

IAC Forum Meeting 12th May 2020 - Summary of key points & updates

- Consultants working on the **person-centred care workforce training** will gain input from forum members through a group session and conversations with individuals (dates and times to follow).
- An action plan is being developed to address issues with **mental health crisis care** reported by the Care Quality Commission (CQC) following their inspection of Sheffield Health and Social care NHS Foundation Trust.
- Sheffield has set up 2 **Covid-19 testing sites** in Sheffield for key workers. Having to use the Public Health England regional testing site at Doncaster/Sheffield airport is thought to be an issue for members of the public who are unwell and have to get themselves there.
- The **benefits of testing were questioned** as people still don't know whether they have had Covid-19, can catch it again or spread it.
- **Hospital deaths have reduced significantly** in recent weeks. Some days there were no deaths at all.
- The number of **deaths in the community is reducing but is still an issue**.
- **Care homes** have had support from the health and care system to cope in the pandemic e.g. infection control protocols have been shared, there has been support with sourcing PPE and training staff to wear it properly and support on topics such as End of Life Care.
- Some **BAME communities** have been disproportionately affected by Covid-19. This is thought to be due to a combination of factors including reluctance to use services and institutional racism.
- The impact of Covid-19 on BAME communities could help to highlight that **care environments can be hostile and unsuitable for some groups** of people, like those with disabilities, language or communication needs.
- The health and care system wants to know which of **the new ways of working resulting from the pandemic** people would like to continue and which ones they would like to stop happening in the future.
- Forum members' views and experiences highlighted that:
 - there are **benefits to having phone/online appointments** but professionals not knowing the patient and lack of people skills will still lead to poor experiences,
 - some people may need **encouragement to attend hospital appointments**
 - Messaging should be used to keep **unnecessary use of A & E at lower levels** than it was before the pandemic,
 - It is important to have **good communication** with the public about upcoming changes to services/guidance.

The next Zoom meeting is on Tuesday 9th June 2020, 1pm -2pm.