

NHS Highland/North Skye communication stream

Key points and actions from zoom meeting 4 February 2021 12-1pm

Participants: Tracy Ligema, Ross Mackenzie, Maggie Cunningham, Pat Matheson, Mairi MacDonald, Sophie Isaacson, Ross Cowie, Catriona MacDonald

1 Care, nursing home and hospital beds

- Portree Hospital: 6 beds available, at times have had 7 patients
- Broadford Hospital: 14/15 beds depending on need to activate 'red' Covid pathway
- Home Farm: 19 residents; no new admissions due to ongoing Large Scale Investigation and pending refurbishment; RM-recent Care Inspectorate report 'disappointing' since for example redecorating not advisable ahead of refurbishment work and higher gradings given for same condition when under previous ownership.

Action: TL to discuss with NHS Highland communications making information available firstly to residents & families, and for wider public re refurbishment plans and impact on bed availability

2 Home Farm recruitment

- 24 WTE vacancies closing date was 31 January with interviews scheduled for 16, 17 February
- New manager in post, Susanne Wilson

Action: RM to let community members know if further recruitment campaign is required to assist with publicity

3 Urgent Care

Discussion around new pathways to access care introduced December 2020 and instances where it doesn't appear to be working as it should for public: e.g. circuitous telephone routes and long delays before people can actually be treated in Portree UCC.

Action: community to inform TL of cases that can be investigated, requiring name and date of incident

Action: Review (by email) and reissue public information on how to access urgent care services (SI, TL, RM)

4 Social care support

- TL/PM confirmed that home visits eg for OT are ongoing despite Covid restrictions
- Community nurses, OT, physio, care at home, social work all have huddle meetings Mondays, Wednesdays & Fridays and also liaise with local hospitals to discuss cases where people need services/support

Action: More publicity needed about how to access care via Single Point of Contact 01471 820174 (SI and community)

5 MacMillan nursing

Successful recruitment to vacant posts and additional development post added

All agreed to continue communication by email with meetings as necessary.