

 manx care Kiarail Vannin	SUMMARY REPORT	Meeting Date:	25 th May 2021
		Enclosure Number:	5

Meeting:	Manx Care Board		
Report Title:	CEO Report		
Authors:	Teresa Cope, Chief Executive Officer		
Accountable Director:	Teresa Cope, Chief Executive Officer		
Other meetings presented to or previously agreed at:	Committee	Date Reviewed	Key Points/ Recommendation from that Committee

Summary of key points in report

- Following the end of the circuit break on the Island all services have been fully restored from early May and Manx Care continues to work with the Cabinet Office and DHSC to contribute to exit planning arrangements for the Island
- 17 staff members from Keylle Daree formally transferred across to Manx Care on 1st May 2021 from the Department of Education, Sport and Culture (DESC)
- Actions have been taken by the Executive Team to respond to the increase waiting times for 2WW breast appointments with additional clinics scheduled for week commencing 19th May and 26th May to reduce the backlog and from June, 2 additional clinics per months have been scheduled, providing 20 additional clinic slots per month.
- Communication output has been maintained at a high level, with delivery of strategic internal communication and colleague engagement activity remaining the primary focus. Excellent feedback was received for International Day of the Midwife and International Nurses Day campaigns, particularly across social media channels which drove positive public engagement and there was positive coverage of the Dermatology and First Contact Physiotherapy pilots within the Primary Care at Scale programme
- Executive visibility continues to be a focus for Manx Care with a number of visits to services taking place during May.
- Following a competitive interview process in early May, Anne Corkill has been appointed to the role of Director of HR Business, which incorporates the role of Director of HR for Manx Care. Anne's role is initially for a period of 12 months during which time the role of HR Business will be further developed with the Manx Care Chief Executive inputting into this piece of work.

Recommendation for the Committee to consider:

Consider for Action Approval Assurance Information

It is recommended that the Board accept the content of the report.

Is this report relevant to compliance with any key standards? YES OR NO **State specific standard**

IG Governance Toolkit	No	
Others (pls specify)		

Impacts and Implications?	YES or NO	If yes, what impact or implication
Patient Safety and Experience	No	
Financial (revenue & capital)	No	
OD/Workforce including H&S	No	
Equality, Diversity & Inclusion	No	
Legal	No	

Section 1: Purpose and Introduction

Background

- 1.1 This report updates the Manx Care Board on activities undertaken by the Chief Executive Officer and draws the Board's attention to any issues of significance or interest. The report is accompanied by the CEO Horizon Scan which provide a summary of key activities in each of the Manx Care Operational Care Groups, Corporate Departments, the Department and Health and Social Care (DHSC), wider Isle of Man Government and UK Health and Care Services. The Horizon Scan will be prepared monthly led by the CEO and will form part of the communication cascade across the organisation.

Section 2: Operational Updates

- 2.1 Focus has maintained during May on the continued restoration and services across Manx Care following the end of the circuit break on the Island with all services full restored from early May. The Personal Protection Equipment requirement for each service area has been kept under regular review by the Infection Prevention and Control Team, overseen by the Director of Nursing.
- 2.2 Manx Care continues to work with the Cabinet Office and DHSC to contribute to exit planning arrangements for the Island and respond to the scenario modelling undertaken in conjunction with Warwick University. Consequently, Manx Care is currently updating it's Covid escalation plans which will be submitted to the Executive Management Committee for sign off at the end of June.
- 2.3 17 staff members from Keylle Daree formally transferred across to Manx Care on 1st May 2021 from the Department of Education, Sport and Culture (DESC). The Director of Nursing and I have met with members of the team to welcome them to Manx Care.
- 2.4 During the circuit break the waiting times for 2 week wait (2WW) breast appointment has deteriorated due to staffing resources with waiting times reaching up to 5 weeks for some patients. Additional clinics have been scheduled for week commencing 19th May and 26th May to reduce the backlog and from June, 2 additional clinics per month have been scheduled, providing 20 additional clinic slots per month which will enable the 2WW to be achieved. Manx Care has approved the funding for an additional Breast Radiologist and this post is currently with the Royal College of Radiologists for approval.

Section 3: Communication and Engagement

3.1 Communication output has been maintained at a high level, with delivery of strategic internal communication and colleague engagement activity remaining the primary focus. Media query, external communication, social media and digital/graphic design support continues to be provided by Cabinet Office until Manx Care communication resourcing is completed. Communication planning and execution is being performed at a strategic level and linked back to objectives outlined in the Required Outcomes Framework. Feedback around communication delivery continues to be positive

Key highlights

- Excellent feedback for International Day of the Midwife and International Nurses Day campaigns, particularly across social media channels which drove positive public engagement
- Communication operating rhythm baseline now established which can be built on once resourcing is completed – this includes the fortnightly Chairman’s Blog, CEO Blog and Guest Blog on alternate weekly rotation, fortnightly Let’s Connect sessions and ad-hoc communications as required. A monthly Workforce & Culture update is in plan.
- Positive feedback for Let’s Connect sessions, and evidence that content is being shared across CARE Groups post-call for colleagues unable to attend.
- Better and more effective distribution of communication across Manx Care – increased flow of important information, but with content being shared to appropriate audience groups for onward transmission rather than the previous ‘broad brush’ approach to all colleagues .
- Positive coverage of the Dermatology and First Contact Physiotherapy pilots within the Primary Care at Scale programme; a large pipeline of positive news stories exists

Key challenges

- Resource and capacity – the ability to deliver more, and quickly, is challenging due to limited resource and capacity; this results in an inability to proactively instigate strategic conversations and planning at the level required due to focus on operational delivery. A revised resource plan has been reviewed by the Director of Finance and the Chief Executive this will be put forward for approval.
- There was unfortunate Social Media troll attack on Manx Care and the Chief Executive. This issue has been raised with Government Corporate Communications for monitoring, and action will be taken as appropriate.
- There remains some legacy issues from the ‘Establish Manx Care’ programme continue which still require resolving particularly linked to the development and roll-out of the Manx Care brand. These are being addressed.

Section 4: Service Visits and Partnership Working

- 4.1 Over the last month I have had the great pleasure of visiting a number of Services;

On 21 April I visited the Women's, Children's and Families Care Group and met a number of their senior team and visited the Children's Ward, Neonatal Unit, Ward 4 and Maternity Services. I saw great pride and energy across services with clear plans in place to further improve services.

- 4.2 On Wednesday 12 May I visited Tall Trees Learning Disability Services and Southlands Residential Home and Day Services. Tall Trees is a purpose built, well designed environment providing day services and recently hosted the Vaccination Hub for Learning Disability service users. On site there is also the shop and café which are open to members of the public. It was lovely meeting a number of the staff and service users during my visit and see the wide range of activities available to service users.

- 4.3 On Friday 14 May the Executive Director of Social Care, Executive Medical Director and I visited a number of Children Social Care Service locations.

This included the Cronk Sollyish, the Secure Care facility, which is run by St Christopher Charity. The unit is commissioned by Manx Care to provide 3 secure placements for young people with maximum capacity for up to 7 young people.

We also visited a Centre for Care Leavers which is also run by St. Christopher, and met a number of Personal Advisors and Link Workers who support the young people from the age of 15 as they transition to independence. The team highlighted the difficulties with sourcing good quality accommodation for young people on the Island as one of the main challenges they face.

We also visited a supervised Contact Centre and Family Support Service in Douglas which is delivered by Family Action on behalf of Manx Care.

We ended our visit with a visit to Close Illiam, one of the smaller Children's Homes on the Island, which is also run by St. Christopher.

- 4.4 On Tues 18 May I had the great pleasure of shadowing Maz Gadsby, Social Work Assistant and Anna Johnstone, Specialist Health Visitor for Vulnerable Adults, for the morning and joining them on their scheduled visits.

Section 5: Key Appointments

- 5.1 Following a competitive interview process in early May, Anne Corkill has been appointed to the role of Director of HR Business, which incorporates the role of Director of HR for Manx Care. Anne replaces Clare Conie as the HR Director of the Manx Care Board as Clare takes up her new role as Executive Director of OHR. Anne's role is initially for a period of

12 months during which time the role of HR Business will be further developed with the Manx Care Chief Executive inputting into this piece of work.

5.2 Other key operational appointments include;

- Michelle Breed has been appointed to Head of Intermediate Care, which is a key appointment to drive forward the development of an Intermediate Care service which will reduce pressure on the hospital and promote rehabilitation and recovery in the home.
- Lisa Airey has been appointed to the role of General Manager for Diagnostics & Cancer Services and Kathleen McDowell has been appointed into the post of Interim Radiology Manager for a 6 months period whilst recruitment to the substantive Radiology Manager post takes place.
- Wellbeing Partnership Leads for the Western and Northern hubs commenced in post on 10th May. The focus of the Northern Partnership Lead will be to establish the Wellbeing Partnership in the north, commencing with engagement with the public and health and care professionals. The Western Hub Lead will be commencing the pilot of the Community Frailty Service which will expand the existing role of the Wellbeing Partnership MDT to include a Community Geriatrician and Frailty Specialist Nurse to provide proactive care for the most complex frail elderly living in the west, both in their own homes and care homes

**Teresa Cope,
Chief Executive
18 May 2021**