

Special Adult Social Care and Health Overview and Scrutiny Committee

30 July 2020

COVID-19 Service Changes

Recommendation(s)

1. To note the content of the report and presentation.

1.0 Key Issues

- 1.1 COVID-19 created an unprecedented situation, resulting in a national state of emergency and the greatest health and care challenge of our time. The Coventry and Warwickshire health and care system responded to this challenge at significant pace.
- 1.2 We delivered both the nationally mandated changes from NHS England and Improvement ('*NHSEI*'), as well as local decisions, so that together we provided an effective and robust response to COVID-19 and deliver as many services as possible during this time.
- 1.3 The response to COVID-19 is being managed in four phases:
 - Phase 1 – Service change (immediate response to COVID-19)
 - Phase 2 – Restoration (6 weeks from May to July)
 - Phase 3 – Recovery (to March 2021)
 - Phase 4 – Reset (2021/22)
- 1.4 A Reset Co-ordination Group (RCG) has been established to oversee the Restoration, Recovery and Reset Programme and this group reports into the Coventry and Warwickshire Health and Care Partnership Executive Group. This group will oversee all 3 phases of restoration, recovery and reset.
- 1.5 As a health and care system, we have received correspondence from NHSEI requesting the implementation of nationally mandated service changes, which have included:
 - 17/03/2020 – a letter regarding 'urgent response'; identifying the need to free-up the maximum possible inpatient and critical care capacity and prepare for the anticipated large numbers of COVID-19 patients, as well as support staff, and maximise their availability.
 - 28/03/2020 - a letter regarding 'reducing the burden'; which identified the need to change current governance to facilitate the COVID-19 response, as well as standing down a range of performance reporting requirements.

- 14/04/2020 – a request from the regional NHSEI team to complete a service change baseline exercise, to understand material changes across Coventry and Warwickshire services.
- 24/04/2020 – Guidance on the service change baseline letter and the emergency service change protocol and template linked to restoration and recovery.
- Specific guidance relating to particular services and COVID-19 enablers, which was published since the start of the COVID-19 period.

1.6 Locally, we adopted the nationally mandated changes that impacted on the routine delivery of a range of services. Alongside this, we took local decisions to ensure resilience amongst our services and workforce, as well as minimising COVID-19 infection rates.

1.7 Given the diverse health and wellbeing needs of our population, we were committed to providing services, albeit in different locations or virtually through telephone and/or online services. However, a number of services had to be suspended, which was a situation reflected across the country.

1.8 In many areas, it was essential to fast-track transformation initiatives to enable delivery of as many services as possible. The areas of major innovation are fully aligned with our strategic ambitions outlined in the NHSE Long Term Plan; our local Five Year Plan and align with key messages from various engagement activities with local people.

1.9 As we look to the future, maintaining the transformation will not just enable us to meet the short to medium term challenges of restoration and recovery, it provides a sound basis to reset our health and care system to one that is more effective and sustainable.

1.10 We are in the process of restoring services and in doing so we are considering if we are returning them to the pre-COVID-19 model or in a new way that reflects the significant transformation that has taken place across our services.

1.11 The presentation attached will be delivered at the meeting and will enable us to give an up to date position on our progress as well as an opportunity to discuss the challenges and opportunities that we face in restoring services.

2.0 Options and Proposal

2.1 Not Applicable

3.0 Financial Implications

3.1 None

4.0 Environmental Implications

4.1 None

5.0 Timescales associated with the decision and next steps

5.1 Work will continue throughout 2020/21