

Surrey Recovery Coordinating Group (RCG) – Covid-19

‘Transitioning from Recovery’: ‘Health and Social Care’

Background

Following the declaration of a major incident by the Local Resilience Forum to manage the response to Covid-19 in Surrey, the multi-agency Recovery Coordinating Group (RCG) was established to plan for and coordinate recovery from the pandemic at a county wide level. The RCG developed a Recovery Strategy with the aim ‘To restore the humanitarian, economic, environmental and infrastructure well-being, conditions and resilience of Surrey’, with the objectives to:

- Restore essential services that have been disrupted as a result of the Covid-19 pandemic and associated response measures (e.g. lockdown and social distancing)
- Ensure the effective transition to a ‘steady state’, with clear responsibilities identified for the continuation of services
- Capture lessons learned and refer on to the relevant body/authority.

A number of sub-groups under the themes of humanitarian, economic, environmental and infrastructure were established, and associated action plans developed and implemented.

Introduction

In line with the objectives of the Recovery Strategy, the action plans developed by the sub-groups identified short term ‘restart and restore’ actions across public, private and third sector organisations, as well as medium and longer term actions to support the Surrey community on its journey to recovery from the pandemic.

The RCG met weekly from April 2020 to August 2020 to oversee the ‘restart and restore’ actions, as well as looking at where actions could sit in the longer term. This document sets out some of the new practices developed during the pandemic and the medium and longer term actions that have been identified to support the recovery of Surrey. The responsibility for these actions will transition to existing agencies and partnerships to take forward as part of their business as usual activity, within their existing financial framework and governance arrangements. As well as identifying delivery partners for the actions, the document also identifies an overseeing body/strategic link, who will be asked to take on a governance role to ensure the proposed actions are fully considered and implemented and communicated as appropriate.

Going forward the RCG will move to a monitoring role, liaising with the delivery and oversight bodies accountable for delivery of the actions, whilst monitoring the Recovery Progress Index and the strategic risk register to ensure that Surrey continues to recover positively from the pandemic.

Health and Social Care

There is significant learning from across the crisis response and various new practices have been developed or had roll out significantly accelerated. A core part of the recovery approach within Health and Social Care is capturing and maximising the value from these. Examples include:

- Discharge of medically fit patients into non-hospital settings
- Increase in multi-disciplinary approach
- Increase in digital-first approach to patient/citizen contact

- Increase in digital-first approach between services/staff
- Deeper partnership working
- More agile decision-making
- 'Drive through' approach to service provision
- Increased scope and improved quality of demand and capacity modelling

Health and Social Care has a comprehensive governance structure in place through the Surrey Heartlands Integrated Care System (ICS) and the Frimley Health and Care ICS. The pandemic has necessitated a fast move to recovery – as such, the majority of health and social care actions identified to date have been actioned and are being monitored through existing governance structures. These include actions in the following areas:

- Restoration of health services and associated communications
- Addressing the increase in mental health referrals in both adults and children
- Supporting care homes
- Close working with Adult Social Care around hospital discharge, vulnerable people, Personal Protective Equipment (PPE) etc
- Increased partnership working
- Modelling data to support effective decision making

The key longer-term partnership actions identified by the RCG are set out below. Financial implications of these actions will be included in the Financial Strategies of relevant organisations. Appropriate comms support around the actions can be provided via the Multi-agency Information Group (MIG).

Issue/Action	Delivery partners	Overseeing Body / Strategic Link
Community response to crisis leading to a change in the 'social contract' between citizens/patients and service providers. Discussions and dialogue with citizens about self-care and healthy lifestyles	Integrated Care System (ICS) x2, District and Borough Councils ('D&Bs') and voluntary sector	Prevention & Wider Determinants Board - Health and Wellbeing Board: Health and Wellbeing Strategy (HWBS) Priority 1 – Focus Area (FA) – 5 - Prevention
Building more integrated service models between health and social care. Partnership approaches to maximise gains of discharge from secondary care.	ICS x2	Prevention & Wider Determinants Board - Health and Wellbeing Board: HWBS Priority 1 –FA 7 – Living Independently / Better Care Fund
With the impact of the crisis on people's mental health being significant, we have developed new ways for people to access support and services and will sustain these working in partnership.	ICS x2	Health and Wellbeing Board Priority 2