A huge welcome to all

National Mental Capacity Forum
‘Sharing Voices’
in Response to Covid-19
April 1st 2020
Let’s make this work

• Wayne – a few ground rules to help us
• Your issues and solutions
• DoLS guidance
• Resources for you
• Supporting your team’s wellbeing
We’re all in this together,
Even when 2 metres apart
Issues you raised

• Access and assessment – DoLS – no face2face
• Staff safety – PPE / anxiety
  • Shortages (infection / child care)
  • Wellbeing
  • Unpaid carers
  • Charities income down so support is less
• Vulnerable – helping understand Covid, lock down
  • Neglect / abuse / safeguarding adults and children / drugs alcohol
  • Fraud scams / cash
• Families – non-Covid health problems

• “Getting staff at all levels to recognise MCA & DoLS still apply!”
Practical tips

- Creative
- Realistic = ‘good enough’, simplify
- Communicate & LISTEN
  - Staff (web, phone)
  - Vulnerable
    - Using your skills – clarity, pictures, chunks
    - Honesty ‘respect their truth’
    - Phone – active listening, regular
    - Give contact details
- Family rotas
When treating your suspected / confirmed COVID patients, be mindful of their experience – PPE can be visually uncomfortable and a barrier to communication.

Here are some tips on how you can show your compassion even when wearing full PPE.

**REMEMBER: KIND EYES, CLEAR VOICE, CALM POSTURE**

- Always be respectful, polite and empathetic
- Speak slowly and clearly
- Check that what you have said has been understood
- You can say a lot with your eyes and body language even in PPE – communicate compassion
- Be aware that your patient may be very stressed and afraid
- Listen to their questions and concerns
- Provide correct information – be aware that a lot is still unknown about COVID-19 and it is OK to admit that
- If appropriate, explain the procedure for COVID-19 patients as much as possible so your patient has some information about what to expect (isolation, limited visitors, swabs, moving to ward etc)
- Keep your patients updated
- Remember communication with your colleagues may also be harder for everyone in PPE – be kind and patient with each other and yourself

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**We are here for you.**

If you need us to speak more slowly or clearly so you can understand us with our masks on, please tell us.

We will always treat you with kindness and compassion.

The Imperial College
NHS Trust Emergency Team

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Sarah Finlay
(consultant A&E, Rae Smith (theatre designer War Horse)
Kate Fletcher
(graphic designer)
Protecting yourself

KEEPING THE CORONAVIRUS FROM INFECTING HEALTH-CARE WORKERS

What Singapore’s and Hong Kong’s success is teaching us about the pandemic.

By Atul Gawande
March 21, 2020

A plea from doctors in Italy: To avoid Covid-19 disaster, treat more patients at home

By SHARON BEGLEY @xbegle / MARCH 21, 2020

Bodies of coronavirus victims from Bergamo, Italy, are unloaded Saturday upon arrival at a cemetery in Ferrara, where they will be cremated.

MASSIMO PAOLONI/LEPRESE VIA AP
Work clothes = dirty

Home clothes = clean
MCA & DoLS during Covid-19 – guidance

- Best interests decision suffices – treating as other patients
  - Treat
  - Move
  - Protect from infection
  - Prevent spreading infection
- DoLS not needed for emergency life-saving treatment et al
- Previous DoLS in same setting will normally cover – review if major change
- Urgent DoLS application is valid instantly ?short form
- Standard DoLS ‘to follow’
MCA & DoLS during Covid-19 – guidance on DoLS processes

• Assess remotely
• Views of others – family, review documentation
• Can use evidence from previous assessments including by another professional
• Prioritise assessments using proportionate approach
LONDON COVID Resources
Caring for your dying relative at home with COVID-19

This guidance is produced to help support people who are caring for someone who is dying at home from COVID-19 infection
What the health and social care system across the UK has done to tackle the coronavirus (COVID-19) outbreak, and what it plans to do next.
Guidance

Responding to COVID-19: the ethical framework for adult social care

Published 19 March 2020

... running at only 8 pages long it covers:

Contents
Introduction
How to use the framework
The values and principles
1. Respect
2. Reasonableness
3. Minimising harm
4. Inclusiveness
5. Accountability
6. Flexibility
7. Proportionality
8. Community

- Intended for use by planners and strategic policy makers at local, regional and national level to support response planning and organisation of adult social care during and as COVID-19 develops.

- It also aims to support the work of professionals and others in the health and social care workforce who are developing policies and responding to the outbreak, in line with their own professional codes of conduct and regulations.

- These principles can also be applied more widely in the social care sector and it’s helpful as a framing device that includes reference to the Mental Capacity Act.
Resources
Health warning

• Little official guidance yet – but on its way
Useful links


• Supporting P
• Managing DoLS
• Advance care planning
SOCIAL WORK, CATS AND ROCKET SCIENCE
STORIES OF MAKING A DIFFERENCE IN SOCIAL WORK WITH ADULTS

BY ELAINE JAMES, ROB MITCHELL AND HANNAH MORGAN
WITH MARK HARVEY AND IAN BURGESS
FOREWORD BY LYN ROMEO AND MARK NEARY

National Mental Capacity Forum
A short wordless story, that will help people understand what to do if you have Coronavirus and how to keep yourself and those who you care about safe.

Current pictures are black & white and will be updated with colour versions as soon as our artist finishes them.

Download for **FREE** from:
www.booksbeyondwords.co.uk/downloads-shop/beating-the-virus
A wordless booklet with scenes from existing Beyond Words stories looking at what makes a ‘good day’ and what makes a ‘bad day’.

Download for FREE from: www.booksbeyonwords.co.uk/downloads

An illustrated resource on HOW TO RESPOND when somebody dies. Aimed at family and carers.

Prepared by Prof. Sheila the Baroness Hollins & Prof. Irene Tuffrey-Wijne

Download for FREE from: www.booksbeyonwords.co.uk/downloads
Recognise and mitigate fears

Relationships and services are being ripped apart

Hear and respond actively patiently truthfully
Frameworks for decision-making

• Back to the basics: Human Rights Act (HRA) ensures we recognise when rights are breached
• Mental Capacity Act (MCA) Principles give a scaffolding for getting it right
• Best interests decisions can only reflect the available options – now cruelly limited for all
• Find person-centred and creative solutions for the tiny issues
Getting better at finding our way

• Record why actions are the least restrictive available

• Ensure that this is not the new normal
breath
inspire
expire
death anxiety

‘Death is our silent dancing partner – it is always there, we are uniquely unprepared for it and we deny its importance’
death is no longer hidden
Terror Management Theory

- Awareness of inevitable death leads to terror
- Terror is managed by the maintenance of culture and self esteem
social distance or physical distance
how are YOU feeling – as a clinician?

because that is what you bring to the bedside
Michael Kearney on HEALING

Authentic
Present
Confident
energy

irritable

exhausted

Loehr & Schwartz
how much time are you spending in each quadrant?
silver linings
less bureaucracy
IT courage!
community mobilisation
can hear the birds sing
what else.....
breathe