



# **Update to Tower Hamlets Health Overview and Scrutiny Committee on shielding the extremely clinically vulnerable**

**23<sup>rd</sup> July 2020**

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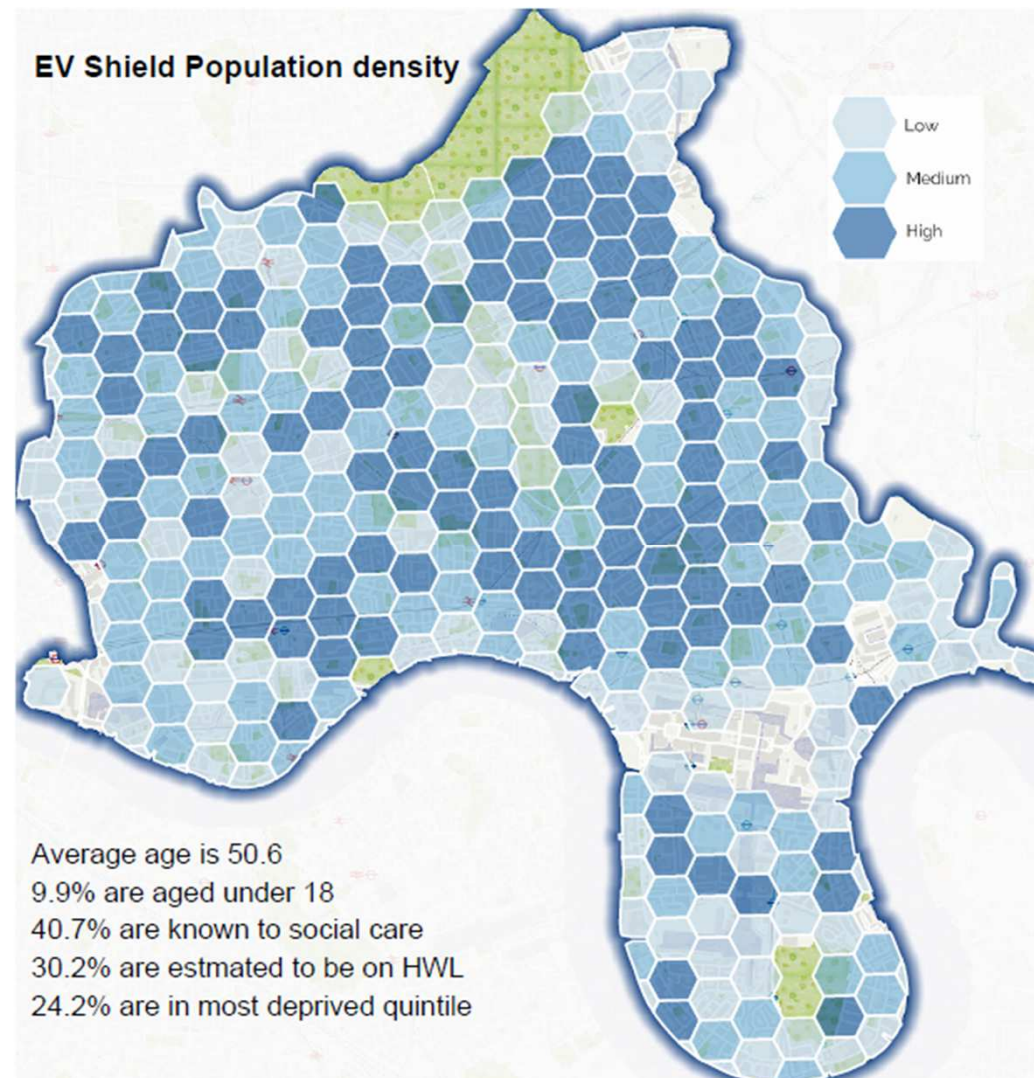
# Summary work undertaken

There are around 9,000 residents in our Borough who are extremely clinically vulnerable to coronavirus and were asked to 'Shield' – stay at home and stringently isolate – for at least twelve weeks during the pandemic. As a Council, we had a duty to identify needs among this group and where necessary to support with the provision of food, medicines, or social support.

We have worked closely with central government, NHSE, GP Care Group to identify the extremely vulnerable individuals and to ensure all were contacted. We flagged shielding individuals in Framework-I so that social care staff are aware of which people should be visiting and can prepare accordingly when providing direct care. We have communicated with local care homes about Shielding individuals in their care.

We stood up, at pace, a substantial call-out operation to contact these individuals and assess their needs. This multi-organisation operation involved over 150 staff from across LBTH and Health (Integrated Commissioning, Day Centres, Community Safety, Children's Centres, Public Health, Drug and Alcohol teams, Adult Social Care) as well as staff from ELFT, GP Care Group and the CCG. We worked across all of these agencies to put in place support pathways to meet everything from urgent food needs to ongoing care navigation support.

We have contacted over 9,000 residents, which represents an amazing effort. This has resulted in over 750 individuals being delivered urgent food parcels, 180 provided with immediate financial advice, as well as over 500 referrals for ongoing social and practical support from LBTH's community navigators, social prescribers in primary care, and ELFT's care navigators and mental health. This will have had a tangible impact on the health and wellbeing of our most vulnerable residents during the pandemic.



## Summary of Contacts made with shielders

- Approximately 9,000 shielders were identified by national government as being extremely medically and so needing to shield for at least 12 weeks
- The council then telephoned shielders and undertake an assessment of needs with approximately 7,000 residents
- Multiple attempts were made by the THT partnership to contact the remainder and after follow up with their GP all but approx. 100 have been contacted
- SMS messages were sent to all shielders with mobile phone numbers from both the council and the GP practices- this was in addition to the national letter that was sent out and national telephone contact

# Next steps Shielding the extremely clinically vulnerable

From 1<sup>st</sup> August the national support programme is being withdrawn ie no commitment to food support or support in delivering medicines

Shielding list will continue to be maintained in the event of local outbreaks or wider outbreaks which require shielders to go back into shielding (as has happened in Leicester)

TH Shielding working group has been set up to look at how to prepare residents and support services in the event that a local lockdown with requirement for shielders to shield took place in Tower Hamlets

Current proposal is for GP practices to work with shielders to support them “pausing” current shielding and prepare their own personal shielding plans in the event of a need to go back into shielding

Post 1<sup>st</sup> August LBTH will continue to receive shielding patient lists on a frequent basis & then work with GP Care Group to ensure new additions to the list or removals are contacted to ensure they understand implications

In the event of a lockdown due to a local outbreak GPs would then be able to rapidly identify people within affected area and contact them to inform them to shield & activate their personal shielding plans

Where shielders within a local outbreak needed support for food or medicines this would then be met using local assets within the community