

South Lanarkshire Health and Social Care Partnership Winter Plan 2018/19

What	Lead	By When / Duration	Input quantum	Expected Outcome	RAG
Winter Plan Actions					
<u>GP Enhanced Service (£304k)</u>	Craig Cunningham	26/12/18 – 2/1/19 And 5 and 12/1 19		This is to provide additional opening over the two four-day holiday weekends at Christmas and New Year. Additionally, Acute colleagues recognised the impact of GPs opening on Saturdays during January last winter and it is planned to offer the service on the first two Saturdays in January. Uptake has been positive in recent years and the additional opening has reduced demand at the front door and on Out of Hours.	
<u>NHSL Occupational Therapy (£153k)</u>	Janice McClymont	1/12/18 - 31/3/19	The plan is to have additional staff at all 3 hospitals and also in each locality to assist in both admission avoidance and early discharge. The service will run over 7 days	To provide OT front door capacity at the three hospital sites and additional support around equipment needs largely at weekends. Additional staff will also be available in each locality. It is also proposed to maximise 'Discharge to assess' opportunities where possible.	
<u>NHSL Physiotherapy Service (£241k)</u>	Claire Rae	1/12/18 – 31/3/19	The plan is to have additional staff at all 3 hospitals and also in each locality to assist in both admission avoidance and early discharge. The service will run over 7 days	To provide physiotherapy front door capacity at the three hospital sites and additional support at weekends. Additional staff will also be available in each locality. It is also proposed to maximise 'Discharge to assess' opportunities where possible.	

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<u>Localities (£200k)</u>	LGM'S; Nadia Ait-Hocine, Tom Bryce, Michelle McConnachie, Maureen Dearie	1/12/18 - 31/3/19	<p>ICST taking patients out from hospital and supporting rehab in community setting. Additional HCSWs also requested to support same. 24/7 support throughout period.</p> <p>Additional HCSW support to offset homecare demand</p> <p>Our winter plan revolves around releasing capacity and improving access to senior clinical decision makers within community. To achieve this it is proposed that we supply additional nursing staff to support the administration of ambulatory flu vaccines in communities. This will ensure that the General Practice</p>	<p>To provide supplementary community nursing services early morning, early evening with additional weekend cover in all 4 localities.</p> <p>Help with hospital discharges, circa 40% being discharged without home care need following initial rehab and assessment at community level.</p> <p>In addition, a significant proportion of the General Practice Nurses time is normally taken up with supporting stable maintenance of LTC such as COPD however over the winter period this activity diverts to support administration of the flu vaccine resulting in less stable management of these LTC and more exacerbations during a time where there is limited access to senior clinical decision makers.</p> <p>Increased support to reduce hospital</p>	

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			<p>nurses and General Practitioners remain focused on supporting people to remain in community over the winter period.</p> <p>Additionally, extra capacity will be provided in treatment rooms to support increased activity generated through the peak winter period.</p>	attendance as well as supporting improved flow out of the hospital setting.	
<u>Communications (£5k)</u>	Marysia Watters	1/12/18 – 31/3/19	<p>Corporate coms campaigns</p> <p>Additional campaign utilising social media being undertaken throughout winter</p>	To support and deliver a range of messages using a range of media to staff and patients on a full range of winter, flu, access and transport issues. A clear focus should be on how to access the correct services, including Pharmacy, LENS scheme etc. As well as local press adverts, there will be a concerted social media campaign to maximise coverage of 'Know Where To Turn To' and also aiming at reducing A&E attendances.	
<u>Out of Hours (£118k)</u>	Marianne Hayward	1/12/18 – 31/3/19	To provide additional OOH Capacity: Pharmacy, Drivers, Support staff in HUB, Clinical support worker, Nurse	Reduced reliance in hospital attendance and in-hours GMS. There continues to be a higher than desirable number of unfilled shifts.	

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			Practitioners, Car Hire, GP's and CPN Hours Currently rated amber as despite improving position following updated financial offer to GPs, more unfilled sessions than ideal. However, situation has improved to support two sites over the key periods.		
<u>Salus (£3k)</u>	Kay Japp	1/10/18 – 31/12/19	Additional flu clinics	To provide additional bank staff to deliver the staff flu vaccination programme.	
<u>Additional Social Work (£90k)</u> Additional Social Worker, Home Support Manager and Home Support Worker capacity - particular focus on weekend working and additional capacity in the peak January/early Feb	Ian Beattie	18/12/18 – 31/3/19	To provide increased service on critical dates of: <ul style="list-style-type: none"> - Social Workers in the hospital teams - Home Support managers - Home Support workers - Staff to support intermediate beds in residential care homes 	Improved flow – including in Public Holiday and weekend periods.	
Immediate Actions on Delayed Discharge					
Additional Home Care hours being	Ian Beattie	January 2019	Additional home	Reduced home care related delays.	

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recruited in January			care hours hours		
Red Cross	Marianne Hayward	1/11/18 – 31/3/19	Assisting transport of patients home.	Improved flow	
Provision of Nurse resource to front door	Maria Docherty/ Jean Donaldson	January 2019	2xwte Band 6	To assist in access to SWIS/understanding of services currently available to patients which may assist patients to be redirected back home with appropriate supports as opposed to admission	
Marie Curie Support Workers	Nadia Ait Hocine	18/12/18 – 31/3/19	Confirm availability of additional hours	Bring people home awaiting homecare/increased support for palliative care patients	
Additional Actions from CMT on 11th December 17					
2 Daily conference calls	Locality Managers/Discharge Coordinators at each site	1/12/18 – 31/3/19	2x daily calls	Increased flow	
NHSL Wide					
Increased public comms	Marysia Watters	1/12/18 – 31/3/19	Corporate comms campaign	Emphasis availability of local services and reduced reliance on A&E. See attached communications plan for full details.	
Equipment Store – Extended working days	Hugh Holt	1/1/19 – 28/2/19	Extension of working day to 8pm for service	Increased capacity for equipment delivery/ collection reducing equipment delays	
Patient Transport confirmed for all three hospitals	Heather Knox Graham Johnston	January 2019	1 patient transport vehicle	Reduced delays due to transport issues.	