



**AGENDA ITEM**

2.2.8

**QUALITY & SAFETY COMMITTEE**

**BRIEFING PAPER, PROVIDING SUMMARY FOLLOWING COMMUNITY  
HEALTH COUNCIL (SEPTEMBER 2020)  
LIVING WITH CORONAVIRUS: HEALTH AND CARE SERVICES DURING  
WINTER**

**Date of meeting**

19/01/2021

**FOI Status**

Open/Public

**If closed please indicate  
reason**

Not Applicable - Public Report

**Prepared by**

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**Approving Executive Sponsor**

Executive Director of Nursing

**Report purpose**

FOR NOTING

**Engagement (internal/external) undertaken to date (including  
receipt/consideration at Committee/group)**

**Committee/Group/Individuals**

**Date**

**Outcome**

(Insert Name)

(DD/MM/YYYY)

Choose an item.

**ACRONYMS**

CHC

Community Health Council

**1. SITUATION/BACKGROUND**

Since the coronavirus pandemic the Community Health Council (CHC) have focused on engaging with people in different ways, including surveys, apps, video conferencing and social media to hear from people directly about their

views and experiences of NHS services across Wales, as well as through community representatives and groups.

During the first three weeks in August, the CHC asked people across Wales to tell them what is important to them about their own health and care and the health and care of their loved ones in the winter months ahead.

## **2. SPECIFIC MATTERS FOR CONSIDERATION BY THIS MEETING (ASSESSMENT)**

Over 350 people responded to the survey and below is a brief synopsis of the main themes and comments that were captured:

### **A second wave of Covid-19**

- The influx of students to our university towns
- Second wave coinciding with flu and the strain this will place on our limited health services
- Is there capacity to test the huge increase in those with symptoms

### **What we did in CTMUHB**

- In partnership with the Department of Health and Social Care (DHSC), commissioned Local Testing Sites (LTS) at the University Campus in Treforest, two more opened in December 2020, one in Merthyr and one in Bridgend.
- Prior to the Christmas holiday, DHSC offered students Lateral Flow Testing (LFTs).
- Worked with our education partners with Lateral Flow Testing across secondary schools in Merthyr Tydfil and Lower Cynon, with the option of a confirmatory RT-PCR (swab) testing.
- Supporting the Integrated Locality Group (ILG) leads with the Pathfinder phase and roll out of Lateral Flow Testing (LFT) for CTM staff. The requirement is for staff to self-test twice a week. This is currently voluntary however we would hope staff will participate to ensure their workplace is safe for themselves, their colleagues and the people they are caring for. Currently working with ILG leads to identify, and target, services with high risk of virus transmission.
- Working collaboratively and in partnership, the Research & Development, Point of Care Testing (PoCT) and Clinical Biochemistry Teams, to recruit participants to a national UK wide study called FALCoN, at both Royal Glamorgan Hospital (RGH) and Keir Hardie Health Park (KHHP) Covid Testing Units. Evaluating the effectiveness of a new PoCT device, which can detect Coronavirus proteins within 12-15 minutes from a simple nasal swab. This research and the results it has generated will be used to establish if such a device can be used in practice and in turn inform national decisions on how to undertake rapid testing for Coronavirus.

## **Catching Covid- 19 and other illnesses**

- People concerned to make sure there is quick action and good information to people if there is a serious outbreak.
- Reluctance to attend for regular health care appointments as concerned about safety of healthcare settings
- May become more ill as they have not been receiving the usual level of checks or treatment for their existing health conditions.
- If they feel unwell they won't know if their symptoms are Covid-19. How will they differentiate between flu and COVID for example?

## **What we did in CTMUHB**

- Implemented a number of multi-disciplinary tactical, incident and outbreak management teams to support the management of any issues across the CTM footprint.
- Worked with Local Authority Partners with Lateral Flow Testing in Merthyr Tydfil and Lower Cynon 21 November – 20 December. Confirmatory RT-PCR testing offered.
- Based on surveillance and senior Public Health Wales (PHW) advice, targeted testing was undertaken. Incident or outbreak codes were assigned for ease of tracking.
- Mobile Testing Units (MTU) were deployed via Serco/DHSC (Light house laboratories) and access has been given to the Welsh Ambulance Services NHS Trust (WAST) reserve MTUs (PHW Labs). Currently testing over 900 tests daily.
- Working with Community Testing Units (CTU) located at KHHP and Bridgend to open up testing requests to the general public.

## **Getting a flu vaccine**

- Will there be enough vaccines to go around

## **Keeping safe and well indoors and outside**

- The bad weather will keep them housebound or increase their chances of falling. If they live alone, falling indoors
- Will carers be able to reach them, not receiving as much carers support as pre covid-19
- Worried about caring for their loved ones, inability to receive respite care

## **Mental Health Wellbeing**

- Feeling lonely and being isolated, especially if they are shielding
- Routine services for learning disabilities and mental health support still not available
- Work related worries

### 3. KEY RISKS/MATTERS FOR ESCALATION TO BOARD/COMMITTEE

The feedback above shows how clearly everyone's lives have been, and continue to be affected by COVID-19. This paper emphasises key messages from the CHC in relation to Health and Care leaders thinking about what they need to do to organise services to meet the challenges we will face during the winter period. It is vital that Health Boards (HBs) think about and take action in response to the things people in Wales have shared about what matters most about their health and care services.

#### People Suggestions and Ideas for the Health Boards to consider:

- Clear, easy to find and simple public health advice and information about keeping well this winter including COVID -19 advice
- Creative thinking to design services in a way that keep both COVID and non-COVID services running
- Community based social activities in spacious venues
- Regular human contact 'checking in' or keep in touch arrangements for a people who are living alone or self-isolating
- Providing local residential homes and avoiding out of county care
- Easy access to counselling service
- Regularly updating people who are waiting for treatment
- Ensure health care services use a range of approaches to meet people's needs
- Drop in assessment centres with facilities in one place so people can be diagnosed quickly
- Clear plan rather than reactive actions
- Clear, co-ordinated action between the NHS and local councils when we have a vaccine for COVID-19

The CHC emphasise that they will continue to work hard in their local communities to help make sure that the NHS continually listens and responds to things that matter to people locally.

### 4. IMPACT ASSESSMENT

<b>Quality/Safety/Patient Experience implications</b>	Yes (Please see detail below)
<b>Related Health and Care standard(s)</b>	Safe Care
	If more than one Healthcare Standard applies please list below:
<b>Equality impact assessment completed</b>	No (Include further detail below)



<b>Legal implications / impact</b>	There are no specific legal implications related to the activity outlined in this report.
<b>Resource (Capital/Revenue £/Workforce) implications / Impact</b>	Choose an item.
<b>Link to Strategic Well-being Objectives</b>	Work with communities and partners to reduce inequality, promote well-being and prevent ill-health

## 5. RECOMMENDATION

The Committee is asked to **NOTE** the All Wales CHC report and the public feedback that they have provided. The Committee and Board will need to consider the public feedback and suggestions as the Health Board sets out plans for Winter and the challenges of COVID-19.