayrshire
<b>PCA(O)(2020)18 &amp; PCA(P)(2020)24</b> <b>* (see below combined circular)</b> NHS Pharmacy First Scotland – Guidance and referral forms for treatment of minor eye conditions	Director of Health and Social Care – East Ayrshire
<b>PCA(P)(2020)19</b> Pharmaceutical Services amendments to Drug Traffic in respects of remuneration arrangements for 2020/21	Director of Pharmacy
<b>PCA(P)(2020)20</b> Pharmacy Services amendments to drug tariff in respect community pharmacy influenza vaccination programme 2020/21-reimbursement arrangements for privately procured vaccine	Director of Pharmacy
<b>PCA(P)(2020)21</b> Pharmaceutical services amendments to drug tariff in respect of remuneration arrangements for 2020/21	Director of Pharmacy
<b>PCA(P)(2020)22</b> Community Pharmacist Practitioner Champions	Director of Pharmacy
<b>PCA(P)(2020)23</b> Pharmaceutical services amendments to drug tariff in respect of remuneration arrangements for 2020/21	Director of Pharmacy
<b>PCA(O)(2020)18 &amp; PCA(P)(2020)24</b> See above * combined circulars	Director of Health and Social Care – East Ayrshire
<b>PCS(ESM)(2020)01</b> Pay and Conditions of Service Executive and Senior Management Pay 2020-21	Director of Human Resources

### **Consultations/Call for evidence or written submission**

(In progress or published since last Board briefing)

<b>From</b>	<b>Topic</b>	<b>Response Date</b>
Scottish Government	Consultation on the Model Code of Conduct for members of devolved public bodies	08 February 21
Scottish Government	Consultation on the revised National Guidance for Child Protection in Scotland	17 January 21
Scottish Government	Future Arrangements for Early Medical Abortion at Home	05 January 21

<b>From</b>	<b>Topic</b>	<b>Response Date</b>
Scottish Government	A Consultation on the Digital Strategy for Scotland	23 December 20
Scottish Government	Consultation on Human Tissue (Authorisation) (Specified Type B Procedures) (Scotland) Regulations	20 November 20 Responded
Health and Sport Committee	University of St. Andrews (Degrees in Medicine and Dentistry) Bill	13 November 20 Responded
Scottish Government	Inclusion of IJBs as Category 1 responders in the Civil Contingencies Act 2004	02 November 20 Responded
Scottish Government	The United Nations Convention on the Rights of the Child (Incorporation) (Scotland) Bill	16 October 20 Responded
Health and Sport Committee	Liability for NHS Charges(Treatment of Industrial Disease)(Scotland)Bill	30 September 20 Responded

### **2.3.1 Quality/patient care**

Good News Stories provide an opportunity for Members to be aware of a range of positive impacts on the quality of care and the services we provide for our patients and communities.

### **2.3.2 Workforce**

There is no impact on workforce from this briefing.

### **2.3.3 Financial**

There is no financial impact from this briefing.

### **2.3.4 Risk assessment/management**

This briefing document does not relate to any areas of risk.

### **2.3.5 Equality and diversity, including health inequalities**

This briefing document has no impact on equality and diversity. Where specific good news stories relate to service improvements Equality Impact Assessment would be carried out as necessary.

## **2.4 Recommendation**

Members are asked to receive the briefing for awareness.