

# **HEALTH & WELLBEING BOARD**

**9 July 2020**

**9.30am**



# **1. WELCOME, INTRODUCTIONS AND APOLOGIES FOR ABSENCE**

## **2. DISCLOSABLE PECUNIARY INTERESTS**

# **3. MINUTES OF THE MEETING HELD ON 5th MARCH 2020**

# 4. PUBLIC QUESTION TIME

# 5. SYSTEM UPDATE

# 6. COMMUNITY RESILIENCE TEAM

# 7. MENTAL HEALTH





# Prevention and Resilience Update – Shropshire Health and Well-Being Board

Gordon Kochane, Consultant in Public Health

Jo Robins, Consultant in Public Health

Jo Oliver – HR Officer, Shropshire Council

Heather Ireland – Shropshire MIND Business Manager

# Mental Health Prevention and Resilience: Response During COVID19 and Beyond

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COVID19 has given this a sense of urgency

Sub – group of the COVID Community Response

Data from local surveys and feedback from VCS and service areas has been used to inform the work

Regularity of meetings with an action focus

Role of the responsive VCS and connections to the frontline

Consideration of range of needs of different population groups



# Local intelligence

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To respond to the mental health and emotional wellbeing needs of Shropshire residents

MH Resilience and Prevention group – feedback from VCS partners and service areas

Healthwatch survey

Feedback from Live Data from social prescribing programme

C&YP Task and Finish Group

STP Trauma Informed Care

Local Authority Economic Development, employment and finance group

Shropshire Suicide Prevention Action Group

National Surveys – MIND, Young MINDS

## Universal Offer

- Looking after your mental health during COVID19 resources (online and printed)
- COVID19 Information on Shropshire Council webpage
- Support for people with learning disabilities, carers, and people with health conditions
- **NEW: Big White Wall (coming soon)**

## Bereavement Support

- Counselling support offer for any bereavement
- Bereavement booklet and checklist

## Children & Young People

- 5/6 projects identified
- Mental Health Support Teams for schools
- Kooth/BeeU/BEAM

## Staff Wellbeing and Support for frontline workers

- Staff Wellbeing Focus
- Educational Psychologists supporting VCS
- Clinical Psychologists supporting Care Homes
- STP trauma and resilience model of care for people following any incident that may cause distress

## People with Mental Health/Emotional Wellbeing concerns

- Mental Health 24/7 Helpline
- Support through existing VCS organisations including Shropshire MIND, Samaritans
- Shropshire MIND Normalising Anxiety workshops
- Continued access to Shropshire Sanctuary

# Projects

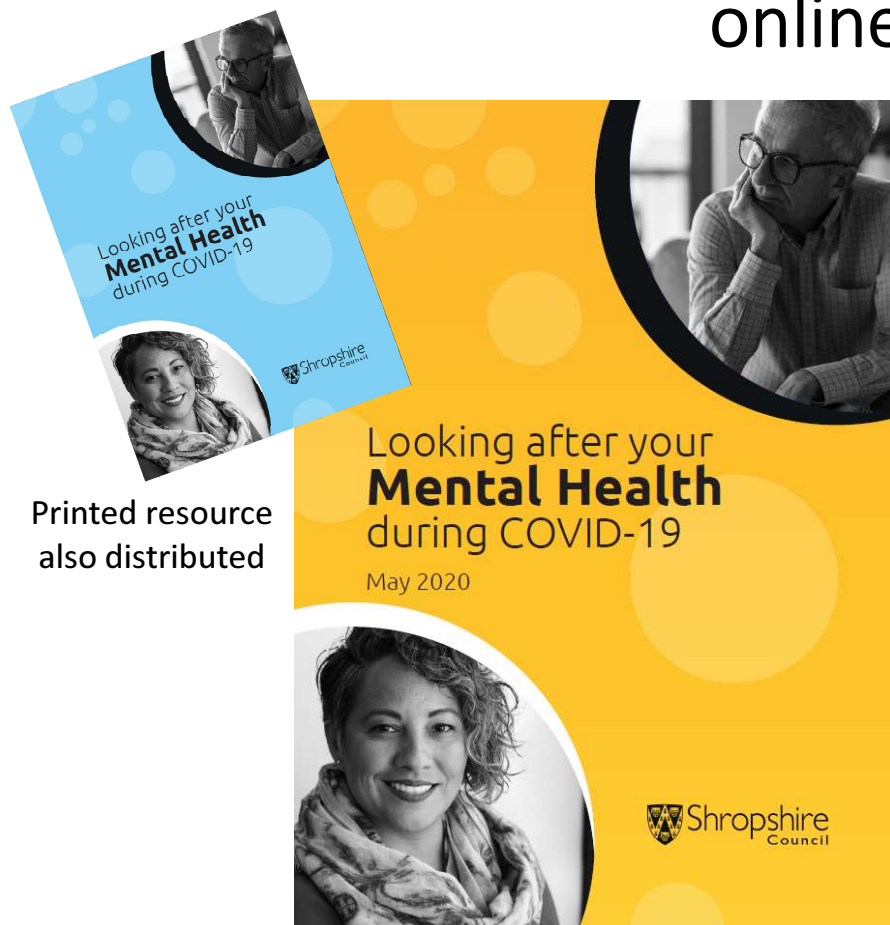
## COVID19 Vulnerable Groups

- COVID19 Helpline
- Community Reassurance Teams

## Real Time Data

- Feedback from service areas
- Feedback from voluntary sector
- Healthwatch Survey

# Looking after your mental health during COVID19 online resources



Printed resource  
also distributed

The screenshot shows a webpage from Shropshire Council. The header includes the council logo, a search bar, and a "Subscribe" button. The main heading is "Mental health and wellbeing". Below this, there are breadcrumb links: "Home > Coronavirus > Information for the public > Mental health and wellbeing". The main content area features the title "Looking after your mental health and wellbeing during coronavirus (COVID-19) Booklet". A paragraph describes the booklet's content. Below this is a link to download the booklet. A section titled "Useful web links:" lists several resources with their respective URLs. Another section titled "24 hour help and support:" lists Samaritans, the Midlands Partnership Foundation Trust, and the NHS 24/7 service. A final section titled "Services for people at risk of, or experiencing a mental health crisis:" lists Calmer Café by Shropshire MIND.

Shropshire Council

Search for...

Search

Subscribe

Menu

Home > Coronavirus > Information for the public > Mental health and wellbeing

## Mental health and wellbeing

### Looking after your mental health and wellbeing during coronavirus (COVID-19) Booklet

This great new resource contains a variety of information such as local immediate support and online resources for managing wellbeing during the Coronavirus pandemic. It includes top tips for self-isolation, a children's 14 day coronavirus challenge and helping to manage coronavirus anxiety.

Download the ['Looking after your mental health during COVID-19' guide](#)

#### Useful web links:

- Every Mind Matters: <https://www.nhs.uk/oneyou/every-mind-matters/> also includes a handy '10 tips to help if you are worried about coronavirus' resource
- NHS: recommended national mental health helplines: <https://www.nhs.uk/conditions/stress-anxiety-depression/mental-health-helplines/>
- GOV.UK: Guidance for the public - <https://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing>
- Mind: <https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/>

#### 24 hour help and support:

- Samaritans: Call 116 123
- Midlands Partnership Foundation Trust: <https://www.mpft.nhs.uk/emergency-help>  
24/7 urgent NHS mental health service providing telephone support, advice and triage.  
If you live in Shropshire and Telford & Wrekin call: 0300 124 0365

#### Services for people at risk of, or experiencing a mental health crisis:

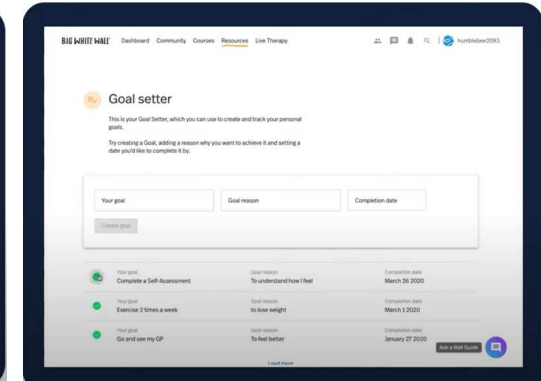
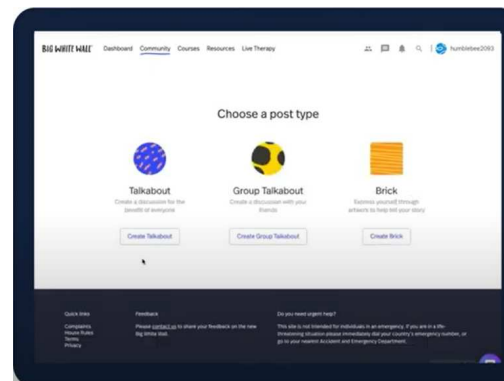
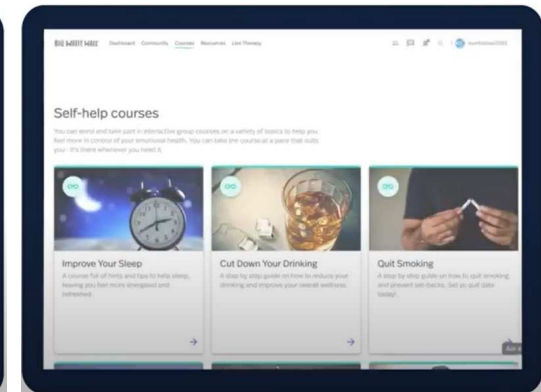
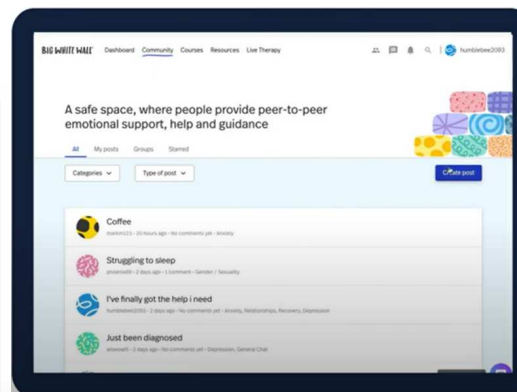
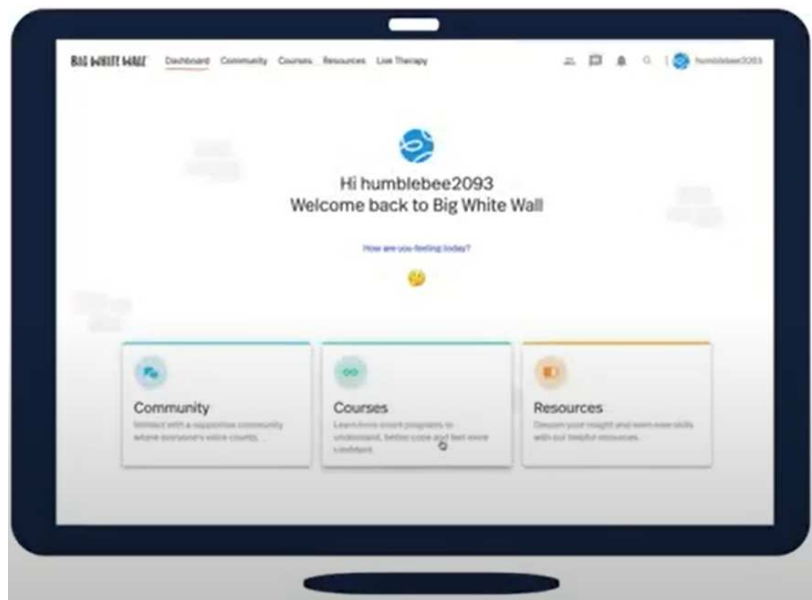
- Calmer Café by Shropshire MIND: [www.shropshiremind.org](http://www.shropshiremind.org)

#### Related documents






[Looking after your mental health during COVID-19](#)

# Big White Wall

- **Safe anonymous, online support**
- Helping people look after themselves, take control and feel better
- 24/7 peer and professional support (with trained counsellors online at all times)



# VCS Offer – Local Support

Local Mental Health and Wellbeing Support 	Local Mental Health and Wellbeing Support 
<b>Contents</b>	<b>Listening Ear and Emotional Wellbeing Support</b>
<ul style="list-style-type: none"> <li>Listening ear and emotional wellbeing support.....2-3</li> <li>Support for children and young people.....4</li> <li>Crisis support.....5</li> <li>Community support.....6</li> <li>Support for sexual abuse.....6</li> <li>Supported employment.....7</li> <li>Dementia.....8</li> <li>General advice and support.....9-10</li> <li>Support for people with health and social care needs.....11</li> <li>Support for family and unpaid carers.....12</li> <li>Bereavement support.....13</li> <li>National bereavement support.....14</li> </ul>	<p><b>Shrewsbury Samaritans</b>                      Confidential listening and a safe place to talk about whatever is getting to you if you are feeling distressed or are concerned about someone else.</p> <p><b>Telephone</b>                      National Line: <b>116 123 (free phone)</b>                      Shrewsbury branch: <b>01743 233641</b>                      Email: <a href="mailto:enquiries@shrewsburysamaritans.org.uk">enquiries@shrewsburysamaritans.org.uk</a>                      Web: <a href="http://www.samaritans.org/branches/shrewsbury/">www.samaritans.org/branches/shrewsbury/</a></p> <p><b>Shropshire MIND</b>                      Shropshire Mind provides support for any person with emotional or mental health needs, including long term enduring mental health needs or those triggered by recent incidents. The service provides immediate support at the time of need in a dignified, confidential and respectful manner, tailoring its services to the needs of the individual person. The charity provides support for those who are suffering poor mental health, their families, friends, carers and all professionals, with support or guidance needs.</p> <p><b>Telephone: 01743 368647</b>                      Daytime service Monday to Friday 9am to 5pm;                      Saturday and Sunday 11am to 3pm.                      Outreach support is available Monday to Friday 9am to 5pm.</p> <p><b>Email:</b> <a href="mailto:enquiries@shrewsburysamaritans.org.uk">enquiries@shrewsburysamaritans.org.uk</a>  <b>Web:</b> <a href="http://www.samaritans.org/branches/shrewsbury/">www.samaritans.org/branches/shrewsbury/</a></p> <p><b>Calmer Café by Shropshire MIND</b>                      The Calmer Café is a drop-in service specifically designed for people at imminent risk of a mental health crisis, who need a safe place to talk, receive support and make a safety plan. Please telephone in advance to ensure appropriate social distancing measures can be adhered.</p> <p><b>Telephone: 01743 368647</b>                      Open in Shrewsbury - Monday Wednesday                      Friday and Saturday from 6pm until 10pm -                      people must ring to indicate they are going to attend,                      to keep numbers to a safe level.</p>   
	<p>2</p>


# Bereavement Support

**Service newsflash:** Latest changes to bereavement services during the coronavirus outbreak. Information on registering a death, funeral gatherings and the reopening of all SC cemeteries to the public. [Read more](#)

## Bereavement services

More in Bereavement services

- Our guide to bereavement
- Civil funerals
- Cemeteries and Remembrance Parks
- Register a death
- H M Coroner's Service



**In need of support of bereavement or loss? Call 0345 678 9028**

## Death during the COVID-19 pandemic

### Guidance



### Bereavement Checklist – Practical Steps To Take Once Someone is Bereaved

We are really sorry to hear about your recent bereavement and understand this is a very difficult time.

We'd like to be able to offer you some support and advice about some of the changes that have been made to the usual processes that are in place when you lose a close family member.

Some things have recently changed due to the impact of the Coronavirus (COVID19).

The checklist below lists those things that can be a reminder to some of the practical things that you need to do.

Usual Approach	Current Approach due to COVID19	Complete	Accompanying Script
<b>Registering the death</b>			
Contact the doctor (GP) or hospital about obtaining the medical certificate of cause of death or contact the coroners office to find out when you may be able to register the death.	Phone the GP or hospital to find out when they will be able to issue the medical certificate of cause of death. Do not visit the surgery or hospital. If the Coroner has been involved, they will contact you to advise you of what to do next.		Royal Shrewsbury Hospital: 01743 261384 Princess Royal Hospital: 01952 641222 extension 4741

Supporting yourself and others			
Usual Approach	Current Approach due to COVID19	Complete	Accompanying Script
Who can register a death?	<ul style="list-style-type: none"> <li>A relative of the deceased</li> <li>Someone present at the death</li> <li>The person causing the burial or cremation of the body</li> <li>The occupier of the house if a death happened within a house</li> <li>A senior member of the administration team if a death occurred in a hospital or care home</li> <li>A funeral director</li> </ul>		
Telephone the Registrar of Births and Deaths to make an appointment to register the death.	To register a death please telephone Shropshire Council on 0345 678 9016 to inform them that you need to register a death. They will ask you for the following information: Your name and contact details, the name of the deceased, their date of death and place of death. The name of the GP practice if known.		Please see link for current information <a href="https://www.shropshire.gov.uk/bereavement-services/register-a-death/">https://www.shropshire.gov.uk/bereavement-services/register-a-death/</a>
	The registrars team will contact you by telephone once they have received the medical certificate of cause of death from the doctor or the hospital and will register the death with you.		



# Bereavement Project Feedback

## VCS partners delivering the offer

*"From the start, discussion has been about how to work together to provide the highest quality support by linking our various services and assets to the needs of people across Shropshire".*

*"The engagement of customer service and technical teams in the Council has been significant and their willingness to revise systems and procedures and to make things happen has been first class"*

*"I have found this to be an inclusive, open and collaborative process from the start. Initial contacts set the tone of respect for the skills and knowledge of the voluntary sector already engaged in this work, and the desire to work with, rather than impose upon has continued throughout. Moreover I have welcomed the fact that this collaboration brings with it the resources of the Council, and the systems already in place, often the vital part that is missing for smaller organisations trying to create something new".*

*"It is very useful seeing how the 4 bereavement groups are able to work together, building on the informal relationship we have with the Samaritans".*

*"...we have reached a significant initial milestone, the launch of the service...but we are all determined to make it work to the highest possible quality and to learn and improve things further as we go..."*



**Crane Counselling**  
Someone to Talk to

01743 240546 - Crane Quality Counselling  
Email - [admin@cranecounselling.co.uk](mailto:admin@cranecounselling.co.uk)  
Visit Us - [cranecounselling.co.uk](http://cranecounselling.co.uk)

# Bereavement Project Feedback

## **Registrars**

*“The team, think the information contained within both publications is really useful, and they particularly like the checklist. The overall design of both publications is clean, simple and attractive”.*

## **End of Life Nurse**

*“I have a one to one with a staff member on Friday following a family bereavement Covid 19. I support lots of families when loved ones are at the end of their lives within the hospital, so good to know about this service thank you so much, it will make a real difference”.*

# Children and Young People – Task and Finish Group

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Vibrant and lively group – service leads – Early Help, Education Access and Education Psychology, Social Care, Public Health, Community Response, Customer Services, SEND.

Identified some gaps and ideas to plug them



## Task and Finish Group – C&YP’s Emotional Health and Wellbeing

<b>Training package</b>	for groups of staff to develop skills/knowledge/confidence around working with/supporting CYP with mental health/bhvrl challenges – buffer prior to need for CAMHS diagnostic
<b>Leeds University Action Research</b>	Impact of Lockdown - Mental Health/Nutrition survey and support packages for schools
<b>Commitment to actively involving CYP/parents in co-production</b>	media student placement
<b>Children and Young People’s Social Prescribing</b>	mental health focus
<b>Embedding Mental Health into restorative practice across education</b>	group in agreement
<b>Peer Support Programme/Preparation for Return to School following COVID19</b>	schools and colleges – preparing schools, parents and young people – agreed via MH Resilience and Prevention

# ***What have you done today to make you feel proud?***



we need to talk about  
mental  
health

RP

Richard Price Follow - June 10 at 09:34 AM

Patch has joined the family :)



UNLIKE REPLY SHARE

You, Lauren Short, Christine Glover, and 47 others like this

Seen by 489



Abbie Sylvester - June 17 at 11:19 AM

The perfect cat-sized sleeping spot. Cora keeping me company while I work :)



LIKE REPLY SHARE

Luca Colella, Joanne Aston, Idrees Iqbal, and 29 others like this

Seen by 393

# Pet Therapy

# 1004

EO

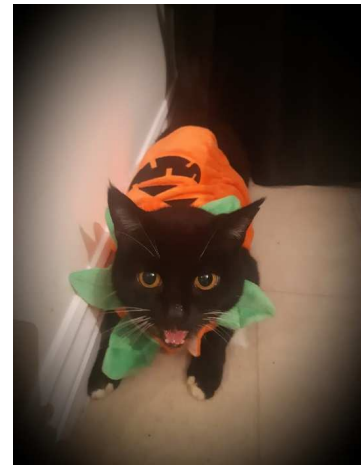
Elaine ORahilly Follow - June 11 at 12:02 PM

Lola waiting for the sun to come back



UNLIKE REPLY SHARE

You, Sara M Edwards, Christine Glover, and 20 others like this



Seen by 453



Photography  
1462





**Clare Eaves** [Follow](#) – June 5 at 07:49 AM

Good morning, I have attached some further resources from Beam, to help support children and young people. They include information regarding social anxiety, reassurance seeking behaviour, lockdown and transitions and talking about covid-19. #staysafe

👤 Positivity Board



**Amy George** – 10 hours ago

I've started a gratitude diary - so each day list 3 things I'm grateful for that has happened for during the course of the day. It can be anything, even if it's something small. I've found that by doing this even if I've had a bad day it puts me into a positive mood.

👍 LIKE   ↩️ REPLY   ➦ SHARE   ⋮

Sharon MacDougall, Jake Glover, and Katie Dawson like this

Seen by 172



**Sharon MacDougall** – June 24 at 05:01 PM – Edited

The Mental Health Foundation has just launched a new guidebook called 'Thriving with Nature' which explores the relationship between nature, wellbeing, and mental health.

It is packed with inspiration and information that will help you connect with nature throughout the year. It features ways nature can help us, how we, in turn, can help nature, plus seasonal sensory activities to maximise the benefits we get from the nature on our doorstep – whatever the weather.



**Jake Glover** – June 24 at 02:35 PM

Welcome all to the new Positivity Board, an idea developed by the Wellbeing Team that has now become a reality. A new Yammer group to share all things that make you happy, positive and smile whether this be photos, hobbies, a poem, a song or food! (full description on the right -->)







Jo Oliver – May 12 at 02:25 PM

Next week is Mental Health Awareness week and the theme is around kindness.

I just wondered what activity is going on throughout Shropshire Council to keep this at the forefront of our minds?

#randomactsofkindness #bekind #mentalhealth



Browser window showing the URL: <https://staff.shropshire.gov.uk/staff-noticeboard/lyndseys-me>. The page title is "Intranet".

Navigation menu: Home, How do I?, Policies and guidance, Training and development, Transformation, News, Staff noticeboard.

Breadcrumbs: Intranet > Staff noticeboard >

## Lyndsey's Mental Health and Wellbeing Weekly Podcast

**Event dates:** 1 July to 8 July 2020

**Time:** 6:00am - 6:00am

In the final podcast of this series, Lyndsey answers a few more questions posed by staff. This episode focuses in particular on caring for loved ones struggling with mental health issues. Lyndsey offers some advice and resources which can help carers, including those caring for children and young people with poor mental health.

Series Two will be coming soon, after a short break. We hope you will join us. In the meantime, take care and stay safe.

**Contact:** The Wellbeing Team  
**Email:** [feelgood.wellbeing@shropshire.gov.uk](mailto:feelgood.wellbeing@shropshire.gov.uk)

**Link for further information:** <http://staff.shropshire.gov.uk/how-do-i/your-health-and-wellbeing/activity-of-the-week/>

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[Privacy statement](#)

Feedback

System tray: 100% zoom, 13:59, 07/07/2020







# COVID-19 RESPONSE



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Shropshire Mind has liaised and worked so closely with Shropshire Council throughout the response to Covid-19. The work and reach could not have been achieved without this vital partnership work, allowing support to be provided to the public 24/7 from the outbreak to date.

- Deliveries of publications from Shropshire Council, Shropshire Mind and other services were delivered across the county during 3 days.
  - Vital literature was delivered by hand to those who were displaced or homeless at the outbreak of the pandemic, with vital mental health support being provided by Shropshire Mind.
- 
- From the outset of the pandemic, mental health deteriorated rapidly for many of those who regularly used the charities services, telephone support and outreach managed to support and steady many.
  - We are proud to state that our amazing staff and volunteers have kept the charity open throughout, not losing a single hour of service through their dedication and commitment.



## ZOOM SESSIONS

- Stress, Anxiety and Wellbeing zoom sessions were designed and delivered by Clive Ireland the Chair of Shropshire Mind.
- Feedback from the sessions was excellent, nearly all the feedback indicated that it had provided invaluable support for anxiety and stress issues for those attending the sessions.



# Zoom Sessions

Shropshire Mind delivered the following sessions in conjunction with Shropshire Council

Sessions Provided for	Total
SATH	7
Care Sector	5
Shropshire Council	3
Open Sessions	41

A total of 56 one hour sessions were delivered. The highest attendance at any course was 27 with the lowest of 1.

Zoom sessions have permitted a reach that could not have been achieved due to covid restrictions, allowing people across the county to seek the support they need at the time they need it.

# Zoom Sessions Total attendance by groups.

Group	Total
SATH	121
Care Sector	91
Shropshire Council	72
RJAH	39
Voluntary and Community Sector	93
Other Professionals	67
MPFT	27
Public	205

# Key Learning Points

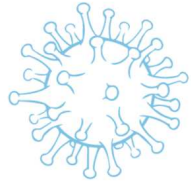
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Opportunity to do something positive

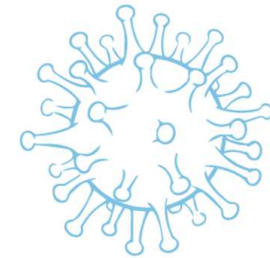
Better connectivity to create social movement on a like minded issue

COVID19 highlighted mental health issues have no discrimination – we are all susceptible

# 8. COVID-19 HEALTH PROTECTION BOARD



# COVID-19 and the Local Outbreak Control Plan

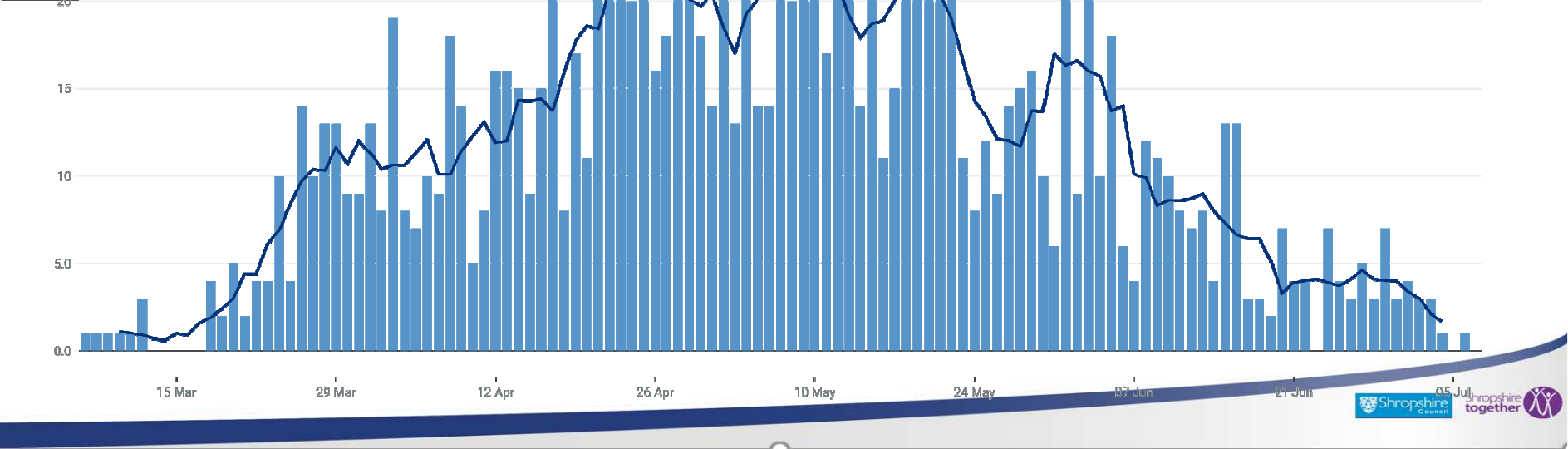
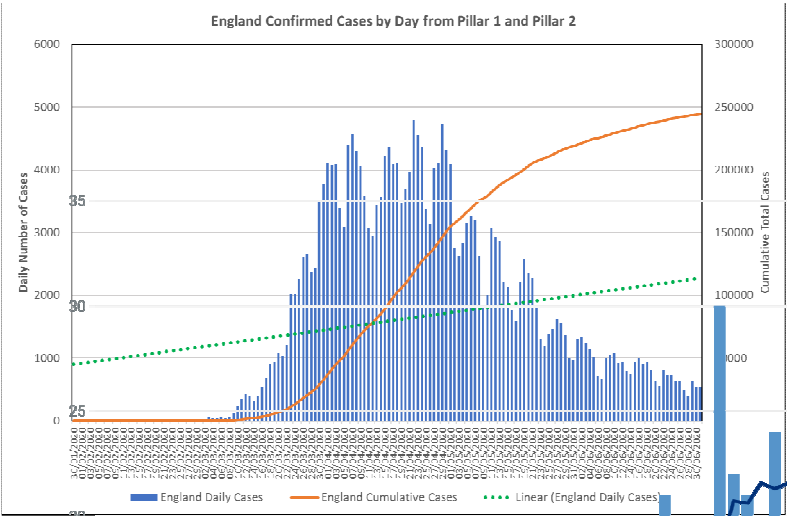


Rachel Robinson – Director of Public Health, Shropshire Council  
Sue Lloyd – Public Health Consultant, Shropshire Council  
Cllr Dean Carroll – Cabinet Member for Adult Social Care, Public Health &  
Climate Change

125 Days...

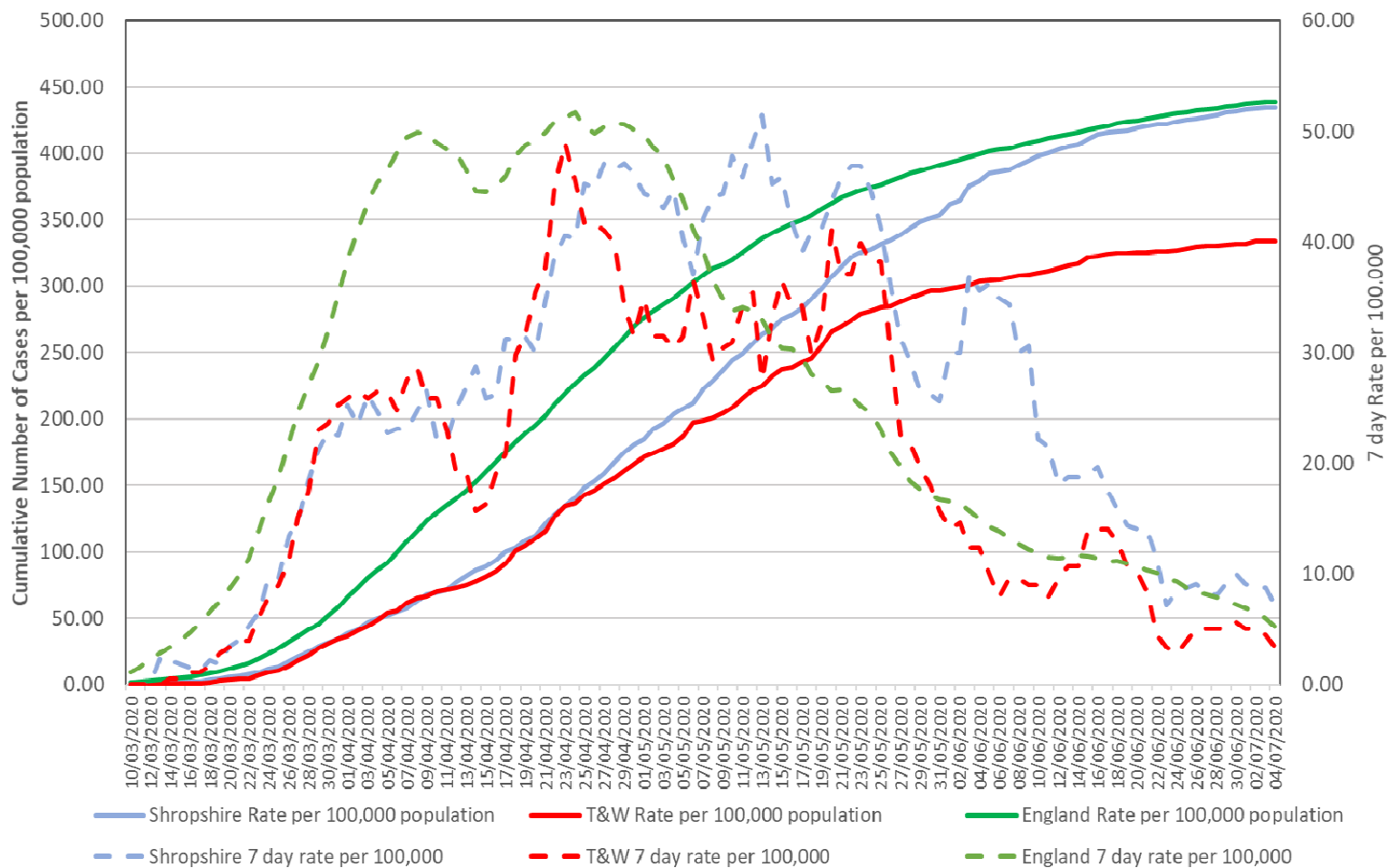


# Cases England and Shropshire



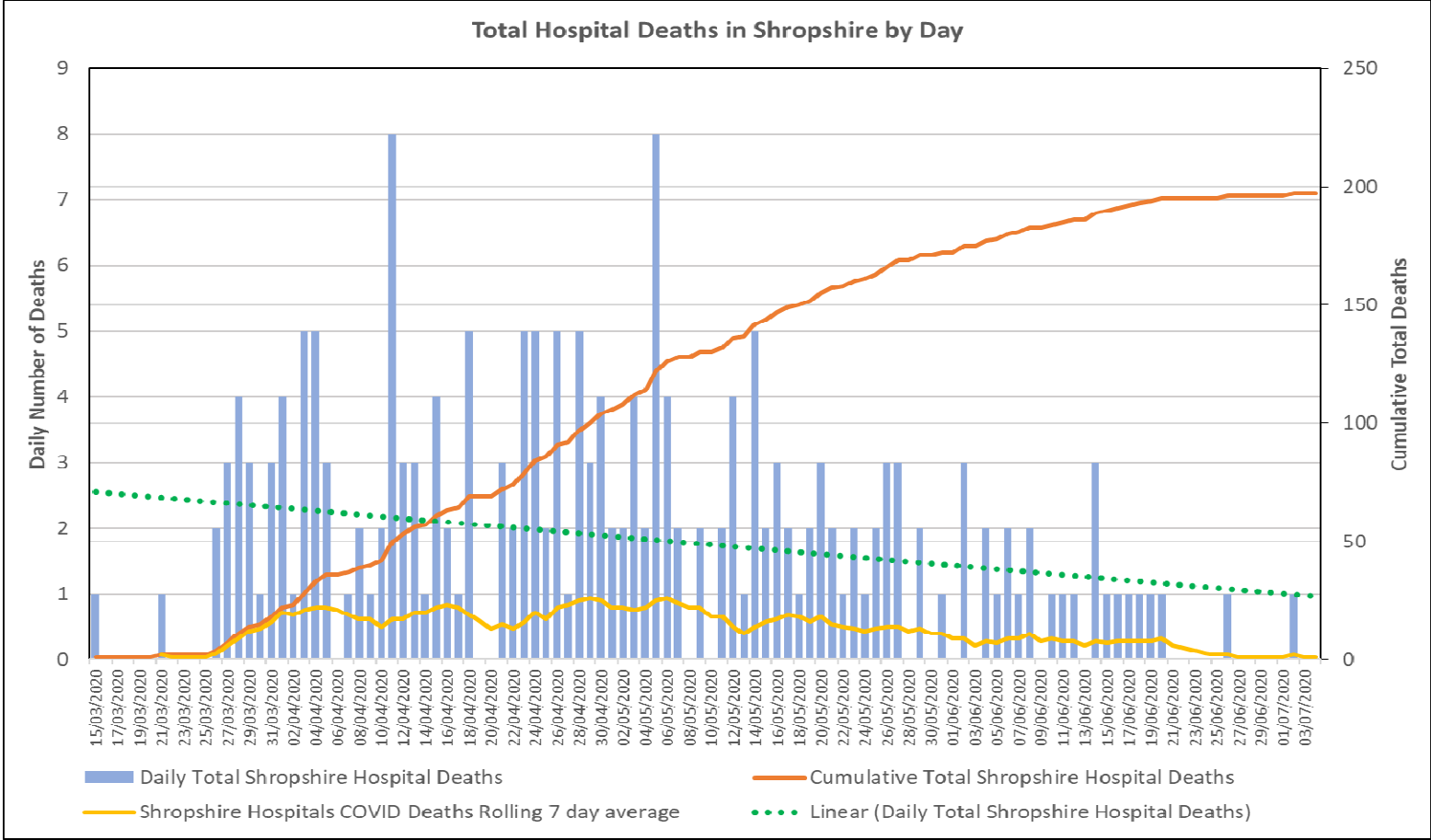
■ Number of cases — Cases (7-day average)

Shropshire and Telford & Wrekin Cases Rate per 100,000 Population Pillar 1 and Pillar 2





# STP Deaths in Hospital



## Key Messages and reflections

- Epidemic Curve/Profile of cases in Shropshire is different; delayed, flatter and longer
- Overall picture currently is an improved one; slow downward trend
- No one person has remained untouched, collaboration and response
- But ongoing circulation - we will get local outbreaks
- Preparation of second peak



Numbers of cases diagnosed in Shropshire and deaths with COVID-19 on the certificate, have reduced since a peak in April and May, This is currently our best indicator of the **community** pandemic



**Hospital admissions** are also reducing.



Furthermore, we can see the epidemic curve of **care home** outbreaks is now clearly showing a decline.



We are however seeing an increased number of outbreaks in **workplace** settings.

## Vulnerable People: Needs in Shropshire

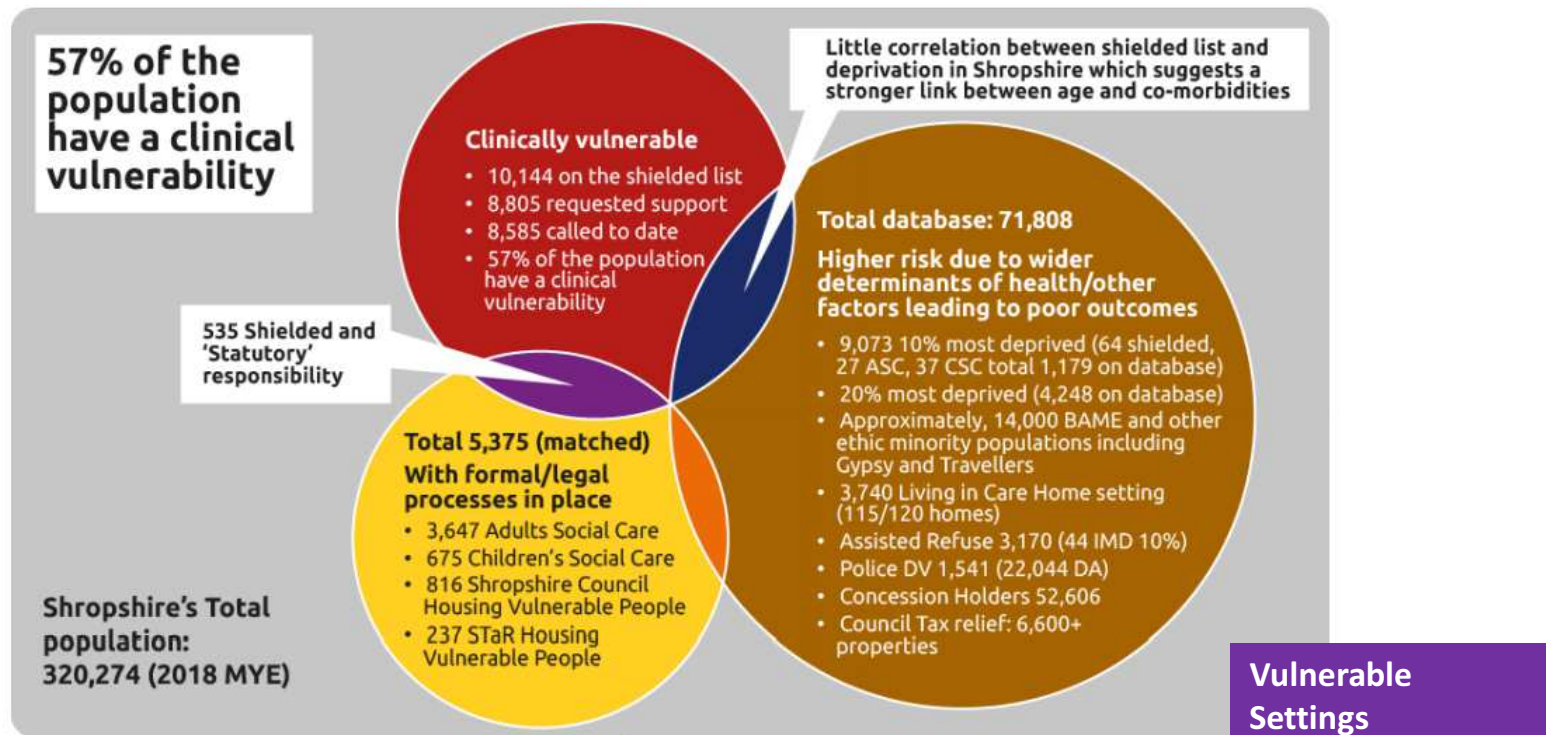


Figure 2: COVID-19 Estimated Vulnerability and Needs in Shropshire

## COVID Challenges – Economic and Social

- Rural areas have been hit harder by unemployment post COVID. Claims have already risen in Shropshire. Change April 19 to April 20 is by 109.4% (DWP:2020) *Shropshire in upper half of those areas worst affected*
- 37% of firms reported cash flow problems and 24% of firms intend on making some redundancies
- Universal Credit Claims in Shropshire rose from 10,249 in March to 19,210 in May (DWP: 2020)
- Economic support measures in place VCSO Grant support, £2m Care Sector support
- Social Impacts: Communities, social infrastructure, health, mental health, domestic abuse, young people



# Shropshire Covid-19 Outbreak Control Plan

*Prevent, Contain and Recover*  
June 2020



## Background

In late May 2020 the Department of Health & Social Care announced that [Local Outbreak Control Plans](#), would be a key component in the HM Government's COVID-19 recovery strategy.

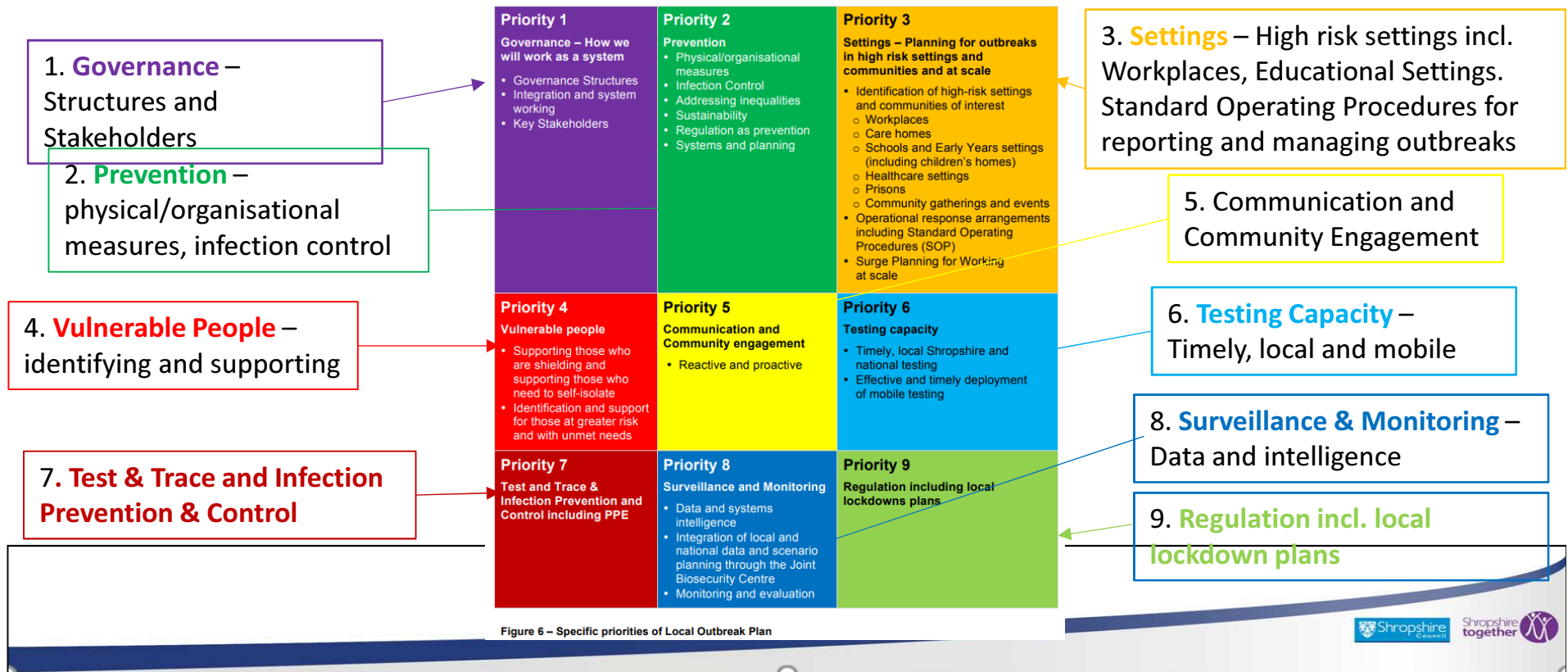
Linking to the establishment of the national [NHS Test and Trace programme](#) and [Joint Biosecurity Centre](#), local authorities **[and systems]** should play a significant role in the identification and management of infection, using local knowledge, expertise and coordination to improve the speed of response alongside Public Health England's (PHE) regional health protection teams.

Shropshire's Outbreak Plan was published last week  
[https://www.shropshire.gov.uk/local\\_outbreak\\_plan](https://www.shropshire.gov.uk/local_outbreak_plan)

*Prevent Spread, Identify and Manage, Local, **Build on Existing**, Change over time*

# Outbreak Control Plan Contents

Shropshire and COVID-19, Aims and Objectives of the plan, Priorities (below), Challenges and an Action Plan.



## Work to date: Builds on Existing – Live Document

- Preventative
  - Settings: Care homes, Business: Town Centres and higher risk, Schools/Unions
  - Restoration of services – “COVID-19 safe”
  - Communities
  - Communication and Engagement
- Contain
  - Outbreak and situation response: Operating Procedures
  - Testing – expansion localising
  - PPE, Infection Control
- Governance – structures
- Surveillance, mapping of communities



## Moving forward: Delivering, developing the plan and planning

- Next steps – action plan - regulations, data, preparing for sector
- Current situation in Shropshire is improving but we continue to monitor closely
- Measures in place sufficient at this time
- All parts of the system have their parts to play in delivering this plan:
  - NHS and care sector, Local business, Communities other organisation, Public – Social distancing, isolation, test and trace, hand hygiene
- Prepare for second wave – fluctuations, outbreaks expected but:
  - Risk Management of settings (prevention)
  - Resilience in population: –improved health: flu, vaccinations, health checks etc
  - Strengthen capacity and capability
  - PPE and testing sites ready
  - Increase community engagement
  - Early detection – test and trace
  - Sharing Comms and messages – variation in messages for different groups

# 9. CHAIRMANS UPDATE

# 10. ANY OTHER BUSINESS