The Queen Elizabeth Hospital King's Lynn
NHS Foundation Trust

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| **Meeting:** | Board of Directors (in Public) | | |
| **Meeting Date:** | 1 September 2020 | **Agenda item:** | 9 |
| **Report Title:** | COVID-19 update | | |
| **Author:** | Denise Smith, Chief Operating Officer | | |
| **Executive Sponsor:** | Denise Smith, Chief Operating Officer | | |

**Implications**

**Link to key strategic objectives**
*[highlight which KSO(s) this recommendation aims to support]*

| KSO1 | KSO2 | KSO3 | KSO4 | KSO5 | KSO6 |
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| ***Safe and compassionate care*** | *Modernise hospital and estate* | ***Staff engagement*** | ***Partnership working, clinical and financial sustainability*** | ***Healthy lives staff and patients*** | *Investing in our staff* |

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| **Board assurance framework** | Included in the BAF and reported to Quality Committee | |
| **Significant risk register** | 2699<br>2703 | |
| | Y/N | If Yes state impact/ implications and mitigation |
| **Quality** | | There is a risk that patients may receive sub-optimal care/treatment, with failures associated with:<br>• Outcomes<br>• Safety<br>• Experience<br><br>Mitigation: robust emergency planning and governance arrangements |
| **Legal and regulatory** | | |
| **Financial** | | |

**Assurance route**

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| **Previously considered by:** | Monthly report to Trust Board |

**Executive summary**

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| **Action required:** *[highlight **one** only]* | Approval | **Information** | Discussion | Assurance | Review |

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| **Purpose of the report:** | The purpose of this paper is to provide the Board (and public) with an update on the Trust's recovery and response to the COVID-19 pandemic, notably how we are ensuring delivery of safe and compassionate care, supporting our staff through this period and how we are responding to phases 2 and 3 of COVID-19. |
| **Summary of Key issues:** | **COVID cases at QEH – a summary**<br><br>As at 25 August 2020, QEH has treated 456 patients who have tested positive for COVID-19. Of those 298 have recovered sufficiently to be discharged, 4 patients with previous COVID-19 continue to recover on our |

on our wards and sadly 153 patients have died at our hospital. All patients are tested on admission to hospital and these tests are repeated every 5-7 days. The last positive swab was received on 14 August 2020 and we currently have no inpatients with confirmed COVID-19.

**COVID-related deaths**

There have been no further deaths from COVID-19 since 9 July.

**Focusing on improving patient experience and delivering safe and compassionate care**

From 3 August 2020, we had eased our visiting restrictions to one visitor per patient, for once a week for one hour via our ward pre-booking arrangement; this arrangement has received positive feedback from patients, visitors and staff. However, we are keen to increase the visiting as we do appreciate that having visitors for our patients is vital for wellbeing and communication between ward staff and families. Therefore, from 1 September 2020 we are pleased offer, via a pre-booking arrangement, one visitor, for one hour, every day. We are maintaining visiting to one hour to manage social distancing in clinical areas.

Compassionate visiting via mobile devices is still available and can be arranged via ward staff. Separate arrangements remain in place for patients at the end of life or those with dementia, autism or learning disabilities.

Plans are being developed to allow women to bring a partner to ante natal scans and for patients attending cancer diagnostic appointments to be accompanied.

We will continue to review our processes and respond to feedback.

**Looking after our staff**

We now have five staff who are Mental Health First Aiders and fully trained and working across the Trust as a go-to person for anyone who is going through some form of mental health issue. The first aider will be present to help guide the person in distress to the relevant help that they need. A further six Mental Health First Aiders are undergoing training on 6 September 2020. By November we will have our full complement of 20 Mental Health First Aiders across QEH.

The full-time Clinical Psychologist post has now been recruited to, and commences in post early September, and the PTSD/CBT role is going back out to advert after an unsuccessful first round of recruitment, with other options being explored.

Our Clinical Psychology Team continue their excellent work in identifying early signs of emotional distress in staff during there in-reach sessions and are increasingly supporting teams (clinical and non-clinical) with reflective sessions.

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| | **Listening to our staff**<br><br>Our staff networks continue to go from strength to strength – including our BAME and LGBT networks. We celebrated King's Lynn and West Norfolk Virtual Pride by lighting up the wind turbine and released a number of videos on social media with staff talking about what the NHS pride badge means to them. Our Indian Nurses King's Lynn Network held their first social events at QEH in-month, with a Bollywood style exercise class which will now occur weekly.<br><br>We are preparing to launch the 2020 National Staff survey in September, and this year will adopt a blended approach of digital and paper surveys. Some changes have been made to this year's survey, including the addition of some specific questions about the COVID-19 pandemic, in order to give a more in depth understanding of the impact that the pandemic has had on NHS staff. Our feedback pods are now in place and are helping to capture real-time staff feedback in local areas across the Trust.<br><br>**Support from our local community – improving patient and staff experience**<br><br>In response to staff feedback and thanks to the generosity of our local community, 10 new benches are being installed around the Trust to allow staff to rest in the fresh air on their breaks. New bicycle racking has been installed in the west area of the hospital and we are exploring brightening the West Wing Outpatient areas with some feature walls; all supported by our COVID fund.<br><br>**Restarting routine elective (planned) activity**<br><br>Routine (elective) care and treatment has resumed in line with national guidance and we are currently delivering c.74% of pre-COVID elective surgical activity. |
| **Recommendation:** | Trust Board is asked to note the report. |
| **Acronyms** | |