



# Winter Preparedness on the Coast

Scarborough and Whitby Area Constituency Committee

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01 December 2023

# CMO Health in an Ageing Society - 2023

CMO 2023 report: [Health in an Ageing Society](#) focuses on improving quality of life rather than just longevity; looking at:

- Reducing disability and ill health
- Adapting the environment to allow people with disability in older age to live as independent and enjoyable life as possible

Strong focus on coastal and rural communities, with dedicated section on North Yorkshire (Chapter 3.5)

Makes 6 recommendations for the system to respond:

housing & transport

primary & secondary prevention

screening

data sharing

research

# Health Protection Update

## NYC COVID-19 guidance

- NYC care settings COVID-19 guidance updated October 2023 to include autumn vaccine information
- Main points remain the same – in line with national guidance
- NYC COVID-19 policy has also been updated – again remains in line with national guidance [People with symptoms of a respiratory infection including COVID-19 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/people-with-symptoms-of-a-respiratory-infection-including-covid-19)

# Autumn vaccinations

- Flu and COVID-19 vaccines available for free for eligible cohorts through community pharmacies and participating GP practices.
- The flu and COVID-19 vaccines are given free on the NHS to eligible cohorts <https://www.nhs.uk/live-well/seasonal-health/keep-warm-keep-well/>
- For people who are not eligible for free vaccines on the NHS, flu (but not COVID-19) vaccines can still be accessed via participating local pharmacies for c.£12-15

# Staff vaccination programme

- Flu clinics were arranged starting from the w/c 9th October - end of October.
- Where possible, staff had the option to get their COVID-19 vaccine at the same appointment.
- Frontline social care staff were eligible i.e. NYC staff who were directly involved in the care of patients or clients, including employees who provide community-based care services to people in their own homes, or who care for people in residential care homes or other facilities, or others involved directly in delivering health and social care such that they and vulnerable patients/clients are at increased risk of exposure to flu.
- As in previous years, eligible staff could also pay for a flu vaccine at a pharmacy and get the cost reimbursed through MyView

# Measles and MMR vaccination

- Rise in cases over the last year and UKHSA are expecting an increase in cases this autumn.
- Measles is a highly contagious disease and can cause serious problems.
- We are seeing a decline in Measles, Mumps & Rubella (MMR) vaccine uptake which is reducing herd immunity.
- North Yorkshire vaccine uptake rates are generally better than England but there are pockets where rates are low (e.g. Scarborough locality).
- Increasing the uptake of the MMR vaccine is hugely important and we have asked schools, early years settings and our CYPS colleagues to do what they can to promote the vaccination.

# Scarborough focused work

- Established a multi-agency group working on vaccine and screening related inequalities in Scarborough.
- Group led by NY Public Health in collaboration with partners including NHS England, the School Age Immunisations Service, HNY ICB colleagues, Primary Care Networks, GPs, NYC Early Help colleagues, Stronger Communities, libraries and additional partners as required
- Work to date includes:
  - promotion of resources through different groups/organisations
  - bespoke and targeted webinars to schools to increase understanding and uptake of immunisations
  - organisation of ad hoc immunisation clinics
  - support to vaccinate refugee and asylum seeking families
- Early data indicates some improvements in terms of uptake of immunisations.

# Seasonal health partnership

- The multi-agency seasonal health partnership, chaired by Fire Rescue Service and administered by NYC, works together to reduce the health impacts of hot and cold weather in line with the NY Seasonal Health Strategy
- Annual Seasonal health conference held in September on 'preparing for winter' (covered comms, partnership updates, NHS/social care, lottery funding, warm spaces, POMOC)
- NYC winter health comms messages collated (e.g. vaccinations, Warm & Well, staying warm etc.) – will be available online here: [www.northyorks.gov.uk/winterhealth](http://www.northyorks.gov.uk/winterhealth)



# Warm and Well

- NYC Public Health work in partnership with organisations across the county supporting those in fuel poverty, led by [North Yorkshire Citizens Advice & Law Centre](#)
- Warm and Well in North Yorkshire raises awareness of the impact of cold homes on our health and wellbeing, offers practical solutions to reduce fuel poverty, and supports people and communities to stay warm and well in winter
- Clients can be referred for support with their energy bills, fuel debit or staying warm at home with Warm and Well in North Yorkshire by telephone on 01609 767 555 or submitting details via the online referral form at <https://www.warmandwell.org.uk/Referral-Form>
- Key signs of a cold home are condensation/damp, wearing lots of clothes inside, using portable heaters excessively or appearing to be cold
- There are a variety of support schemes and organisations in North Yorkshire which may be able to help or offer advice – these can be found on the NYC website [Cost of living support | North Yorkshire Council](#) including the North Yorkshire Local Assistance Fund
- Some areas of the County can apply for funding for energy efficiency measures for homes. Find out more information at [Schemes and grants | North Yorkshire Council](#)
- Other support includes the Winter Fuel Payment, Warm Home Discount Scheme and Cold Weather Payments

# Stronger Communities Resilience Work:

## Household Support Fund:

Direct award to eligible households

Additional support for North Yorkshire Local Assistance Fund

HSF Energy Support Scheme via North Yorkshire Citizens Advice & Law Centre

## Coastal grants to food providers:

Filey community fridge



Gallows Close

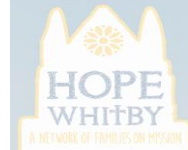


The Rainbow Centre



For better mental health





MALACHI STOREHOUSE

# Winter Resilience Foodbank Support:

Food 4 Whitby

Hope Whitby's Malachi storehouse (free food hampers, sanitary products, nappies, hats, gloves etc)

Eastfield Westway Open Arms (foodbank and benefit claim support)

Sparks (food/benefit claim support)

Free/community fridges in Hunmanby, Eastfield, Westborough, the Street in Scarborough

Company Shop at Eastfield (discounted supermarket and inexpensive café – free for children)

Salvation Army

Age UK



# Improving Discharge for Winter 23/24 – Adult Social Care

To support discharges NYC and HNY ICB are working together to build resilience over winter 23/24:

- **Improved Market Capacity** in Scarborough has supported more people to return home on discharge.
- For **bedded intermediate care** we have beds across three Community Hospitals in Bridlington, Whitby and Malton – all serving Scarborough Hospital.
- NYC and ICB have commissioned beds in NYC Care Homes in Filey and Whitby with the majority of them receiving therapy stepped up from the community.
- **Additional Nursing beds** have been commissioned in Scarborough and Malton to build resilience in the system across winter 23/24.
- **Virtual Ward** – acute care delivered to people in their own homes.
- **Night nursing service** - Enables people with higher acuity to be managed at home, particularly End of Life & virtual ward patients
- **End of life** – home care capacity strengthened by St Catherine's Hospice.
- **Falls pathways strengthened** with UCR and improved first responder service
- Improved processes for multi-disciplinary team (MDT) discussions on a daily basis and early identification of patients
- Improvement of process and supporting documentation to discharge patients from acute hospital to other care settings including home

**Urgent Care transformation sits within the context of wider system developments and is particularly co-dependant on Community Services. In place for Winter 23/24 are:**

- **New intermediate care model** is currently being developed in partnership with NYC and is starting to reduce the number of people **not meeting the criteria to reside in acute hospitals** as well as impacting on long term care outcomes.
- **Strengthened Home First capacity** based on reablement and therapy working in an integrated approach is supporting more hospital discharges.
- **In-reach therapy from community providers** into **intermediate care beds** in NYC residential facilities allows appropriate patients to come out of hospital more quickly and is allowing them to return home at the end of their stay.
- **New Virtual Ward beds are now in place through partnerships between acute and community services.** Work is underway to build clinical expertise, strengthen consultant and GP medical oversight, extend bed numbers and promote use of the service.
- **8am – 8pm urgent crisis response services** delivered through community providers with capacity for more patients over winter 2023/24.
- **Immedicare** telemedicine service in place in 79 care homes across North Yorkshire providing urgent care advice.

The ICB have made significant progress implementing a new model of urgent care which will address the challenges of provision, demand and access ahead of this Winter. These include:

- **The North Yorkshire and York Urgent Care Board and the North Yorkshire and York Integrated Urgent Care (IUC) Redesign and Procurement Groups have been established.** These oversee the delivery of winter planning, implementation of new service models and operational oversight on system performance to provide operational resilience.
- **Working with key providers** across York and Scarborough to increase staff resilience across the Trust footprint in both GP Out Of Hours services and the Urgent Treatment Centres ahead of this winter.
- **To support the timely ambulance handovers we have commissioned CIPHER to provide a cohorting service 24/7 at Scarborough and York Hospitals until 31<sup>st</sup> March 2024.**
- **A new Emergency Department (1<sup>st</sup> phase) opened at York hospital** in July 2023
- **Improvement of the Emergency Department at Scarborough hospital** in progress and planned to open in April 2024
- Refreshed system **escalation plan operating across North Yorkshire and York to improve how the whole system responds to surge in demand and provides mutual aid and support where and when it's needed.**
- Design and implementation planned for a new 24/7 service specification in 2024 which delivers a **consistent patient offer**



## The ICB continues to support and strengthen capacity in Primary Care – this includes:

- **Over 200 additional roles created to provide additional capacity in primary care** (across NY) and support increases in same day and next day urgent care demand. Types of roles include Mental Health Support Workers, Social Prescribers and Physiotherapists.
- There is a well-established **OPEL** (Operating Pressures Escalation Levels) system in place for general practice to report demand, activity and capacity each day into the ICB. This is used as part of a comprehensive view of primary care pressures and where support is required to alleviate pressure, where possible.
- Practices are able to take part in a nationally supported **Improvement Programme**, as part of building modern general practice
- Supporting practices with analogue phone lines to move to **digital telephony** as part of modern general practice. This helps to improve telephone access and better manage telephone demand.
- Maximising usage of **Enhanced Access** to provide patients with appointments over evenings and weekends.
- Primary care is a key partner in each of the North Yorkshire Locality Care Partnerships which have been established to provide more focus on local priorities and strengthen joint working. The East Coast Locality Care Partnership is chaired by a Primary Care Network Clinical Director.