

## COVID-19 Emergency Support Framework

# Engagement and support call Summary Record

Thames Ambulance Service Limited

Location / Core Service address	Date
Thames Ambulance Service Limited Lincoln Head Office, Danwood House, Harrison Place Whisby Road, Lincoln LN6 3DG	13/07/2020

Dear Thames Ambulance Service Limited

The Care Quality Commission is not routinely inspecting services during the COVID-19 pandemic. We are maintaining contact with providers through existing monitoring arrangements and engagement and support calls covering four assessment areas:

- Safe Care and Treatment
- Staffing arrangements
- Protection from Abuse
- Assurance Processes, Monitoring and Risk Management

This Summary Record outlines what we found during the engagement and support call shown above, using standard sentences and an overall summary.

We have assessed that you are managing the impact of the COVID-19 pandemic at the above service. The overall summary includes information about the internal and external stresses you are currently experiencing, how they are being managed, and sources of support that are available.

Emergency Support Framework calls and other monitoring activity are not inspections. Summary Records are not inspection reports. Summary Records are not published on our website.

## Assessment Area 1

### Safe care and treatment

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**1.1 Are infection risks to people using the service being thoroughly assessed and managed?**

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**Yes** Infection risks to people using the service are being thoroughly assessed and managed.

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**1.2 Does the service have the resources to obtain, and reliable access to, all the supplies, personal protective equipment and C-19 testing it needs, for both staff and people who use the service?**

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**Yes** The service has reliable access to the right personal protective equipment and C-19 testing for both staff and people who use the service.

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**1.3 Does the location's environment and layout support preventing and containing transmission of infection?**

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**Yes** The location's environment supports the preventing and containing the transmission of infection.

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**1.4 Are working arrangements and procedures clear and accessible to staff, people who use the service, their supporters, and visitors to the service?**

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**Yes** Working arrangements and procedures are clear and accessible to staff, people who use the service, their supporters, and visitors to the service.

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**1.5 Are medicines being managed safely and effectively?**

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**Yes** Medicines are being managed safely and effectively.

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**1.6 Are risks to the health of people using the service being properly assessed, monitored and managed?**

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**Yes** Risks to the health of people using the service are being properly assessed, monitored and managed.

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## Assessment Area 2

### Staffing arrangements

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**2.1 Are there sufficient numbers of suitable staff to provide safe care and treatment in a dignified and respectful way?**

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**Yes**            There were enough suitable staff to provide people with safe care in a respectful and dignified way.

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**2.2 Are there realistic and workable plans for managing staffing levels if the pandemic or other causes lead to shortfalls and emergencies?**

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**Yes**            There were realistic and workable plans for managing any staffing shortfalls and emergencies.

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## Assessment Area 3

### Protection from abuse

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**3.1 Are people using the service being protected from abuse, neglect, discrimination and loss of their human rights?**

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**Yes**            People were being protected from abuse, neglect, discrimination, and loss of their human rights.

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**3.2 Are the service's safeguarding and other policies and practice, together with local systems, properly managing any concerns about abuse and protecting people's human rights?**

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**Yes**            Safeguarding and other policies and practice, together with local systems, are properly managing any concerns about abuse and protecting people's human rights.

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## Assessment Area 4

### Assurance processes, monitoring and risk management

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**4.1 Is the provider monitoring and protecting the health, safety and wellbeing of staff?**

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**Yes**            The provider is monitoring and protecting the health, safety and wellbeing of staff.

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**4.2 Does the provider have effective systems and methods for monitoring the overall quality of the service and for responding to business risks and issues as they arise?**

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**Yes**            The provider's systems and methods for monitoring the overall quality of the service and for responding to business risks and issues as they arise are effective.

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**4.3 Is the provider supporting staff and people who use the service to raise any concerns and give feedback?**

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**Yes**            Staff are supported to raise concerns and give feedback about the service.

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**4.4 Is care and treatment provided to people being properly recorded?**

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**Yes**            Care and treatment provided to people is being properly recorded.

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**4.5 Is the provider able to work effectively with system partners when care and treatment is being commissioned, shared or transferred?**

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**Yes**            The provider is able to work effectively with system partners when care and treatment is being commissioned, shared or transferred.

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### Overall summary

From our discussion and other information about this location, we assess that you are managing the impact of the COVID-19 pandemic.

Infection control products were difficult to procure initially, and the company has purchased large amounts of PPE privately in order to maintain staff and patient

safety.

Policies and procedures were adapted in Infection control practice in order to ensure safety. Adaptations to the control room, vehicles and ensuring staff awareness of the updated risk assessments.

For example:

IPC Risks to staff and bystanders required to carry out cardiopulmonary resuscitation.

Risk to patients and staff with the installation of temporary vehicle bulkhead.

Risk assessment for safe use of vehicle cleaning products.

Risks to patients and staff for the removal of temporary vehicle bulkheads.

Immuno-suppressed patients

- Staff support and training

As discussed, staff at home self-isolating received frequent calls from HR Business partners and their Station Managers to check on their health and welfare. If additional help was required, such as Mental Health assistance, or access to testing for staff and family members this was arranged along with any other welfare concerns raised. TASL obtained access to a Mental Health professional to obtain, advice and literature to support staff if required. Further to this and to emphasise ongoing commitment to support employees and their families, TASL have agreed a long-term contract for an Employee Assistance Programme which will launch in July 2020. The service is open to all staff and their family members who can access counselling services and legal and debt advice free of charge.

- Management of the service

Due to links with your parent provider in Spain you were able to actively plan and identify early concerns which would need action in early December 2019. You started to plan and exercise remote working for those staff who could work from home. TASL were in preparations for the Pandemic, before the national lock down was imposed.

- Innovation

You provided early action within the organisation as a result of lessons learnt in Spain. This undoubtedly set you on the right path to identify not only supportive measures in your own locations but also across the sector. As you highlighted you have initiated a Freedom to Speak up process during this pandemic to support staff and have already put a recovery plan in place. You aim to continue social distancing with the 2-metre rule and are actively supporting mutual aid within the NHS ambulance services.