

Community Health & Care and Allied Health Profession Services Mobilisation Plan – Phase 2 01 June 2020 – 31 July 2020

Primary and Community Services			
Service area	Actions Planned	Considered in Ayrshire-wide proposals	Lead Officer
Engagement with GP Practices / Primary Care improvement Plan	ACTION 1 Supporting GP Practices to return to at least significant components of their core services that may have reduced in the Covid period (either in situ or using phone/Attend Anywhere consultation) to support patients.	Some of the existing components of the Primary Care Improvement Plan are being considered at Ayrshire level, for example: <ul style="list-style-type: none"> • Review of existing/planned PCIP activity and identifying elements of plan that can be taken forward, elements that need new consideration, etc. • From GP Sub perspective – ambition to revisit plan and reflect on the learning from COVID, new ways of working and other 	Phil White (Partnership Facilitator)
	ACTION 2 Building from the existing work linked to the Clinical Hub as it either deals with Covid related patients or moves to support Unscheduled Care.		Phil White (Partnership Facilitator)
	ACTION 3 Continuing to support Shielding patients as the next set of guidance is issued.		Phil White (Partnership Facilitator)
	ACTION 4 Continuing to support care homes in relation to medical and wider oversight.		Phil White (Partnership Facilitator)
	ACTION 5 Seeking to initiate wider engagement in relation to future planning (e.g. PCIP) and as additional staff are recruited.		Phil White (Partnership Facilitator)
	ACTION 6		Phil White (Partnership Facilitator)

	Exploring implementation of PCIP through flexible mechanisms such as remote contact (e.g. Mental Health).	<p>additional components that may need added, revisions, etc.</p> <ul style="list-style-type: none"> • Community Treatment and Care, Vaccination and Urgent Care likely to be elements needing most thought. 	Facilitator)
<p>ACTION 7 Building on from the ACP/KIS work with priority patients and providing wider MDT support.</p>	Phil White (Partnership Facilitator)		
<p>ACTION 8 Seeking to include GP Practices within the broader HSCP development work on the 'team around the Practice'/MDT working.</p>	Phil White (Partnership Facilitator)		
<p>ACTION 9 Proactively offering support to practices in the planning of delivery of services taking account of social distancing requirements (including for staff).</p>	Phil White (Partnership Facilitator)		
<p>ACTION 10 Ensuring attendance at the Cluster meetings currently held using Teams.</p>	Phil White (Partnership Facilitator)		
<p>ACTION 11 Restarting the GP Locality Forum using Teams.</p>	Phil White (Partnership Facilitator)		
<p>ACTION 12 Along with the Ayrshire-wide Primary Care Team support GP Practices with staffing issues/ interpretation of guidance as the 'Trace and Isolate' phase of the public health response to Covid evolves.</p>	Phil White (Partnership Facilitator)		
<p>ACTION 13 Re-instate primary care drop-in at North Ayr Health Centre.</p>	Phil White (Partnership Facilitator)		

Care at Home	ACTION 1 Consider how shielding staff can begin to reintegrate back into the service.		Steven Kelly (Service Manager – Care at Home)
	ACTION 2 Working in real time and reducing delayed discharges – maintaining capacity to continue this improvement and looking at reviewing existing pathways and processes will be a focus going forward.		Steven Kelly (Service Manager – Care at Home)
	ACTION 3 A new out-of-hours rota was implemented to support the management of the service and to provide reassurance for frontline staff during evenings and weekends. – Any additional costs involved with this rota will be considered to allow it to be continued.		Steven Kelly (Service Manager – Care at Home)
	ACTION 4 Review care at home hours for private and in-house service.		Steven Kelly (Service Manager – Care at Home)
Day Services for Older People	ACTION 1 Consider the ways to open our day care provision with older people as soon as we reach a phase that will allow this.		Sandra Rae (Service Manager – Learning Disability and Sensory Impairment)
Community Resilience	ACTION 1 The Partnership, Council, VASA and other staff have developed a proposed approach to support the longer term volunteering infrastructure under a ‘Community Planning’ banner. This will provide a more integrated approach to volunteer recruitment, checking, deployment, training and support. The		Phil White (Partnership Facilitator)

	Partnership should play a full part in supporting this.		
	<p>ACTION 2 The existing Service Level Agreements (SLA's) with the Partnership that have been materially affected by the COVID-19 work need to be considered (for example, VASA has suspended much of its existing work that is set out in the SLA to be able to respond in the crisis period)</p>		Phil White (Partnership Facilitator)
	<p>ACTION 3 Supporting carers needs to be considered in this wider context.</p>		Phil White (Partnership Facilitator)
	<p>ACTION 4 Providing residents with good quality, accessible information is increasingly important and also, the means to signpost through good points of contact</p>		Phil White (Partnership Facilitator)
	<p>ACTION 5 As the pandemic effects change, the community response may change for example:</p> <ul style="list-style-type: none"> • Greater effort to support mental health and well-being rather than just practical support needs • Addressing social isolation • Addressing digital exclusion • Joining with wider HSCP work to provide opportunities for community support (e.g. Children's Services, Day Care, Sensory Impairment, Learning Disability, Mental 		Phil White (Partnership Facilitator)

	Health and Addiction services)		
	<p>ACTION 6 Reflect on the high mobilisation of communities in this crisis period and identify ways of ensuring this may eventually link to our wider ongoing work on Locality Planning, Community Led Support and the work of the Communities and Population Health Strategic Delivery Partnership.</p>		Phil White (Partnership Facilitator)
Link with COVID-19 hubs and future demand management	<p>ACTION 1 Contribute to discussions to determine the future of the hubs.</p>		Lisa McAlpine (Service Manager – Localities)
Unscheduled care in the community	<p>ACTION 1 Bring the referral process forward so that Social Work receive these at the point of admission rather than once people are declared medically fit. The Social Work Team will work with wards.</p>		Lisa McAlpine (Service Manager – Localities)
	<p>ACTION 2 Improve clarity and trust for families. Written information will be refreshed and reviewed and made available online.</p>		Lisa McAlpine (Service Manager – Localities)
	<p>ACTION 3 Work strategically with care homes to plan for more complex needs with a view to commissioning specialist support.</p>		Lisa McAlpine (Service Manager – Localities)
Hospital at Home	<p>ACTION 1 Consider further investment and sourcing of medical cover Hospital at Home.</p>	NHS Ayrshire and Arran are seeking to develop our Enhanced Intermediate Care Team	Eddie Gilmartin (Service Manager – Intermediate Care and Reablement)

		(EICT) model to support a Hospital at Home delivery.	
Care for over 70s and shielding	ACTION 1 Consolidate and build from the existing work, for example: <ul style="list-style-type: none"> • The high degree of contact from GP Practices and 95% updating of ACP/KIS • The supports made available from VASA and other community based organisations 		Phil White (Partnership Facilitator)
	ACTION 2 Respond to any changes in SG advice/guidance and modify the offer of support accordingly by providing more tailored support to patients, for example, self-management, rehabilitation, peer support, etc.		Phil White (Partnership Facilitator)
	ACTION 3 Develop additional on-line/phone based supports to address mental health/well-being and physical health concerns.		Phil White (Partnership Facilitator)
	ACTION 4 Ensure adequate sign-posting to community based supports and wider services (e.g. financial inclusion)		Phil White (Partnership Facilitator)
	ACTION 5 Develop better arrangements for wider clinical support (e.g. Phlebotomy)		Phil White (Partnership Facilitator)
Support for Care	ACTION 1		John Wood (Senior

Homes	Develop new ways of working involving liaising with the Care Home directly – determining their needs and whether these are achievable and measurable.		Manager – Planning and Performance)
	ACTION 2 Continue with current PPE supply arrangements.		John Wood (Senior Manager – Planning and Performance)
	ACTION 3 Establish links with care homes to determine what needs they have, remembering support from the community is also available (complex discharges – continue to be considered).		John Wood (Senior Manager – Planning and Performance)
	ACTION 4 Current arrangements are providing assurance on and support to care homes in uncertain times and during unprecedented public attention on the performance of the care home sector. We are working hard to maintain supportive relationships with our care home partners while also fulfilling the requests placed on us by central government.		John Wood (Senior Manager – Planning and Performance)
	ACTION 5 Officers have been in discussion about how to enhance quality assurance around care homes and other commissioned services within the partnership.		John Wood (Senior Manager – Planning and Performance)
Unpaid carers	ACTION 1 Strengthening IT and phone based support (with partner agencies)		Phil White (Partnership Facilitator)

	ACTION 2 Increasing the number of Adult Carer Support Plans (Young Carers Statements).		Phil White (Partnership Facilitator)
	ACTION 3 Strengthening carers support through primary care channels and within wider MDT (including potential use of Community Link Practitioners).		Phil White (Partnership Facilitator)
	ACTION 4 Re-instating, as is safe and practicable, respite and day care options or identifying way to support carers to have time away from caring duties.		Phil White (Partnership Facilitator)
	ACTION 5 Building from existing communication work develop additional carers information including: <ul style="list-style-type: none"> • Use of Community Pharmacies for information dissemination • Supporting Ayrshire-wide processes to highlight carers needs • Using locally based communication opportunities (e.g. Prestwick Going Out) 		Phil White (Partnership Facilitator)
Biggart Community Hospital	ACTION 1 Continue Buchanan Ward at a state of readiness. Staffing and medication would be main concerns if it is to be utilised.		Eddie Gilmartin (Service Manager – Intermediate Care and Reablement)
	ACTION 2 Re-start the Day Hospital Service Re-structure – key considerations are how this would be structured in terms of services		Eddie Gilmartin (Service Manager – Intermediate Care and Reablement)

	provided and if/how patients would attend. The appointment system and a review of the current caseload.		
	ACTION 3 Consideration to be given to embedding stricter criteria for admissions.		Eddie Gilmartin (Service Manager – Intermediate Care and Reablement)
Girvan Community Hospital	ACTION 1 Day Hospital: Continue to monitor and review the digital solutions for patient assessment have been utilised e.g. Near Me, Attend Anywhere and Telephone contact rather than Face to Face.		Eddie Gilmartin (Service Manager – Intermediate Care and Reablement)
	ACTION 2 Minor Injuries Unit: Continue with telephone triage and appointment system.		Eddie Gilmartin (Service Manager – Intermediate Care and Reablement)
Reablement Service	ACTION 1 Complete recruitment process of Professional Lead position.		Eddie Gilmartin (Service Manager – Intermediate Care and Reablement)
	ACTION 2 Build upon the established Enhanced Intermediate Care Team and Reablement workforce by providing training within an extended skill-set.		Eddie Gilmartin (Service Manager – Intermediate Care and Reablement)
Locality Teams - Ayr North and Ayr South	ACTION 1 Continue to build on the improved use of Multi-Disciplinary Teams, particularly in relation to Addictions.		Liz Roy (Service Manager – Locality Team)
	ACTION 2 OT and SW teams are supported to de-escalate from essential visits only.		Liz Roy (Service Manager – Locality Team)
	ACTION 3		Liz Roy (Service

	Continue on improvement journey in relation to the social work operational model in order to improve on our demand management.		Manager – Locality Team)
	ACTION 4 Continue on improvement journey with the District Nursing Team in relation to supporting GP Practices and Care Homes.		Liz Roy (Service Manager – Locality Team)
	ACTION 5 Work with risk management to review how best to restart clinics within North Ayr Health Centre.		Liz Roy (Service Manager – Locality Team)
	ACTION 6 Continue on improvement journey with OT service to reduce waiting times.		Liz Roy (Service Manager – Locality Team)
Locality Teams - Prestwick, Troon, Maybole and Girvan	ACTION 1 Consideration needs to be given to how we continue to support the flexible working of District Nurses to respond to demand and support GP's.		Lisa McAlpine (Service Manager – Locality Teams)
	ACTION 2 Continue to build on the improved use of Multi-Disciplinary Teams, particularly in relation to Addictions.		Lisa McAlpine (Service Manager – Locality Teams)
	ACTION 3 Embed Social Workers being a resource and re-focus on approaches to promote visible social work, district nursing and occupational therapy approaches.		Lisa McAlpine (Service Manager – Locality Teams)
	ACTION 4 Re-start routine visits to observe individuals in their environment.		Lisa McAlpine (Service Manager – Locality Teams)

	ACTION 5 Re-start duty visits.		Lisa McAlpine (Service Manager – Locality Teams)
	ACTION 6 Continue on improvement journey in relation to the social work operational model.		Lisa McAlpine (Service Manager – Locality Teams)
	ACTION 7 Continue on improvement journey with the District Nursing Team in relation to supporting GP practices going forward.		Lisa McAlpine (Service Manager – Locality Teams)
	ACTION 8 Focus on community first and not state intervention.		Lisa McAlpine (Service Manager – Locality Teams)
	ACTION 9 Consideration needs to be given to Occupational Therapy pathways to manage demand to this service.		Lisa McAlpine (Service Manager – Locality Teams)
	ACTION 10 Scope return to work for all disciplines in accordance with Local Authority and NHS Risk Assessments.		Lisa McAlpine (Service Manager – Locality Teams)
Community Equipment Store	ACTION 1 Establish how long the Store will have the additional 5 x SAC staff currently on loan to the Store and plan for contingencies. Preparing for resuming to 5 weekday service to keep costs down.		
	ACTION 2 Review Current Service Delivery and prepare short SBAR for DMT as to lessons learnt		

	from COVID and suggested improvements /Management Arrangements to the service that were able to tested due to the additional workforce and vehicles available over this period.		
	ACTION 3 Require Director sign off to put 2 x Bank Staff on Permanent Contracts due to Trade Union pressure and staff working as part of substantive team for almost 4 years on Bank Contracts.		
PPE Hub	ACTION 1 Maintain provision of additional PPE to Independent Providers via NSS Supply	Bronze Group oversees PPE Supply/demand on Pan Ayrshire basis-teleconference calls weekly for this.	Lorraine Watts (Programme Manager)
	ACTION 2 Continue to coordinate purchase, storage and distribution of PPE to all social care areas as required (may need to consider additional provision as more services resume e.g. day care/ respite etc.)		Lorraine Watts (Programme Manager)
	ACTION 3 Maintain distribution of PPE to SAHSCP NHS colleagues.		Lorraine Watts (Programme Manager)
	ACTION 4 Ongoing review of PPE Hub staffing requirements/availability- with recognition that some colleagues who currently support the Hub may require to return to substantive posts.		Lorraine Watts (Programme Manager)
Sensory Impairment	ACTION 1 Consider developments to the outreach		Sandra Rae (Service Manager – Learning

	service for those affected by sensory loss.		Disability and Sensory Impairment)
	ACTION 2 Continue to maintain contact with those on our register		Sandra Rae (Service Manager – Learning Disability and Sensory Impairment)
	ACTION 3 Undertake work to link in with those who have been sight impaired over the past 12 months.		Sandra Rae (Service Manager – Learning Disability and Sensory Impairment)
	ACTION 4 Set up media platforms to reach our dear community in the short term.	Work has been taken forward on an Ayrshire level to reframe many of our messages.	Sandra Rae (Service Manager – Learning Disability and Sensory Impairment)
	ACTION 5 Work with the team to further develop our support to our sight impaired communities.		Sandra Rae (Service Manager – Learning Disability and Sensory Impairment)
Adult Support and Protection	ACTION 1 Continue to monitor the response to Adult Support and Protection/Vulnerable Adult referrals to ensure appropriate action is taken to keep individuals at risk of harm safe and protected.		Mark Taylor (ASP Lead Officer)
	ACTION 2 Further explore the means of engaging individuals at risk of harm and their families/carers in the adult protection process.		Mark Taylor (ASP Lead Officer)
	ACTION 3 Continue the use of technology to progress		Mark Taylor (ASP Lead Officer)

	multi-disciplinary meetings, discussions and information-sharing to identify, assess and minimise risks.		
Mental Health Services			
Service area	Actions Planned	Considered in Ayrshire-wide proposals	Lead Officer
Adult Community Mental Health Service (CMHT/PCMHT/Primary Care MH)	ACTION 1 Team Leaders will be carrying out the Social Distance Risk Assessment at our base.	Towards end of June, Mental Health Services will be asked to develop a mobilisation plan for the next 9 months.	Sharon Hackney (Service Manager – Mental Health Services)
	ACTION 2 Primary Care Mental Health staff are finding out from GP practices how they plan to remobilise.	South Ayrshire Mental Health Services Mobilisation Plan is also captured in the Pan-Ayrshire Mental Health Mobilisation Plan.	Sharon Hackney (Service Manager – Mental Health Services)
	ACTION 3 Continue to offer telephone assessment, review support and advice. In addition Attend Anywhere/Near Me is being introduced to increase the range of options available to reduce the number of required face-to-face appointments.		Sharon Hackney (Service Manager – Mental Health Services)
	ACTION 4 Face to face appointments where clinically required; i.e. the options above are unsuitable; will be offered by all disciplines in a clinical setting.		Sharon Hackney (Service Manager – Mental Health Services)
	ACTION 5 Team Leaders to continue to support and supervision to staff to support staff wellbeing.		Sharon Hackney (Service Manager – Mental Health Services)
	ACTION 6		Sharon Hackney

	Consider continuation for administering depot injection medication and the taking of bloods in people's homes unless a particular risk is identified.		(Service Manager – Mental Health Services)
	ACTION 7 Referral pathways need to be reviewed to increase access to online resources after assessment or whilst waiting for treatment or indeed event as part of the treatment e.g. CCBT, Silver Cloud, Head Space.		Sharon Hackney (Service Manager – Mental Health Services)
	ACTION 8 Re-start Group Work / Therapeutic groups to provide structure for service users, improve social contact and signpost referrals, in line with social distancing guidance.		Sharon Hackney (Service Manager – Mental Health Services)
	ACTION 9 Open clinics and increase person to person assessments and treatment where clinically indicated. This will include some patient choice, recognizing guidance and requirements for social distancing.		Sharon Hackney (Service Manager – Mental Health Services)
Adult Community Mental Health Service (Social Work)	ACTION 1 Exploring ways that group based activity can be restarted using web-based technology.		Sharon Hackney (Service Manager – Mental Health Services)
	ACTION 2 Ensure that staff secure places on Mental health Officer training to ensure ongoing development of this resource.		Sharon Hackney (Service Manager – Mental Health Services)
	ACTION 3 Re-start Group Work / Therapeutic groups to		Sharon Hackney (Service Manager –

	provide structure for service users, improve social contact and signpost referrals, in line with social distancing guidance.		Mental Health Services)
	ACTION 4 Plan for the expected demand for Mental Health Officer services.		Sharon Hackney (Service Manager – Mental Health Services)
Community Addiction Services	ACTION 1 Expand on current service delivery by offering face-to face assessments, especially for individuals who are deemed suitable for treatment (in particular alcohol detox).		Sharon Hackney (Service Manager – Mental Health Services)
	ACTION 2 Review of dispensing and supervision regimes for Opioid Substitution Therapy and links with the community pharmacy will hopefully continue to expand as opening times and ability to supervise medications increase.		Sharon Hackney (Service Manager – Mental Health Services)
	ACTION 3 Continue postal service of Naloxone/IEP.		Sharon Hackney (Service Manager – Mental Health Services)
	ACTION 4 Continue joint assessments with a prescriber for prison release clinics to reduce the amount of appointments and 'Did Not Attend'.		Sharon Hackney (Service Manager – Mental Health Services)
	ACTION 5 Re-start community alcohol detoxifications/ relapse management/ assessment clinics.		Sharon Hackney (Service Manager – Mental Health

			Services)
	ACTION 6 Open clinics and increase person to person assessments and treatment where clinically indicated. This will include some patient choice, recognizing guidance and requirements for social distancing.		Sharon Hackney (Service Manager – Mental Health Services)
Community Mental Health Team (Elderly)	ACTION 1 Complete reviews on a needs-led basis at home.		Sharon Hackney (Service Manager – Mental Health Services)
	ACTION 2 Complete new referrals at home on a needs-led basis.		Sharon Hackney (Service Manager – Mental Health Services)
	ACTION 3 Complete Dementia Post Diagnostic Support visits which were previously cancelled.		Sharon Hackney (Service Manager – Mental Health Services)
	ACTION 4 Continue to provide urgent and risk reviews.		Sharon Hackney (Service Manager – Mental Health Services)
	ACTION 5 Re-start Dementia Post Diagnostic Support visits.		Sharon Hackney (Service Manager – Mental Health Services)
	ACTION 6 Open clinics and increase person to person assessments and treatment where clinically indicated. This will include some patient		Sharon Hackney (Service Manager – Mental Health Services)

	choice, recognizing guidance and requirements for social distancing.		
Learning Disability Services			
Service area	Actions Planned	Considered in Ayrshire-wide proposals	Lead Officer
Community Learning Disability Team (South CLDT)	ACTION 1 Staff training in mandatory areas needs to be restarted.	South Ayrshire Learning Disability Services Mobilisation Plan is also captured in the Pan-Ayrshire Mental Health Mobilisation Plan.	Sandra Rae (Service Manager – Learning Disability and Sensory Impairment)
	ACTION 2 Face-to-face assessments and interventions to ensure a holistic picture of a person's physical and mental health is being assessed and to allow participation directly in care planning.		Sandra Rae (Service Manager – Learning Disability and Sensory Impairment)
	ACTION 3 Communication aids such as talking mats are widely used in Learning Disability services to establish how things are with someone and how they feel. This is an area that needs to restart to gain the thoughts and wishes of people who are less able to communicate verbally.		Sandra Rae (Service Manager – Learning Disability and Sensory Impairment)
	ACTION 4 Group work which helps to beat social isolation which is prevalent in this client group and is delivered by OT's and nursing as separate groups.		Sandra Rae (Service Manager – Learning Disability and Sensory Impairment)

	<p>ACTION 5 The team are planning to begin early screening to establish a baseline in people with Down syndrome in relation to dementia which has been put on hold.</p>		Sandra Rae (Service Manager – Learning Disability and Sensory Impairment)
	<p>ACTION 6 Hydrotherapy service needs to restart to meet the needs of clients with more profound and multiple physical health issues. Also the direct physical contact for assessment's and interventions need to be recommenced.</p>		Sandra Rae (Service Manager – Learning Disability and Sensory Impairment)
	<p>ACTION 7 Continue with health promotion activity with individual clients.</p>		Sandra Rae (Service Manager – Learning Disability and Sensory Impairment)
	<p>ACTION 8 Supporting clients to access other health services to make sure that accurate information is given to health professionals and that the client can understand the information provided.</p>		Sandra Rae (Service Manager – Learning Disability and Sensory Impairment)
	<p>ACTION 9 Pilot schemes have been put on hold for Excellence in Care and need to be recommenced. Currently this covers epilepsy, cancer screening and health checks.</p>		Sandra Rae (Service Manager – Learning Disability and Sensory Impairment)
	<p>ACTION 10 Intellectual assessment and dementia assessments need physical participation and</p>		Sandra Rae (Service Manager – Learning Disability

	can only be carried out in a clinic situation.		and Sensory Impairment)
	ACTION 11 Gender based violence assessment's which need's a direct contact due to possible disclosure and emotional distress.		Sandra Rae (Service Manager – Learning Disability and Sensory Impairment)
SAHSCP Learning Disability Team – Social Work	ACTION 1 All Service Providers reduced all supports to only support such as personal care, meals etc. and as such all social supports and groups were stopped. These require to be carefully and meaningfully restarted with a recognition that supports will not return to the way they were.		Sandra Rae (Service Manager – Learning Disability and Sensory Impairment)
	ACTION 2 Communication aids such as talking mats are widely used in Learning disability services to establish how things are with someone and how they feel. This is an area that needs to be utilised more within the Learning Disability Team and perhaps now is the time for staff to become more confident in using this for individuals who struggle to communicate verbally.		Sandra Rae (Service Manager – Learning Disability and Sensory Impairment)
	ACTION 3 The Curry Club also requires restarting as this is a meaningful social activity for individuals who would struggle to socialise or develop friendships on their own.		Sandra Rae (Service Manager – Learning Disability and Sensory Impairment)
	ACTION 4		Sandra Rae

	Reviews will gradually return to face to face (following all guidance), this is particularly important for individuals with learning disabilities.		(Service Manager – Learning Disability and Sensory Impairment)
	ACTION 5 The Social Distancing Risk Assessment of Arrol Park will be carried out to ensure that the site can be used in a safe manner.		Sandra Rae (Service Manager – Learning Disability and Sensory Impairment)
	ACTION 6 Consider introducing micro breaks for individuals with a learning disability to support carers.		Sandra Rae (Service Manager – Learning Disability and Sensory Impairment)
	ACTION 7 Progress with the use of digital technology to provide virtual support and reduce social isolation.		Sandra Rae (Service Manager – Learning Disability and Sensory Impairment)
Adult Learning Disability Psychology Service	ACTION 1 The service is moving towards opening clinics and increasing person to person assessment and treatment. This will be where clinically indicated and will include some patient choice, recognising guidance and requirements for social distancing etc.	The Adult Learning Disability Psychology Service is a pan-Ayrshire service providing psychological assessment and intervention for people with a learning disability living in Ayrshire & Arran. The service is embedded within each of the CLDTs in Ayrshire and also the LDS Assessment & Treatment Service based at Ward 7A	Sandra Rae (Service Manager – Learning Disability and Sensory Impairment)
	ACTION 2 The social distance risk assessment of Arrol Park will be carried out to ensure that the site can be used in a safe manner.		Sandra Rae (Service Manager – Learning Disability and Sensory Impairment)

		Woodlands View. The Psychology Service has developed detailed guidelines on how it will operate under Phase 2 of the Scottish Government Mobilisation Plans, including the on-going use of Attend Anywhere/ telephone appointments and guidelines to minimise infection risk for face-to-face assessments when these are required. Waiting-list work for routine referrals has recommenced, albeit with the limitations on neuropsychological and neurodevelopmental assessment	
	ACTION 3 Group Work/ Therapeutic groups. The reintroduction of these will be challenging and trials of using technology to help facilitate these are being identified.		Sandra Rae (Service Manager – Learning Disability and Sensory Impairment)
Day Services	ACTION 1 Continue to consider opening Arran View and Girvan Opportunities Centres liaising with union colleagues, families, Care Inspectorate and staff.		Sandra Rae (Service Manager – Learning Disability and Sensory Impairment)
	ACTION 2 Introduce / reintroduce outreach services to		Sandra Rae (Service Manager –

	keep relationships.		Learning Disability and Sensory Impairment)
Allied Health Profession Services			
Service area	Actions Planned	Considered in Ayrshire-wide proposals	Lead Officer
Rehabilitation across all services	ACTION 1 Develop AHP workforce paper to determine additional staffing requirements for Rehabilitation Ayrshire-wide for phase 3 and beyond across identified service areas.	Ayrshire - wide mobilisation plan identifies that a significant increase in AHP resource will be required in order to meet expected demands on rehabilitation services and reduce the impact of COVID-19 and lockdown measures on the population's physical and mental health.	Elaine Hill (AHP Senior Manager)
	ACTION 2 Staged return of AHP's to substantive roles within services that have been stopped as part of NHS emergency response to remodel and renew.		Elaine Hill (AHP Senior Manager)
	ACTION 3 Retain a few AHP staff within acute service and place additional physiotherapy staff via NES portal within critical service areas to provide additional support and cover for staff in at risk categories.		Elaine Hill (AHP Senior Manager)
	ACTION 4 Retain flexibility to recall redeployed staff to critical areas should 2nd surge require through ongoing staff engagement and training.		Elaine Hill (AHP Senior Manager)
	ACTION 5 Speech and Language Therapy (SLT) Adult service will continue to offer critical service		Elaine Hill (AHP Senior Manager)

	for high risk referrals only due to limited staffing resource.		
	Action 6 SLT CYP, Inpatient and Community teams are reviewing Job Plans and ensuring all staff activity is working towards the objectives and plans below.		Elaine Hill (AHP Senior Manager)
Telepractice and Digital interventions across AHP Services	ACTION 1 Dietetics, Occupational Therapy, Physiotherapy and SLT will expand use of telepractice and NHS Near me and Microsoft teams across teams for individual appointments and partnership working with service users, families and carers where appropriate ensuring services are high quality and clinically safe.	Ayrshire wide plan requires services to remodel service delivery to include use of telephone appointments and NHS near me where appropriate	Elaine Hill (AHP Senior Manager)
	ACTION 2 Dietetics -Training, equipment and access to NHS Near me and Cisco delivered to full Dietetic team to support ongoing roll out of remote access for individual and group appointments.		Elaine Hill (AHP Senior Manager)
	ACTION 3 Launch of weight management app area wide and use of telehealth & telecare to collect measurements e.g. use of digital scales; Florence protocols		Elaine Hill (AHP Senior Manager)
	ACTION 3 Occupational Therapy - Expand use of OT community of Practice to support virtual training and development across partnership.		Elaine Hill (AHP Senior Manager)

	<p>ACTION 4 Physiotherapy - Development of patient facing website, social media and online resources to support self-management.</p>		Elaine Hill (AHP Senior Manager)
	<p>ACTION 5 SLT - Develop telepractice policy and guidelines to support decision making and safe and appropriate use of telepractice and digital solutions where there are issues relating to literacy, cognition, and disordered language, and choke risk.</p>		Elaine Hill (AHP Senior Manager)
	<p>ACTION 6 SLT - Develop Remote therapy solutions within the NHA AAA host app to support therapy prescriptions remotely on</p> <ul style="list-style-type: none"> • Exercises and support for Voice, and Head and Neck clients • Exercises and support for oromotor and swallowing difficulties • Phonology support for CYP, families, carers and health professionals • Language Support for CYP, families, carers and health professionals • Pragmatics Support for CYP, families, carers and health professionals 		Elaine Hill (AHP Senior Manager)
AHP services within University Hospital Ayr	<p>ACTION 1 AHP's engaging with acute services in planning renewal/ reconfiguration of acute services and engaging with vascular rehab, Orthopaedic, stroke, and unscheduled care work streams.</p>		Joanna Mowbray (Physiotherapy Service Manager, South)

	ACTION 2 Dietetics developing activity/information packs for people on Acute Wards.		Maureen Murray (Dietetic Service Manager, South)
	ACTION 3 OT's provide post discharge support provided via telephone and participate in test of change through MDT white board meetings.		Aileen Fyfe (Occupational Therapy Service Manager, South)
	ACTION 4 Physiotherapy 7 day service will return as extra staff are repatriated to 5 day on 29th June and develop a proposal for future 7 day working.		Joanna Mowbray (Physiotherapy Service Manager, South)
	ACTION 5 Physiotherapy will utilise temporary additional staff to focus on rehab in conjunction with discharge assessment and review current way of working.		Joanna Mowbray (Physiotherapy Service Manager, South)
	ACTION 6 SLT - Adult service will continue to only offer critical service for high risk only.		Gill Main (Speech & Language Therapy Service Manager, South)
	ACTION 7 SLT - Commence NHS Near me sessions with relatives or carers of person before discharge with practical support on modified Diet and fluid preparation, communication strategies and support.		Gill Main (Speech & Language Therapy Service Manager, South)
Specialist MDT Out-patient services	MDT Diabetes Service		
	ACTION 1 Dietitians will support new and priority review	Reflects Ayrshire- wide plans for out-patient services.	Maureen Murray (Dietetic Service)

	patients by telephone and NHS Near Me as appropriate.		Manager, South)
	ACTION 2 Dietitians investigate opportunities to deliver previous group structured education using NHS Near Me /Cisco.		Maureen Murray (Dietetic Service Manager, South)
	ACTION 3 Dieticians working with specialist nurses to reintroduce joint consultations using NHS Near me.		Maureen Murray (Dietetic Service Manager, South)
	ACTION 4 Working with MDT as to how infection control and social distancing aspects of service will be arranged for those who must come in the Centre.		Maureen Murray (Dietetic Service Manager, South)
Bariatric Surgery Service			
	ACTION 1 Dietitian currently supporting existing caseload by telephone NHS Near Me.	Reflects Ayrshire- wide plans for out-patient services.	Maureen Murray (Dietetic Service Manager, South)
	ACTION 2 Specialist Dietitian scoping alternative delivery of previous pre-operative education programme which was delivered by group.		Maureen Murray (Dietetic Service Manager, South)
	ACTION 3 Specialist Dietitian will work with MDT team to ensure social distancing and infection control practices at UHA clinic and ward level for those who need to be seen face to face.		Maureen Murray (Dietetic Service Manager, South)
Physiotherapy Rehabilitation outpatients including Vascular and Lymphedema			

	<p>ACTION 1 All patients are currently reviewed by telephone and those with urgent needs will be considered for home assessments with appropriate PPE.</p>	Reflects Ayrshire- wide plans for out-patient services.	Joanna Mowbray (Physiotherapy Service Manager, South)
	<p>ACTION 2 Consider Outpatient face to face at Biggart from Mid-July with appropriate precautions – capacity of the team will be reduced due to social distancing and PPE requirements.</p>		Joanna Mowbray (Physiotherapy Service Manager, South)
Pulmonary Rehabilitation			
	<p>ACTION 1 Physiotherapists continue to support current caseload by phone.</p>		Joanna Mowbray (Physiotherapy Service Manager, South)
	<p>ACTION 2 Plan to start virtual pulmonary rehab mid-July with Initial home assessments then using TEC supports to monitor during 8 week Pulmonary Rehabilitation programme.</p>		Joanna Mowbray (Physiotherapy Service Manager, South)
	<p>ACTION 3 Airway clearance YouTube video being made for patients to access on A&A website</p>		Joanna Mowbray (Physiotherapy Service Manager, South)
Cardiac Rehabilitation			
	<p>ACTION 1 Reviewing current caseload by phone.</p>		Joanna Mowbray (Physiotherapy Service Manager, South)
	<p>Action 2</p>		Joanna Mowbray

	<p>Exploring different ways to introduce physical activity post cardiac event. Considering outdoor options for group exercise to ensure social distancing.</p> <p>Plan to have an Ayrshire-wide plan to begin mid-July.</p>		(Physiotherapy Service Manager, South)
AHP within Primary Care	<p>ACTION 1</p> <p>Work with primary care and MDT's within HSCP to improve alignment of community AHP's with GP practices.</p>	<p>In line with Ayrshire wide Primary Care Plan</p> <p>Ayrshire wide Plans for MSK Physiotherapy Practitioners in Primary care and Podiatry being developed in East HSCP.</p>	Elaine Hill (AHP Senior Manager)
	<p>ACTION 2</p> <p>Redesign Dietetic GP clinic service within Primary Care in partnership with GP Practices and HSCP admin to meet post COVID requirements.</p> <p>Agreement gained for patients previously seen within GP clinics to go onto EMIS to allow improved virtual oversight of all primary care caseload for triage and response.</p> <p>Redesign service to fit with remote working and social distancing for patients where face to face required.</p>		Maureen Murray (Dietetic Service Manager, South)
	<p>ACTION 3</p> <p>Continue to deliver Primary care Occupational therapy Service in test GP practice using NHS Near me and telephone support for individuals and evaluate service.</p>		Aileen Fyfe (Occupational Therapy Service Manager, South)

	<p>ACTION 4 OT will trial use Creative Futures workbook developed by OT in South HSCP to establish health and well-being goals.</p>		Aileen Fyfe (Occupational Therapy Service Manager, South)
	<p>ACTION 5 Development of self-management information for Individuals shielding and over 70's. Health promotion Dietetic Team has posted advice for health professionals and the public on NHs Athena/Public Facing Website. First line information given to VASA regarding people with undernutrition and diabetes. Further development of information for physical activity and mental health.</p>		Aileen Fyfe (Occupational Therapy Service Manager, South)
<p>Rehabilitation for People recovering from COVID-19</p>	<p>ACTION 1 Develop general recovery information for people recovering from COVID on A &A website with self-referral email for advice Manned by specialist rehab physiotherapist who will discuss and together with individual identify any needs and refer to appropriate rehab service or digital support Evaluate this model of self-referrals for the future service redesign.</p>	<p>Launched within South Ayrshire will be available Ayrshire-wide with signposting for locality services.</p>	<p>Joanna Mowbray (Physiotherapy Service Manager, South)</p>
	<p>ACTION 2 Nutritional support advice developed by Dieticians for use on discharge from hospital in addition to increased availability of high density snacks and drinks for all Covid</p>		<p>Maureen Murray (Dietetic Service Manager, South)</p>

	patients.		
	ACTION 3 Dietetic helpline number offered to support access to the service even if not referred during admission.		Maureen Murray (Dietetic Service Manager, South)
	ACTION 4 Occupational therapists developing Information to manage fatigue post COVID. Training for staff in Self-management workbook and managing fatigue self-help information.		Aileen Fyfe (Occupational Therapy Service Manager, South)
	ACTION 5 Develop SLT web page with Post COVID recovery information and signposting.		Gill Main (Speech & Language Therapy Service Manager, South)
Community Rehabilitation	ACTION 1 Team Lead will continue to carrying out triage work with ICT and build joint triage for CRT & ICT AHP and wider services.		Aileen Fyfe (Occupational Therapy Service Manager, South)
	ACTION 2 OT & physiotherapy referrals to have telephone review to assess most appropriate intervention: Face to face community visit /near me/telephone.		Aileen Fyfe (Occupational Therapy Service Manager, South)
	ACTION 3 SLT Adult Community Helpline: develop this new service which remains crucial in alerting the team to escalating risk in the community, avoiding crisis admissions and providing advice and reassurance with general self - management advice for those who do not		Gill Main (Speech & Language Therapy Service Manager, South)

	require intervention.		
	ACTION 4 Exploring further options for AHP's to support individuals within care homes via telephone, virtually and support materials.		Elaine Hill (AHP Senior Manager)
	ACTION 5 Seek additional Long-term staffing resource to address areas where we are unable to restart community services due to demand and capacity issues Much of this work e.g. E. voice and fluency could be done remotely.		Elaine Hill (AHP Senior Manager)
	ACTION 6 SLT and Dietetics will Develop 5 short VT clips in collaboration for online/app access on food, fluid and nutrition for people, their families and carers in all settings including care homes.		Gill Main (Speech & Language Therapy Service Manager, South)
	ACTION 7 SLT Production of communication friendly information to support staff to maintain communication friendly environment when wearing PPE.		Gill Main (Speech & Language Therapy Service Manager, South)
AHP services within Biggart and Girvan Community Hospital	ACTION 1 AHP's prioritising workforce to support complex rehab and support temporary relocation of Stroke provision from Drummond.		Elaine Hill (AHP Senior Manager)
	ACTION 2 OT providing Post discharge support via telephone.		Elaine Hill (AHP Senior Manager)
	ACTION 3		Elaine Hill (AHP

	Plan for future model for day hospital AHP Clinicians reviewing caseload and agreeing future plans for individuals.		Senior Manager)
	ACTION 4 AHP's planning recommencement of out-patients Stroke and Falls where OP intervention most appropriate.		Elaine Hill (AHP Senior Manager)
	ACTION 5 SLT Capacity and demand data continuing to support the team in using a single system model to allocate limited resource where most needed across all adult services.		Elaine Hill (AHP Senior Manager)
	ACTION 6 Plans for recommencement of routine MSK services being developed as part of Ayrshire –wide MSK service.		Elaine Hill (AHP Senior Manager)
AHP services for Children's and Young People's service	Speech and Language Therapy		
	ACTION 1 Continue to operate CYP SLT helpline and run digital clinics including virtual drop-in clinics.		Gill Main (Speech & Language Therapy Service Manager, South)
	ACTION 2 Develop our digital training offer to be interactive and building in opportunity for follow-up as we know that there is little impact from stand-alone training.		Gill Main (Speech & Language Therapy Service Manager, South)
	ACTION 3 Explore and develop a plan to create new learning modules with colleagues within education, health and parents.		Gill Main (Speech & Language Therapy Service Manager, South)
	ACTION 4		Gill Main (Speech &

	Develop Video workshops and presentations for parents on website, Facebook Live sessions as alternative and accessible targeted supports.		Language Therapy Service Manager, South)
	ACTION 5 Continue to use NHS Near Me to deliver Focused coaching with families, delivering Hanen specialist training and teaching with hard to engage families.		Gill Main (Speech & Language Therapy Service Manager, South)
	ACTION 6 Use of Microsoft Teams to deliver training to educate partners.		Gill Main (Speech & Language Therapy Service Manager, South)
Occupational Therapy			
	ACTION 1 Continue to carry out telephone assessments with all new referrals, triaging for level of risk.		Aileen Fyfe (Occupational Therapy Service Manager, South)
	ACTION 2 Continue to use telephone or NHS Near me to support children and families, offering home visits to families whose needs are prioritised for direct contact.		Aileen Fyfe (Occupational Therapy Service Manager, South)
	ACTION 3 Review recommencement of Out- patient appointments where necessary following risk assessments.		Aileen Fyfe (Occupational Therapy Service Manager, South)
	ACTION 4 Continue to utilise website and emails to provide tailored information advice and resources to help children.		Aileen Fyfe (Occupational Therapy Service Manager, South)

	<p>ACTION 5 Continue collaboration with families and: nursery, primary and secondary schools to support transitions and support remote education.</p>		Aileen Fyfe (Occupational Therapy Service Manager, South)
	<p>ACTION 6 Continue to work with equipment providers to support families via NHS Near me to adjust seating and other equipment.</p>		Aileen Fyfe (Occupational Therapy Service Manager, South)
	Physiotherapy and Dietetics		
	<p>ACTION 1 Plans for physiotherapy and dietetics being developed within North HSCP plan as Ayrshire wide service.</p>		Elaine Hill (AHP Senior Manager)
AHP's in Learning Disability Services	<p>ACTION 1 OT clinicians will carry out visits where required and continue with safe and well calls for individuals within their caseload.</p>		Aileen Fyfe (Occupational Therapy Service Manager, South)
	<p>ACTION 2 Following risk assessment activity group work will recommence both within the community and within the Therapies building.</p>		Aileen Fyfe (Occupational Therapy Service Manager, South)
	<p>ACTION 3 Plans for physiotherapy and dietetics and SLT are being developed within North HSCP plan as Ayrshire wide service.</p>		Aileen Fyfe (Occupational Therapy Service Manager, South)
Occupational Therapy within Mental Health and Addiction services	Adult Mental Health		
	<p>ACTION 1 Continue to triage via telephone and risk assess utilising self-help materials where</p>		Aileen Fyfe (Occupational Therapy Service)

	appropriate and safe to do so.		Manager, South)
	ACTION 2 Undertake risk assessments to plan renewal, building on learning from phase 1 regarding remote working and use of NHS Near me.		Aileen Fyfe (Occupational Therapy Service Manager, South)
	ACTION 3 Review Vocational rehab support with the 3 rd sector.		Aileen Fyfe (Occupational Therapy Service Manager, South)
	ACTION 4 Continue to deliver Behavioural activation and mindfulness work remotely using NHS Near me where appropriate. Shared drive to be developed for self-help and other mental health information.		Aileen Fyfe (Occupational Therapy Service Manager, South)
Elderly Mental Health			
	ACTION 1 New referrals will be continued to be triaged to define level of risk with functional assessments being carried out remotely, and face to face work carried out when necessary.		Aileen Fyfe (Occupational Therapy Service Manager, South)
	ACTION 2 Work closely with national AHP EMH expert group and AHP consultant within Alzheimer's Scotland in planning renewal and maintain liaise closely with 3 rd sector.		Aileen Fyfe (Occupational Therapy Service Manager, South)
	ACTION 3 Explore role of OT in supporting care homes.		Aileen Fyfe (Occupational Therapy Service Manager, South)

Addictions		
ACTION 1 Address social distancing challenges to plan recommencement of group work programme		Aileen Fyfe (Occupational Therapy Service Manager, South)
ACTION 2 Develop On-line self-help materials being developed and utilise Creative Futures workbook with individuals.		Aileen Fyfe (Occupational Therapy Service Manager, South)
Connect 4 Change Team		
ACTION 1 Review of best options to engage with difficult to engage client group.		Aileen Fyfe (Occupational Therapy Service Manager, South)
Other AHP services in Mental Health		
ACTION 1 Plans for Physiotherapy and Dietetics and SLT are being developed within North HSCP plan as Ayrshire wide service.		Aileen Fyfe (Occupational Therapy Service Manager, South)