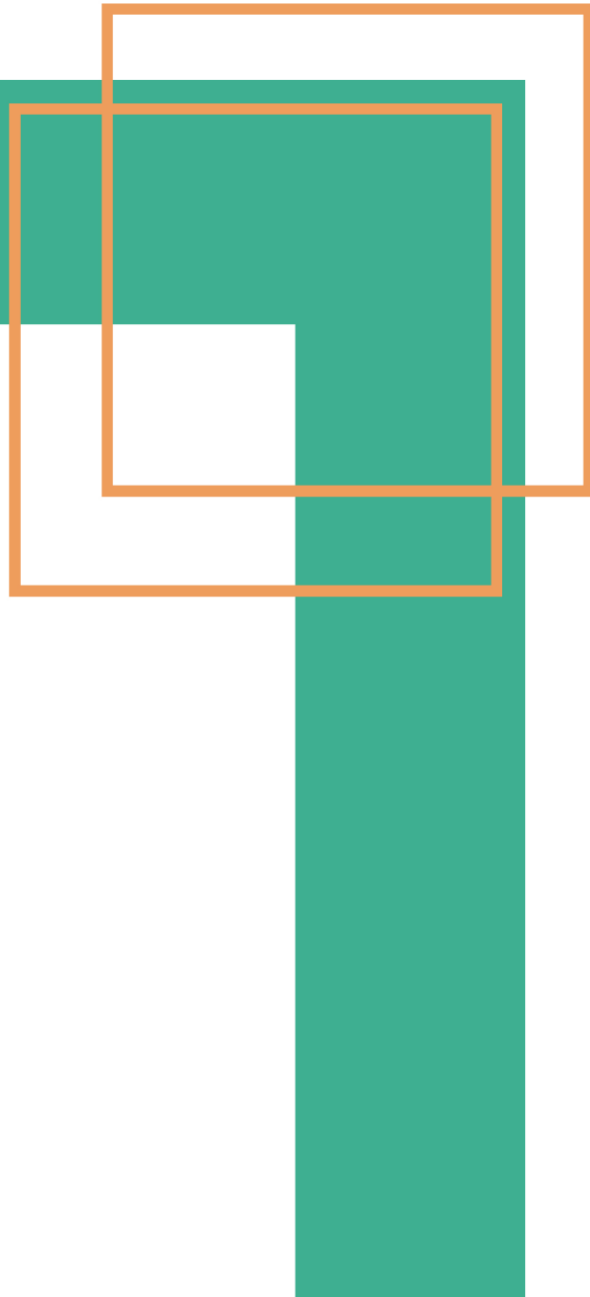




Restoration of health and care services

April 2021



Background

Executive Summary

Following the introduction of the circuit-break lockdown on the 03 March 2021, which was brought about due to an increase in community transmission of COVID-19, consideration was given to what additional restrictions and modifications were required to safeguard services in compliance with the latest guidance, and to reduce the risk of transmission within health and care settings.

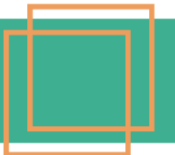
In contrast to the first lockdown of 2020, but more aligned with the circuit-break of January 2021, many of our services have remained operational, albeit at reduced capacity and with appropriate control measures in place in order to minimise the risk of transmission. This has been achieved despite significant staffing challenges within our services and those provided by our partners and other external organisations.

With the number of cases on the Island now at a diminishing level, and the community spread of the virus seemingly under control (for the time at least), work has commenced on the restoration of services that have been impacted by recent restrictions. This document sets out the position of our services during the circuit-break period, and provides clarity as to when we expect those impacted services to be restored.

Manx Care thanks all its staff for maintaining services in many areas while restrictions were in force, and the public for their support during a period of extraordinary pressure on our staff and services.

Isle of Man Government Position

The Island's Chief Minister announced at the COVID-19 press conference on the 15 April 2021 that the recent circuit-break lockdown period is due to end on Monday 19 April 2021. All current restrictions are due to be lifted at one minute past midnight / 00.01 following a prolonged period with no positive cases of coronavirus in the community.



Manx Care - restoration of services

Phased approach

For some services it is of paramount importance that we are able to restore 'normal' provision as quickly as possible, although as established following previous lockdowns, some virtual appointments and clinics are likely to become more common-place where assessed clinically and practically appropriate.

Other services however will be restored using a phased approach over the coming weeks, and this is to ensure that we are able to adequately safeguard the welfare of our patients and service users. Our approach to this is outlined on a service by service basis on the following pages.

Notwithstanding the anticipated protection that the continued rollout of the COVID-19 Vaccination programme will provide to the citizens of the Island, it is essential that we are able to safely manage any future increase in positive cases, whilst at the same time protecting the delivery of care to those patients with other conditions. This will be achieved if necessary by following our now tried and tested escalation plan, which can be implemented when required with minimal notice.

Swabbing and testing services will remain in place to monitor and contain any future spread of the infection in line with Government requirements. This includes the continuation of swabbing and testing of patients as part of their pre-operative assessment.

Removal of social distancing and facial protection requirements

Social distancing and facial protection will not be necessary within health and social care settings as from Monday 19 April 2021.

All services will follow the standard infection prevention & control precautions, and clinical assessments will continue with every patient to exclude possible COVID-19.

The COVID PPE recommendations will be reviewed again if there is any evidence of COVID-19 circulating in the community.





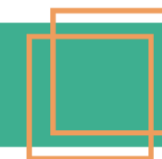
Care Group Summaries



Medicine, Urgent Care and Ambulance Service



Service	Circuit-break impact	Restoration Action / Timeline
Emergency Department	Service continued to operate, and was enhanced by salaried GPs who provided additional support into the Minors and Ambulatory Care Unit. Visiting restrictions in place in order to minimise risk of transmission.	Normal service will be resumed from 19 April 2021. The additional support provided by GPs will cease at this point as they return to their Practices. In anticipation of increased activity due to lifting of general social restrictions, and because of the limited space available, visiting restrictions and security personnel are to remain in place, and the need for these controls will be reviewed on a weekly basis.
Air Ambulance and Ambulance Services	Services continued to operate per normal.	Service will continue to operate as per normal.
Inpatient Wards	Medical bed base was increased in accordance with COVID-19 escalation plan. Visiting restrictions implemented in line with Hospital Visitor's Policy.	The medical bed base was restored to normal on 05 April 2021. Any changes to visiting restrictions will be in line with Hospitals Visiting Policy.
Medical Outpatients	Specialties continued to operate a mixture of face to face and virtual appointments, with telephone consultations being utilised where possible.	Normal service will be resumed where possible from 19 April 2021. Some virtual appointments are likely to continue where clinically appropriate.
Medical Physiology and Diagnostics	Urgent diagnostic procedures have been prioritised, whilst routine procedures have been done remotely where possible.	Normal service will be resumed where possible from 19 April 2021. Some virtual appointments are likely to continue where clinically appropriate.



Surgery, Theatres, Critical Care and Anaesthetics



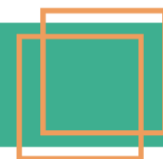
Service	Circuit-break impact	Restoration Action / Timeline
Endoscopy	Routine activity was initially suspended to allow for the redeployment of staff.	Service was restored to full capacity from 29 March 2021.
Theatre Activity	All elective services (with the exception of Cancer and clinically urgent cases) suspended.	Gradual increase of elective activity will commence 19 April 2021 led by specialties with the aim of restoring full capacity by 19 May 2021. This will enable all supporting services to support the elective pathways, whilst also providing sterile services with the opportunity to replace critical equipment as per agreed supplier schedule.
Outpatients	Specialties continued to operate a mixture of face to face and virtual appointments, with telephone consultations being utilised where possible.	Normal service will be resumed where possible from 19 April 2021. Some virtual appointments are likely to continue where clinically appropriate.
Blood Clinic	In order to limit foot fall through the hospital corridors, and to create additional space to aid social distancing, the clinic was temporarily relocated to the atrium near the main hospital entrance.	A decision on when the clinic will be relocated to its usual location in General Outpatients is due to be confirmed 21 April 2021.



Integrated Diagnostics and Cancer Services



Service	Circuit-break impact	Restoration Action / Timeline
Oncology Day Unit	Treatment activity maintained with additional precautions in place to safeguard patients.	Patients using this unit are typically immunosuppressed. Accordingly, additional risk mitigation measures will remain in place with the aim of limiting the number of patients within the unit at any time. Patients will continue to be notified of these measures in advance of their appointment
Macmillan Cancer Information & Support Service	Centre closed to face to face contacts, with email and telephone support available.	The Centre is to reopen to face to face contacts from 26 April 2021 following changes to the Hospitals Visiting and Access Policies, and in compliance with the continued risk mitigation measures referred to above.
Cancer Screening Services	All services were maintained, with the exception of the Stay Well Clinic, which was suspended by the charity that operates the clinic.	The Stay Well Clinic is operated by IOM Anti Cancer Association and is due to resume from 26 April 2021.
Radiology Services	All services with the exception of Bone Densitometry were maintained.	Bone Densitometry recommenced 12 April 2021.
Pathology Services	All services were maintained whilst also continuing to provide increased level of COVID-19 testing functionality.	Service will continue to operate as per normal.
Acute Pharmacy Services	All services maintained, including sourcing critical medication for treatment of COVID-19.	Service will continue to operate as per normal.



Integrated Mental Health Services



Service	Circuit-break impact	Restoration Action / Timeline
Community Mental Health Services	Continued to deliver services whilst applying measures to ensure social distancing and appropriate application of PPE. Face to face consultations continued where assessed necessary, whilst services delivered remotely where deemed appropriate.	Normal service will be resumed from 19 April 2021. Some virtual appointments are likely to continue where clinically appropriate.
Inpatient Services (Manannan Court)	Continued to deliver psychiatric inpatient care with no reduction in capacity. Visiting restrictions, PPE requirements and testing on admission are consistent with the approach applied within Nobles Hospital. Given the nature and vulnerability of the service user group additional admission protocols have been employed to mitigate the risk of transmission.	Normal service will be resumed from 19 April 2021. Any changes to visiting restrictions will be in line with the Hospitals Visiting Policy.



Integrated Women's, Children's and Families Services



Service	Circuit-break impact	Restoration Action / Timeline
Family Planning and Termination of Pregnancy	Services continued to operate per normal.	Service will continue to operate as per normal.
Acute Gynaecology	Service continued to operate per normal.	Service will continue to operate as per normal.
Outpatient Gynaecology	Face to face consultations continued where necessary, whilst telephone consultations utilised where appropriate.	Normal service will be resumed from 19 April 2021. Some virtual appointments are likely to continue where appropriate.
Acute Paediatrics	Service continued to operate per normal.	Service will continue to operate as per normal.
Community Paediatrics	Service continued to operate per normal, with the exception being that clinics were cancelled.	Normal service will be resumed from 19 April 2021, subject to individual risk assessment.
Outpatient Paediatrics	All parents / carers contacted prior to appointment to determine if they require a telephone or face to face consultation.	Normal service will be resumed from 19 April 2021, subject to individual risk assessment.
Fertility Service	Service continued to operate per normal.	Service will continue to operate as per normal.
School Nursing and Health Visiting	Services delivered remotely via telephone contacts and home visits where assessed as essential.	Service will recommence from 19 April 2021, once all schools have reopened.
Maternity Ward	Service continued to operate with restrictions to visiting policy.	Any changes to visiting restrictions will be in line with Hospitals Visiting Policy.
Neonatal Unit	Service continued to operate per normal.	Service will continue to operate as per normal.
Maternity Community Clinics	Service continued to operate per normal.	Service will continue to operate as per normal.
Maternity Outpatients	Continued where necessary so pregnant women could attend for blood tests, scans and monitoring.	Service will continue to operate as per normal.
Safeguarding	Services delivered remotely via telephone contacts and home visits where assessed as essential.	Normal service will be resumed from 19 April 2021.



Integrated Community Services

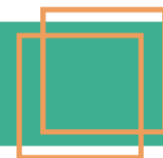


Service	Circuit-break impact	Restoration Action / Timeline
Community Nursing Services	Service has remained available for essential visits only.	District Nursing and Community Specialist Nursing Services (including: Tissue Viability Nurse, Learning Disability Nurse, Continence Nurse, Parkinson’s Nurse, Vulnerable Adult Health Visitor and Long Term Conditions Co-ordinators) will recommence from 19 April 2021. Patients that have not received a visit during the circuit-break will be contacted by the caseload holder or delegated Registered Nurse, who will schedule a home visit. It is anticipated that the service will running as normal from the 26 April 2021. Community Nursing Staff will continue to be released to support the housebound vaccination programme (2 nd doses) from the 10 May 2021.
Diabetes Services	Previously implemented COVID-19 Plan re-instated. Majority of patients within the service are shielding and therefore contact maintained largely by phone. Face to Face clinics remained in place for any new patients.	Outpatient services will begin to transition from telephone / telemedicine to face to face from 19 April 2021, with transition to new permanent clinic schedule by the 10 May 2021. Some clinics will remain virtual where appropriate, particularly follow up clinics where test results are available to the team in advance or via upload from the continuous glucose monitoring devices.
Prison Healthcare Services	Service continued to operate per normal.	Service will continue to operate as per normal.
Community Pharmacy Services	Pharmacies continued to operate, albeit some with reduced opening hours due to staffing and operational matters.	Service will continue to operate as per normal.



Therapies and Podiatry

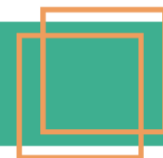
Service	Circuit-break impact	Restoration Action / Timeline
Podiatry	<ul style="list-style-type: none"> Outpatient services continued, with high risk patients prioritised. Patients who were unable to attend usual clinic received domiciliary care or were phoned. Domiciliary only, with high risk patients ulcerated/ acute and active problems prioritised for treatment. Lower priority patients contacted (if appointment due) via telephone for clinical risk assessment. 	<p>Phased return to business as usual from 19 April 2021:</p> <ul style="list-style-type: none"> Outpatient clinics to continue with high risk patients ulcerated / acute and active problems. Resumption of service for 'high risk patients' with non-urgent need gradually for out-patients and domiciliary care. Expected to be fully restored by 03 May 2021. Lower risk domiciliary visits to commence, including new and review patients. Care home reviews and treatments to recommence, when access to care homes is restored.
Community Adult Therapies Team	<p>Domiciliary visits limited to high risk/urgent only. Independent Living Centre closed. Falls clinic and exercise group suspended.</p>	<p>Return to business as usual to commence from 19 April 2021:</p> <ul style="list-style-type: none"> Full domiciliary service to recommence Independent Living Centre to reopen Falls Exercise Group to remain suspended until 31 May 2021 to allow clinicians to concentrate on reducing domiciliary backlog accumulated during lockdown.
Speech Therapy	<ul style="list-style-type: none"> Routine communication and voice outpatient clinics suspended Domiciliary visits and assessments maintained, particularly where high risk dysphagia identified Most outpatient work converted to telephone based Head & Neck service maintained and Inpatient inreach service maintained 	<p>Routine clinics and domiciliary visits to recommence from 19 April 2021, including assessment of non-urgent dysphagia. Voice and communication services to remain suspended until backlog of dysphagia assessments is completed.</p>
Dietetics	<ul style="list-style-type: none"> All clinics converted to telephone based Outpatient based support to medical and surgical specialties maintained for urgent/cancer patients Group work suspended 	<p>Clinics to be converted to face to face gradually, with full service expected 26 April 2021.</p>
Children's Therapy	<ul style="list-style-type: none"> Outpatient and group work suspended Inreach in schools suspended Inreach in hospital continued 	<p>All services to recommence from 19 April 2021.</p>
Acute Inpatient Therapies	<ul style="list-style-type: none"> Inpatient services reduced in line with hospital operational changes Resources prioritised to support Covid-19 wards On call provision increased Joint school and Rehab sessions suspended. 	<p>Inpatient services to restart in line with commencement of activity within Noble's and Ramsey District Cottage Hospital from 19 April 2021, with exception of Pulmonary rehab and cardiac rehab services, which will remain suspended until 03 May 2021.</p>
Physio Outpatients	<ul style="list-style-type: none"> Routine outpatient therapies suspended – urgent new referrals maintained Gym sessions suspended Follow up appointments converted to telephone where practicable, with exercise sheets provided via email 	<p>Outpatient treatment services and Gym sessions / classes to recommence from 19 April 2021.</p>



Primary Care Services



Service	Circuit-break impact	Restoration Action / Timeline
General Practitioner Services	<ul style="list-style-type: none"> Restricted access to premises through implementation of closed door policy. CATCH Site in operation for high risk patients. Some Minor surgery ceased. 	<p>Normal service will be resumed from 19 April 2021.</p> <ul style="list-style-type: none"> Revert to Open door policy where possible CATCH Site no longer used All minor Surgery recommenced <p>COVID-19 questions will continue to be asked during telephone triage and upon arrival at the practice.</p>
MEDS – GP Out of Hours	Continued to handle calls and undertake home visits as normal, requesting that patients attend Hospital for examination where appropriate. Restricted access to office through implementation of closed door policy.	<p>Revert to open door policy and normal service resumed from 19 April 2021.</p> <p>COVID-19 questions continue during telephone triage.</p>
Optical Services	Practices have remained open, and have continued to honour appointments but have restricted access via closed door policy.	<p>Revert to open door policy and normal service resumed from 19 April 2021.</p> <p>COVID-19 questions will continue to be asked during telephone triage and upon arrival at the practice. High risk patients will be redirected to ED in emergencies.</p>
Dental Services	Practices remained open to deal with urgent and emergency cases, and were able to undertake routine procedures from 29 th March. Closed door policy implemented, whilst fallow time protocols followed between patients where Aerosol Generated Procedures undertaken.	<p>Revert to open door policy and normal service resumed from 19 April 2021.</p> <p>COVID-19 questions continue during telephone triage (all appointments pre-agreed) and upon arrival at the practice.</p>
Orthodontic Services	Services remained open to deal with urgent and emergency cases, whilst closed door policy implemented.	<p>Revert to open door policy and normal service resumed from 19 April 2021.</p> <p>COVID-19 questions continue during telephone triage (all appointments pre-agreed) and upon arrival at the practice.</p>



Social Care Services (Page 1 of 2)



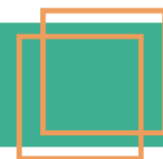
Service	Circuit-break impact	Restoration Action / Timeline
Resource Centres for Older People	Closed to all non-essential visitors.	Phased return to business as usual: w/c 19 April 2021 – Revised restrictions regarding visiting and respite provision restricted on a case by case basis. w/c 26 April 2021 – Visiting restrictions relaxed. Respite provision returns to normal, and residents supported to access social / community activities.
Dementia Care and Support Services	Closed to all non-essential visitors.	Phased return to business as usual: w/c 19 April 2021 – Revised restrictions regarding visiting and respite provision restricted on a case by case basis. w/c 26 April 2021 – Visiting restrictions relaxed. Respite provision returns to normal.
Day Services for Older People & Dementia Day Care Services	Temporarily Closed.	Phased return to business as usual: w/c 19 April 2021 – Services for Older people operating as normal, but limited Dementia Day Centre provision. w/c 26 April 2021 – All service provision open and operating as normal. Service users supported to access social / community activities.
Community Support Service	Reduced service provision with visits based on individual service user need.	Phased return to business as usual: w/c 19 April 2021 – Support provision to commence return to normal, with redeployed staff returning to their roles. w/c 26 April 2021 – All support provision to be provided as normal. Service users to be supported to access social / community activities.
Reablement Service	Service continued to operate as normal.	Service will continue to operate as per normal.
Adult Social Work	Teams working remotely, reduced service provision to essential / urgent assessments.	Phased return to business as usual: w/c 19 April 2021 – Staff returning to office and routine assessments to be restored. Prioritisation and whole systems approach to hospital discharges. COVID-19 screening assessment to continue. w/c 26 April 2021 – All service provision open and operating as normal.



Social Care Services (Page 2 of 2)



Service	Circuit-break impact	Restoration Action / Timeline
Learning Disability Services - Residential Community Homes	Closed to all non-essential visitors.	Phased return to business as usual: w/c 19 April 2021 – Revised restrictions in place regarding visiting. w/c 03 May 2021 – Visiting restrictions removed, but with increased vigilance and control where necessary.
Learning Disability Services - Respite Care	Open on a case by case basis only for those who have essential assessed needs.	Phased return to business as usual: w/c 19 April 2021 - Restricted service in place with reduced provision offered on a case by case basis. Requests for emergency respite to be considered. w/c 03 May 2021 – Regular provision to commence.
Learning Disability Services - Day Services	Temporarily Closed with support for those who have essential assessed needs.	Phased return to business as usual: w/c 19 April 2021 - Restricted provision to be provided on a case by case basis. Transport will not be provided. w/c 03 May 2021 – All areas of Day Services provision open and operating as normal.
Children and Families - Children with Disabilities Resource Centres	Open on a case by case basis only for those that had essential and immediate assessed needs.	Phased return to business as usual with respite offered at a reduced level during this period to ensure all children and their families can receive support. <ul style="list-style-type: none"> • Braddan Hub – Restricted provision due to commence 19 April 2021, and expected to be fully restored by 10 May 2021. • Ramsey Resource Centre - Restricted provision (including overnight respite) from 21 April 2021, and expected to be fully restored by 17 May 2021.
Children and Families - Early Help Service and Social Work and connected Services	The Children and Families service has been operating critical services only. This has ensured a response to high level need and the need for protection.	All services will resume from 19 April 2021.



Visiting Policy Changes

Whilst we recognise that friends and family members are a vital support, the health, safety and welfare of our patients, residents / service users and staff remain our main priorities. Therefore, in line with the latest guidelines related to COVID-19, we have revised our visiting policy.

Visitors who are sick or showing any symptoms related to COVID 19 will not be permitted to enter the Hospital or any other facility; this is without exception.

All visitors must complete a registration form and health declaration form for each visit, and in doing so consent for their information to be retained by Manx Care for the purposes of containing the spread of COVID-19.

Hospitals

From 19 April 2021 visiting will be restored to normal, specific details of which will be updated here - <https://www.gov.im/categories/health-and-wellbeing/hospitals-and-emergency-treatment/nobles-hospital/>

Additional visitor / escort restrictions will continue to be applied within the Emergency Department, which is due to the anticipated increase in activity as a result of the lifting of general social restrictions. This position will be reviewed on a weekly basis.

Visitors will be required to wash their hands on entry and exit to the hospitals, and again when entering and leaving wards.

Manx Care care homes and Learning Disability Houses

With effect from the 19th April 2021 a phased approach to the reintroduction of visiting will commence.

Restricted visiting will be based on the vulnerability of service users and vaccine status, whilst visits will be time limited and dependent on the needs / best interests of all service users in the home.

We are working towards restoration of normal visiting within care homes from the 26 April 2021, and Learning Disability Houses from the 03 May 2021. In the meantime all visits must be prearranged to ensure compliance with the individual requirements of the home.

