

# **Covid 19 – JET Library Experience**

A woman with long dark hair, wearing a green and white patterned long-sleeved top and light blue jeans, is sitting in a meditative pose on a wooden dock. She is facing away from the camera, looking out over a calm lake. The sky is filled with soft, golden light from a setting or rising sun, with scattered clouds. In the background, there is a dense forest of green trees. A small white boat is visible on the water to the left. The overall atmosphere is peaceful and serene.

**Susan Smith  
Library Manager**

# Calm before the storm

18<sup>th</sup> March

4 Staff sent to homework

Using lessons learned from earlier asbestos removal, we turned it around to fully virtual in < 1 hour

Including moving from University to NHS systems



2 Staff sent to L&D to reduce risk (didn't work, staff returned to library full time after 1 week)

PPE available for all, guidance displayed throughout. Cleaners provide disinfectant wipes for IT Equipment



If safe, we wedge doors



We don't guarantee we are there



We borrowed some nice wipeable leather furniture on loan – Pharmacy have moved in here

Optimised for virtual meetings throughout



Scrub bags make great PC covers. Hide additional chairs!

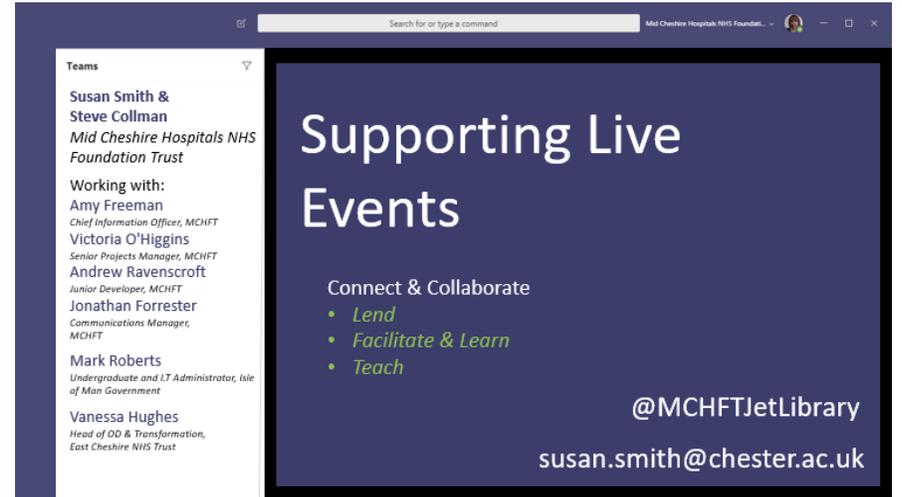
# Calm before the storm

Previously bought IT kit with Library Development Funding and been working with IT to roll out Microsoft Teams and Videoconferencing

Helped get the Board and Silver Command connected

Initially supported IT & OD to prepare people for homeworking

*"The surface hub was fantastic once we got it working today  
Felt like I was in minority report....."*  
Hussain Kazi, Consultant



## Virtual Meet Me



### How libraries can encourage the adoption of teleconferencing

Susan Smith  
Senior Librarian

Helen Ashley  
Head of Education

Sue Hamman  
Head of Quality, Nursing and Professional Leadership for  
Central Cheshire Integrated Care Partnership

Victoria O'Higgins  
Project Manager - Office 365

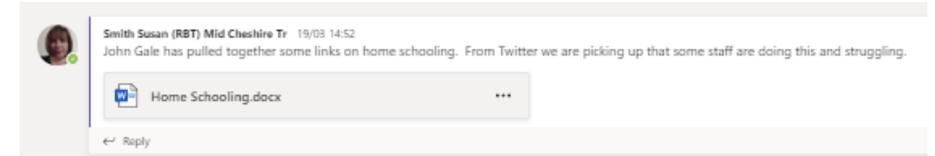


# Calm before the storm

19<sup>th</sup> March Covid 19 Health & Wellbeing Group formed.

We began the library thing:

- Evidence searching
- Current Awareness
- Signposting



- [Coronavirus Update – 19<sup>th</sup> March](#)
- [The Government's advice on social distancing](#)
- [Government sorts out help package for energy bills](#)
- [Government's advice for schools](#)

#### Covid 19 Resources



Just wanted to say thank you for the literature searches you have done for me regarding COVID19. The abstracts around elective surgery and COVID were extremely helpful. I sit on the 'Prioritisation of Cancer Surgery during the Pandemic' group where we are trying to make the correct ethical decisions about proceeding to surgery. The abstracts highlighted the increased risks of proceeding with elective surgery during COVID and I have been able to take that back to the group to help us in our decision making process.

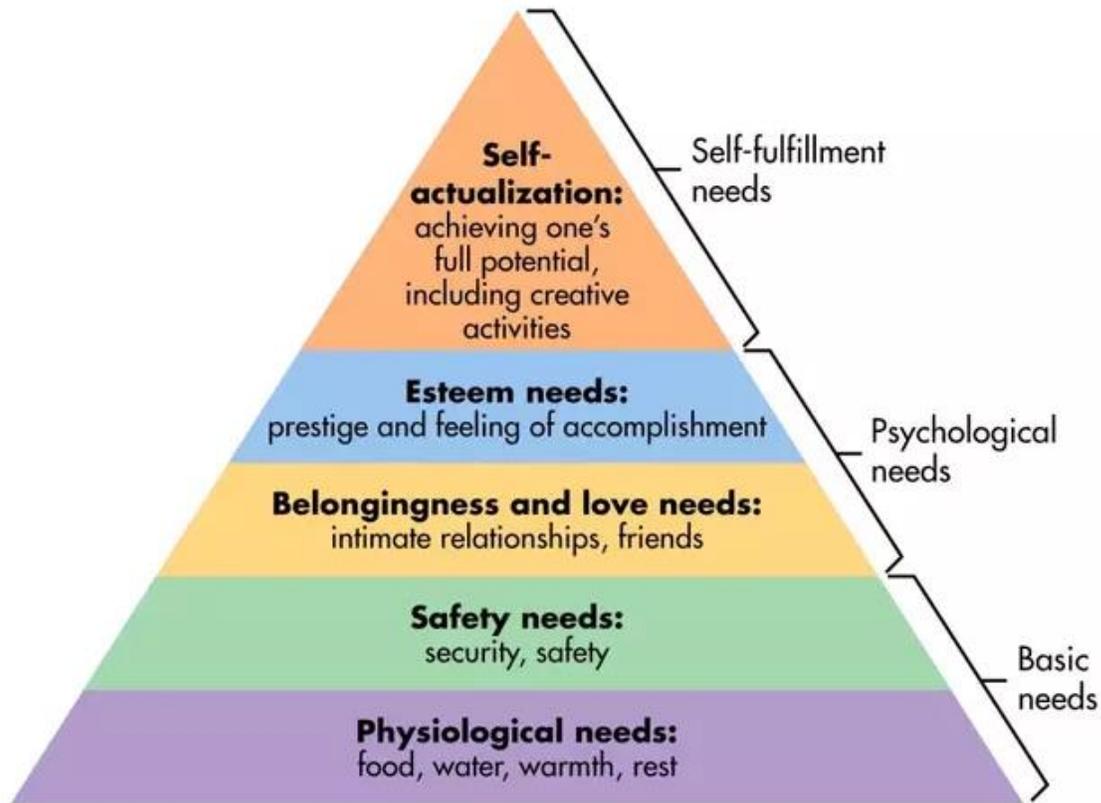
In addition, some of the abstracts provided specific advice regarding the delivery of anaesthetic care. They highlighted the need to be particularly vigilant about severe hypotension when using epidural anaesthesia during labour - this will encourage anaesthetists to routinely use a phenylephedrine infusion to maintain blood pressure during obstetrics.

Some of the evidence also indicated that in children, we should use a lower threshold for premedication. This will reduce crying and salivation (both secretions contain viral particles) and also enable us to more easily take the children directly into theatre, where the parent is not allowed to be. I will certainly be altering my practice and many of my colleagues have also stated that this is an extremely useful way to think about anaesthetising children during the COVID pandemic.

Emily Grace Lear, Anaesthesia Consultant

# Before action review

Learning from previous crisis & epidemics we focussed on Health & Wellbeing, as limited resources and PHE were supporting the medical information.





# Beginning to drown

- **27th March**

Donations reached a point we needed **dedicated team** to manage

- **31st March**

Funding loss meant **end of contract** for our Community Outreach Librarian.

- **3rd April**

We **form the Donations Team** as sub-group of HWB, the library is assigned 7 re-deployed staff, 5 volunteers (2 in evening), form links with 5 Community Governance Leads. With another 5 people on call.

- **1st May**

University of Chester **furloughed the two library assistants indefinitely** (6 down to 3 Library staff).

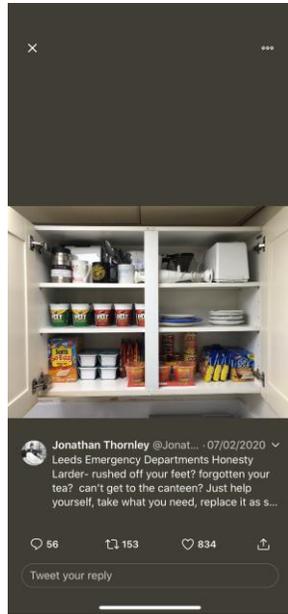


# Water Delivery

We work with MCHT Charity & Catering Department to do daily water drops to keep staff hydrated

Catering deliver to wards with patients\* - we deliver to everywhere else \* *Useful marketing tip*

The Health & Wellbeing Group has developed a business case to install water fountains across the Trust and in Community Hubs to replace this service



Idea from this Tweet from Leeds Emergency Department.



Adapted and 10 were installed in ward areas. Half are running as they should.

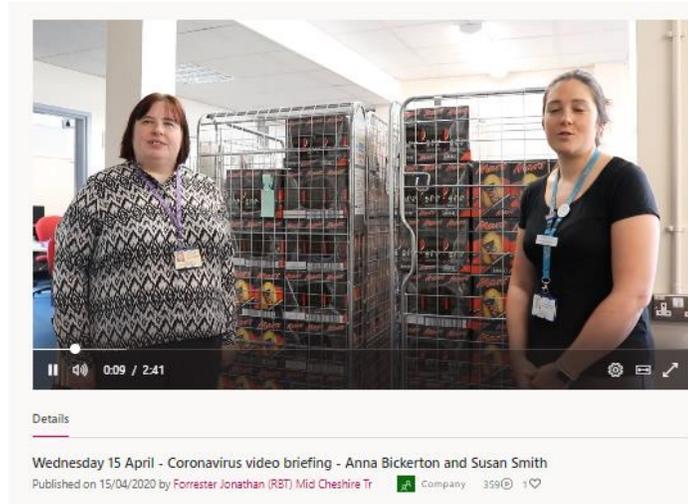


Got a bit confused with donations, but 5 are run properly. We are topping up all areas and 10 new larders will be in place by end of June. Less soup, more pot noodles!

# Food – Honesty Larders



We received, sorted and did the photos



We logged, shared and supported Comms & Press Releases. Did video briefing for daily Trust Update.



Ran 2 donations hubs (dry and chilled) and delivered to **ALL** departments and Community and made arrangements for homeworkers & shielding. Included weekend and evenings.

# Donations

Delivered > 10K Easter Eggs, receive £8420 from Amazon wish list, £168K corporate donations (food & toiletries). We have visited every department and with help from mail room & porters, know the site and shifts back to front. Worked with Company Secretary, Finance & Charity for Audit Commission report.

“I have been overwhelmed by the kindness and generosity of our charity donations, their support has made us feel very much a part of the community and that all our efforts really appreciated.”

Morag Harrison, Advanced Community Practitioner.

“It’s lovely to be appreciated and the thoughtful gifts and donations have really helped to raise spirits during these difficult times.”

Mandy Vella, Advanced Case Practitioner.

“The donations we have received in the NHS have been so thoughtful and considerate. I feel very privileged and overwhelmed by everyone's very kind generosity. I would also like to give a big thank you to all the staff that have worked so hard to co-ordinate the distribution of the donations throughout the hospital and community services, it is very much appreciated.”

Susan Lyon, Assistant to Linda Atkinson : Care Community Service Manager Northwich

“From Easter Eggs to healthy yoghurts by way of handcreams, donated uniform bags and new sofas for staff wellbeing rooms, CCICP community teams benefited from the fair and timely distribution of donations managed by the JET library team alongside a listening ear and ad hoc support for PPE delivery to supplement routine drop-offs from CCICPs team of dedicated Community Support Workers. Staff were so grateful to receive items and commented frequently that it made them feel valued and appreciated.”

Sara Caldwell, Paediatric SALT Locality Lead and CSW.

“I am a Board member of CCICP and supported the distribution of the donated items to our Community staff. The staff were very pleased with the items which was as much about the recognition of their valuable work in the community and peoples homes as the items received. It was really important and appreciated by staff that the Covid H&WB Group ensured that community services were included in all H&WB actions. CCICP took this a step further and created a dedicated covid support team to distribute donated items, distribute PPE and be available for queries each day for staff or just to listen to the challenges staff were facing and aim to resolve any concerns.”

Tina Cookson – Nurse Director SC&VR GP Alliance



Using donated stock we created 17 wellbeing rooms for free). Our target was 4. Stocked with treats and info packs we created.



We have been working to replace the loaned furniture to keep permanent areas



Some of the furniture has also been used to create a First-Class Lounge to run Project Wingman, where staff are waited on by cabin crew.

# Serenity Rooms



We didn't just need somewhere we could switch off for a few minutes, we needed somewhere to make a drink, to sit and eat our lunch and go to the toilet.

I was aware the **library team were assisting teams** around the trust and asked them to try and help our situation. **Sue immediately gave me some options**, I walked around some of them and opted for the day room, kitchen, work area and toilet on Ward 19.

**Sue's team gave us furniture, wellbeing information, finishing touches** i.e. diffusers, hand creams etc for the day room, we furnished the kitchen with departmental equipment and our own crockery and cutlery and managed to have the area expertly cleaned by the domestic team initially and then on a regular basis.

The ward based pharmacy team have been thrilled to have had the use of this facility. **It has given us refuge when we haven't been able to return to the department** and meant that we have been able to work between visits using the computers on the ward. We have been able to put together a hot meal, drink and simply unwind. The treats that have been left have been a lovely surprise and we've all enjoyed a few moments of pamper and **that feeling of being appreciated when things have been exceptionally tough out there.**

Unfortunately our tenure has ended on Ward 19 but our need is still there. Sue and the library team have now kindly offered to **let us use their facilities in the library** until hopefully we get a more permanent base. I for one **am loving the books** to browse!

**Sue and the team we can't thank you enough for all that you have done and are doing to make the life of our pharmacy ward based team more comfortable, tolerable and reassuring.**

Julie Webb  
Chief Technician for  
Medicines Management



I have been working from home now for 4 weeks following 2 managers going down with covid and a history of respiratory chest infections – I got scared and asked to work from home.

Other than formal MS Teams meetings or work-related phone calls there has been no social interaction. My day is so busy I often run over on my time. I live alone.

A social coffee break would be great. Could you arrange?

# Virtual Coffee Breaks

**FAIL**

We worked with Catering to develop a lunch pack at cost price:

- Sandwich
- Fruit
- Drink
- Cake

Volunteers were recruited to deliver lunchtime and evening.

- We lacked a choice of sandwich
- Although requested there was zero uptake
- Too much free food being donated

# Snack Packs



Who knew they would become essential items on the wards during PPE & Covid and I have a waiting list for more...

*"someone from Jet Library dropped a menopause box off, in it were a few items which included a handheld fan. It charges off the pc, and has been a big hit in clinic. I think the box is a fantastic idea. Certainly got us all discussing the menopause, which has got to be a good thing. Try to keep cool ladies. Stay safe xx"*

Lisa Walton, HCA

One of our objectives was to create “menopause boxes” which would contain essentials for those going through the menopause e.g. sanitary products, spare uniform, fans etc. The funding the JET library bid for and received for this project has allowed us to deliver over 60 menopause boxes across the Trust to provide staff with discrete support should they need it during their working day. These menopause boxes have been extremely well received by wards and departments across the organisation and they have very much opened up the conversation regarding menopause which is exactly what we wanted them to do. A huge thank you to Susan and her team for supporting us with this. Their support has been invaluable, and we now have the JET library team as permanent members of the health and wellbeing group.

Anna Bickerton  
Divisional HR Manager

# Menopause Boxes

# MCHFT Hero

Mid Cheshire Hospitals NHS Foundation Trust  
May 19 at 11:02 AM

Our latest #MCHFTHero is Susan Smith, our Senior Librarian. During the coronavirus pandemic she has been helping to keep track of all the wonderful donations that have been coming in and making sure they get out to all our staff.

She has also helped get our wellbeing rooms ready and find resources to support the mental wellbeing of our staff.

She said: "I have learned more about the Trust in the last couple of months than I have done in the last 10 years. It is humbling to s... See More



Rachael Hooker, Kate Ford and 150 others · 23 Comments 2 Shares

**Lorraine Butcher** @LorraineButche3 · May 19  
Replying to @MidCheshireNHS  
An absolute star - well done Susan!

Huntbach Liz (RBT) Mid Cheshire Tr Yesterday 15:09  
LOVE the postcards!! This will fit so well with a QJ talkit

thinking virtual fishbowl..

like the use of the grow model in this context too...

With KMB stuff I've now been invited on the QJ Group. We have a mention in Silver Command lessons learned for the work we have done.

## Cup of Kindness from Community

MCHFTJetLibrary @MCHFTJetLibrary

Well made up with the cup of kindness from @CCICPNHS. I also want to give a shout out for @TinaCookson, @SaraCaldwell19 and everyone else who has helped us connect with the community.



# Recognition

**Tina Cookson RN** @TinaCookson · Apr 27  
Replying to @MCHFTJetLibrary @CCICPNHS and @SaraCaldwell19  
Ahh so pleased it got to you susan , you have been so helpful to Aly, Jill, Wendy @SaraCaldwell19 & me in doing our #ccicpstffsupportteam roles 🍌🍌. @mchcharity @joannebowen45 @tonymayer10

**Joanne Bowen RN SPDN QN** @joannebowen45 · Apr 27  
Replying to @MCHFTJetLibrary @CCICPNHS and 2 others  
Thanks so much Susan we very much appreciate you thinking of all the staff out in the community. @tonymayer10 loves those mugs 🍌

## Some lovely flowers

MCHFTJetLibrary @MCHFTJetLibrary · Apr 21  
Big thank you to @peffteamchft for my flowers. A lovely surprise. Really proud of all the Education Team and the new starters joining MCHFT. Also a shout out for the rest of the library staff beavering away in the background keeping the service going. #MissYouAll



# What I have learned...



Projects can be turned around in 24 hours – but beware burn out!



When thrown into work with new people – trust and inclusion are paramount.



Flexibility and willingness to take risks isn't common, but useful. If you are going to break rules, work with the people whose rules you are breaking. We did and we had answers for all questions.



” If that fails, don't be afraid to escalate and get in writing. A busy exec won't remember.



Give time for each and every person – all matter. Be compassionate – you don't know what is going on in their lives. People need to feel valued, no matter what they do.



Communication works at strategic and informal levels. Housekeepers, matrons and porters are your allies in the informal networks, but need strategic buy in and official message from Comms.



There has been a real insight into human psychology, with a ying and a yang. Positive psychology has been essential, but sometimes you need to directly challenge values and behaviours.



Communicate, Communicate, Communicate!!!