

THE WEEK AHEAD

15 June 2020



We continue to be immensely proud of the #TeamCDDFT response to COVID-19 and in addition, your continued efforts and motivation as we now also move forward with 'operation reset' thinking about how we begin the recovery and resetting of other services while continuing to maintain our response to the Pandemic. Over the coming weeks we will be featuring short case studies from teams and individuals sharing experiences from the last three months and looking at what 'operation reset' means for different services and departments. Email us cdda-tr.communications@nhs.net if you / your team would like to be featured.

This week: Community Services

A big thank you to #TeamCDDFT colleagues working in Community Services for the fantastic response they have delivered during the Coronavirus pandemic. Everyone has pulled together to continue to deliver excellent patient care, and the flexibility and willingness of all colleagues and partners to introduce different ways of working has made this possible. This has involved specialist nurses working on the community hospital wards and in TAPS teams, outpatient therapists supporting inpatient colleagues, joint working with primary care colleagues (e.g. practice nurses assisting with DN calls), video and telephone appointments being introduced across many nursing and therapy services where outpatient appointments haven't been possible, more use of telehealth systems with care homes and delivering care home swabbing to symptomatic residents, to name a few. Special thanks also goes to the orthotics team who set up and coordinated the PPE deliveries to the many community sites, ensuring that this was available where it was needed. We are now working on our operation reset in Community, which will build on some of the fantastic work that has been delivered during this time. Thank you #Team CDDFT Community Services.



Operation Reset

Over the past three months, we have dedicated our efforts to responding to and caring for patients with COVID-19. This response from #TeamCDDFT and partners across County Durham and Darlington to the COVID-19 pandemic has been and continues to be tremendous. We were able to move at pace to change services first in preparation for the forecasted number of patients with COVID-19 and then transitioning to the management and treatment of those patients.

Nationally, the COVID-19 response has moved into 'phase 2' which signals the need for NHS organisations to begin preparing and planning for restarting services which were reduced or stood down earlier in the year.

However, while the number of COVID patients has stabilised and in line with the national picture, the number of new cases seems to be steadily decreasing, there is no doubt that COVID-19 will remain for many months to come and as we now move forward we need to think about how we begin that recovery and resetting of other services while continuing to maintain our response to COVID-19.

There are some services which we have been able to continue over the past few months, for example our emergency and urgent care services. A key element of this and of our overall response to the pandemic was putting in place segregated pathways for COVID-19 and non-COVID-19 patients, which started right at the front door with two separate emergency departments – respiratory and non-respiratory. These changes enabled us to provide safe care for all patients while also helping to protect our workforce.

We need to be able to maintain this segregation of pathways going forward to continue providing safe care for all our patients, in an environment where COVID-19 continues, and to continue doing all we can to provide a safe working environment for you, our workforce. And, all of this also needs to be in line with national guidance and safety measures including social distancing.

Therefore, we have set up three clinical workstreams which have established the framework for resetting our services within this environment. The three clinical workstreams are Emergency Care, Elective Care and Outpatients.

This framework is being run under the banner 'Operation Reset' and is being taken forward through our care groups and a series of task groups looking at specific services and how they can recover and reset while also being able to maintain those safety measures in relation to managing COVID-19.

Thanks to the on-going commitment across #TeamCDDFT, we are already seeing some of this work take shape for example in relation outpatient services and being able to reset the services to start increasing activity by offering virtual appointments and adapting to new ways of working and providing care.

We have no doubt you will continue to respond to 'Operation Reset' in the same caring and committed way you did in January when a major incident was first declared.

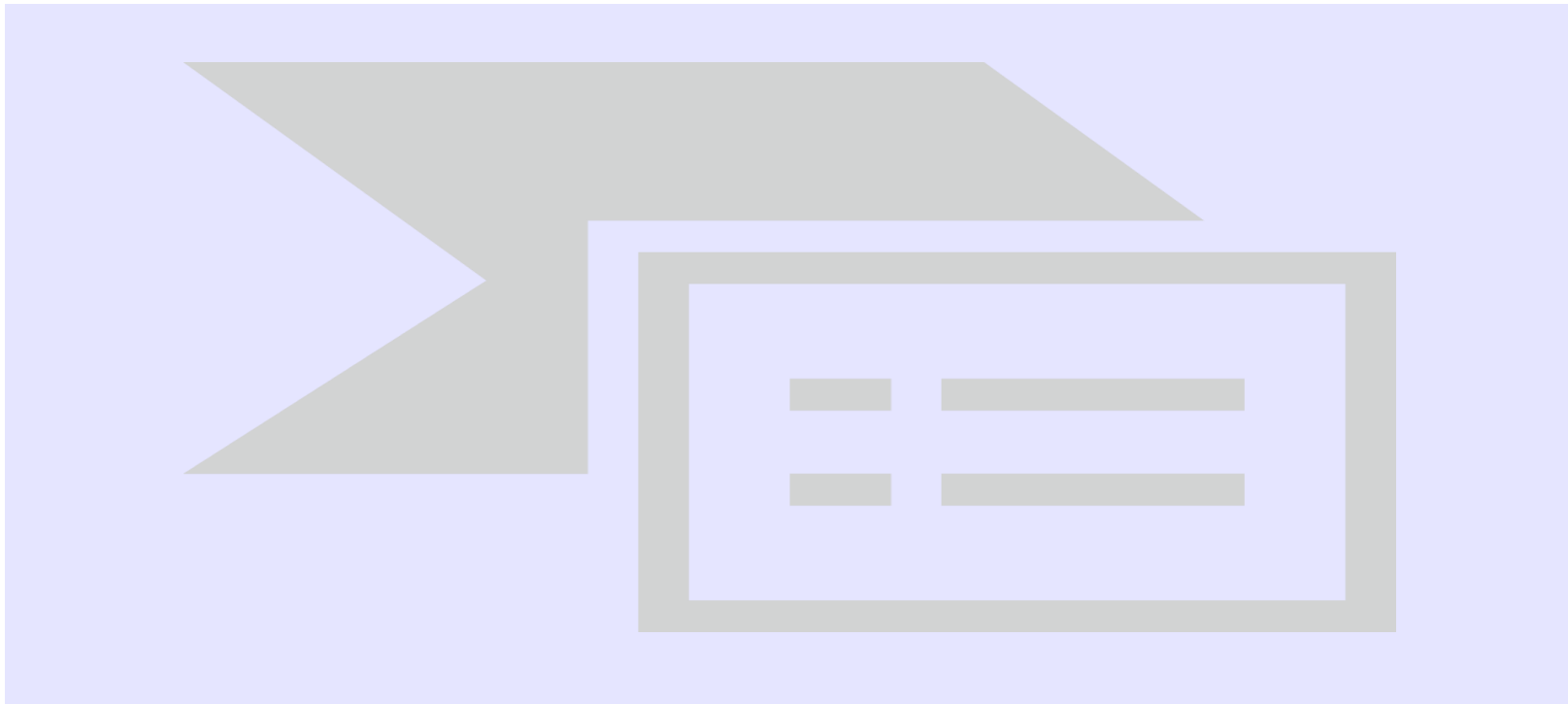
You can hear more on 'Operation Reset' in the latest Director Podcast: [CLICK HERE](#) and regular updates will be shared through the daily bulletin.

Please take some time to reflect on what you have achieved, the support you have provided each other and our local communities, take a break where possible to recharge and refresh and let's move forward with continued energy to ensure we are meeting the needs of our local populations while continuing to aspire to our mission of providing safe, compassionate and joined-up care.

In the meantime, should you have any queries or comments please email them to: cddft.operationreset@nhs.net



Kind donations



The team at Morrison's North Road, Darlington, store, has been incredibly generous to both colleagues and patients during the pandemic. They supplied numerous comfort packs for patients admitted without those little essentials such as toothbrush, toothpaste or a comb, for example. The bags were so thoughtfully put together, including a puzzle book, pen and small chocolate bar for those able to use them. These made a huge

difference to the experience many of our patients had and, of course, it was comforting for hard working ward teams to know their patients had the things they needed.

Out of the blue, Store Community Champion, Melanie Reid, got in touch again last week, having put together almost 30 pamper packs for staff. In an additional, lovely touch, Melanie embroidered the hearts herself as an individual 'thank you'.

The SPA team (pictured above) were over the moon to each receive one of the Morrison's goody bags. SPA is a single point of access into community TAPS for both members of the public and professionals referring into community teams. They work 8am until 8pm, 7 days a week, 365 days a year and are made up of both administrative colleagues and also clinical nurses who provide a triage service.

Thank YOU Melanie, and Morrison's – you've made a world of difference.

Join us – successful interviewing remotely

A message from Georgia Rollins, Recruitment Manager:

As we try to return to a new normal, we have of course needed to adjust the way we interview and assess potential candidates. In doing this we have put together a guide to interviewing remotely and encourage all colleagues to follow this in order to ensure our candidates continue to have a positive experience when applying for a role at #TeamCDDFT.

Microsoft Teams is the preferred video conferencing software of the Trust and it will be the communication tool to hold all our interviews going forward. Candidates are also able to download this for free in order to participate fully in an interview. We have devised a set of simple to follow, step by step instructions and these will be given to every candidate and manager invited to attend interview in advance of the scheduled day. If you would

like to view these instructions and our full process document please either contact the recruitment team or visit our intranet pages.

In order to ensure we continue to promote the best practices we want the interview to follow the normal process, including visually meeting the candidate (using VC not telephone interviewing) still holding presentations as applicable, values based interview assessments and of course verifying ID online by asking the candidate to hold their ID document for inspection at the point of commencing the interview. Further full instructions on this (in line with GOV.UK instructions on ID fraud) will also be provided before interviews to all parties.

On arrival for their first day of work, ID will now need to be verified in person by the line manager and emailed to the recruitment team - this is crucial to comply with the government's right to work legislation.

If you are interested in discussing this further please do not hesitate to call us on 01388 455815 / 455810 or email: cddft.nhshelpers@nhs.net

Lesley Jeavons retirement and interim arrangements

A message from CDDFT Chief Executive Sue Jacques and DCC Corporate Director Adult & Health Services Jane Robinson:

As you may know, Lesley Jeavons is retiring this month and I'm sure that you will join us in thanking Lesley for everything she has done in moving forward integrated services in County Durham and wish her well for the future.

As Lesley retires we are currently out to recruit to the role of Director of Integrated Community Services, a process we hope to conclude early next month.

We have appointed Malcolm Walker to oversee community services in the interim period and I hope you will all support Malcolm during this time.

We will keep you updated in due course as to the outcome of the recruitment process for the permanent role.

Celebrating our Covid researchers



Our CDDFT Research team have been working tirelessly over the past few months, collecting important data on every single Covid positive patient in the Trust, and every single suspected Covid patient attending A&E. As well as this they have been recruiting Covid positive patients to the 'RECOVERY' trial, offering a range of different drug treatments. When we hear about these trials on the news, or read about new discoveries and symptoms such as loss of taste or smell, it's this team who've been helping to collect that data from our Trust and feeding it back.

Huge 'thank you' and well done to them - keep up the good work!

#QuitForCovid

Even if you've smoked for many years it's never too late to #QuitforCovid - quitting brings many benefits and reduces your risks at any age. You can [CLICK HERE](#) to view more information on #QuitForCovid or for other support, tips and free tools to quit, search online for 'NHS Smokefree'.

New safeguarding adults & children leaflet now available

Safeguarding is everyone's business. Your role in safeguarding adults and children is more important now more than ever during Covid-19. Please use and share the government's new leaflet, available [HERE](#), among your teams, services, and clients.

Relocation of surgical pre-operative assessment service at UHND

A message from Becky Parker, Surgical Pre-assessment Manager:

Our surgical pre-operative assessment service at University Hospital of North Durham has moved to the Chemotherapy unit on the ground floor.

Patients are requested to enter the hospital via the main entrance, where they will be directed to our department. They will need to enter the department via the external doors, rather than by walking through the Endoscopy unit.

Handwashing assessments

A message from Learning and Development:

The Trust has changed the requirements on handwashing assessments for staff, bank workers and volunteers.

Everyone is now required to pass a handwashing assessment as part of their local induction when they first join the Trust, then only those working in a healthcare role will need to pass the handwashing assessment every three years. Your ESR competency and compliance page will reflect this change and indicate if or when your assessment is due.

Handwashing assessments must be carried out locally by a trained handwashing assessor. If you are unsure who your assessor is please email infection control: cdda-tr.infectioncontrol@nhs.net

Monthly generator testing at DMH

On the DMH site, it is necessary to undertake routine monthly testing of the standby electrical generators, using the site's electrical load. The site has three generators and each will be tested once per month as per the following programme:

	Generator 1	Generator 2	Generator 3
June 2020			17/06/2020
July 2020	01/07/2020	08/07/2020	15/07/2020

August 2020	05/08/2020	12/07/2020	19/07/2020
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A consequence of the test is, the areas indicated will experience an electrical interruption of up to 5 seconds on the date and time stated. Each generator serves a different area of the DMH site and the areas affected on Wednesday 17 June 2020 are available to view [HERE](#).

All affected departments will be visited by a member of the Estates team prior to the interruption, to confirm that the testing can be undertaken. For further information before or during the shutdown, please contact Paul Saunders on extension: 43074, mobile: 07810 505954 or email: paul.saunders3@nhs.net

Core essential training 2020/21

As the Trust is not offering classroom sessions to complete core essential training, colleagues are required to complete their training via eLearning learning certification on ESR. ESR can be accessed from home or at work.

You can view your compliance with competencies on ESR and anything showing in red or amber should be completed now. For a guide on how to find this information on ESR [CLICK HERE](#). However, you do not need to wait for them to turn amber or red if now is a good time to get your learning completed for this year.

How to complete your eLearning on ESR

Once you have logged into ESR: <https://my.esr.nhs.uk>, you should see some of the eLearning you are required to do by accessing the 'My Learning' option from the list of pages on the left hand side of the screen. Once in

the 'My Learning' page select the 'Certifications' tab in the middle of the screen. This should show you the list of learning certifications which you can click on 'Play' button to complete.

If you do not see the above eLearning already in the 'Certifications' list to play, you will need to **search, subscribe and enrol** on the learning certification instead to play the e-Learning correctly.

If you have completed eLearning learning certifications correctly in the past, you can "Renew" the learning certification to update your competency if it has expired.

To view a demonstration of how to search, subscribe and enrol or how to renew a learning certification view the guides below:

- For the Online Guide: [CLICK HERE](#)
- For the downloadable Step by Step Document [CLICK HERE](#)

All information regarding how to get/reset your ESR login details, what to study, how to subscribe and enrol and generally how to use eLearning is available [HERE](#).

After checking the website, if you are still having issues, please email: cdda-tr.elearning@nhs.net or call: 0191 3728600 (Monday to Friday 9.00am – 4.30pm)

Staff news

Thank you

The Specialist Palliative Care team would like to thank Dr Paddy Dervin for his continued support and compassion towards palliative care and for their chocolate feast!

Compliments

Following emergency dental treatment at Chester Le Street Hospital, a patient shared his thanks for the team and in particular Dental Officer, Katy Dewsnap and Dental Nurse, Jean Hutchinson: "I just wanted to give a big thank you to Katie and Jean for making me feel so comfortable and looking after me when I was feeling so anxious about my appointment. I know it's just another day at work for you both but you turned something that I was dreading so much it kept me up at night into something that I could handle, explaining everything to me and keeping it light-hearted. I wish there was something more I could do to say thank you than just an email but you've both really helped me with my tooth and my anxiety at the dentist so thank you so much for all you do and I hope you get all the credit you deserve."

Press and media coverage

Each week, we like to share with you recent press and media coverage relating to the Trust.

To view Media Watch: [CLICK HERE](#).

Internal vacancies

To see current vacancies and information on the application process: [CLICK HERE](#).

For regionally restricted non-clinical vacancies: [CLICK HERE](#)

Have you got news for us?

News, achievements & events can only be included in The Week Ahead if you tell us about them.

Please [CLICK HERE](#) to download and fill in the bulletin pro-forma, which is now required when submitting items for inclusion in The Week Ahead.

The weekly bulletin is issued each Monday and the pro-forma must be sent to the communications team by **5pm on the Thursday** preceding the Monday you would like your item to appear.



#tellusthegoodstuff - email: cdda-tr.Communications@nhs.net

