

# Annual Summary 2020 - 2021



## You're incredible to me

If you're here to collect the laundry  
Making sure our wards are clean  
Scrubbing surfaces multiple times  
You're incredible to me

If you're here for end of life support  
Sharing last moments as patients sleep  
Bringing comfort loved ones can't  
You're incredible to me

If you're here to clean the windows  
Giving the only outdoors they'll see  
Clearing the way to make their day  
You're incredible to me

If you're here on our community team  
For adults safeguarding or 0-19  
Where would we be without you  
You're incredible to me

If you're a doctor or a nurse or AHP  
A surgeon or theatre trainee  
Each time you step through those doors  
You're incredible to me

If you're here to answer the phones  
Guide us all to where we should be  
Making sure we all have what we need  
You're incredible to me

Together we are the greatest  
A family, #teamHDFT  
Each and everyone of you  
You're incredible to me

*By Leah Knight Writes*

# An extraordinary year for an incredible team

The last year has been an extraordinary time for the National Health Service and quite unlike anything we have experienced in living memory.

It has been a year of terrible sadness for many communities who have suffered the health and economic impact of COVID-19. It has also been one of the hardest years for colleagues at the Harrogate and District NHS Foundation Trust (HDFT) and those in the wider health and social care sector.

Over the last 12 months nearly 800 patients had been treated for COVID-19 in our hospital, 100 of whom were treated in critical care. Whilst 600 patients recovered and had been discharged home during that time, 160 patients lost their lives.

But it also must be remembered that although the year was dominated by COVID-19, we continued to treat patients who had other conditions.

Many of our colleagues have had to change or move their roles to cope with ever changing priorities and demands. Our clinical teams were faced with unprecedented circumstances regarding infection control, care for severely ill patients with different symptoms, supporting patients who could not have visitors and communicating with families who could not visit their loved ones. We have also undertaken care away from the hospital and health centres with over 118,000 visits conducted to people's homes.

Our 0-19 services saw dramatic changes to their way of working with children's centres and community facilities closed during lockdown. They had to adapt to home working and undertaking virtual assessments, whilst still providing face to face assessments and support for over 102,000 families.

2020/21 was on one hand extremely difficult and on the other very uplifting as the response of members of the public was wonderful with the Trust receiving thousands of gifts, offers of help, hundreds of hours of the time of volunteers.

The development of vaccines to combat COVID-19 was a hugely poignant moment for the world as a whole, and a sign that things will get better. However, moving forward, we



now face additional pressures. Waiting lists and waiting times have grown as it was not possible to sustain planned admissions, and for the coming year it is a major priority to return these services to pre-pandemic levels so that we can provide the treatments needed as soon as possible.

Every single person who works for HDFT and Harrogate Integrated Facilities (HIF) has made an enormous contribution and huge difference in the last year and we would like to thank them for their dedication, hard work and commitment. In addition, we must not forget about the sterling work of our partners and for the school's which remained open for the children of essential workers, so we could continue to do our jobs.

## Thank you to everyone for your support



**THOUSANDS  
OF GIFTS**



**OFFERS OF  
HELP**



**HUNDREDS OF HOURS  
OF TIME  
FROM VOLUNTEERS**

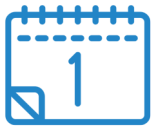


**CLAPS FOR  
CARERS**

# Our response to the COVID-19 pandemic

Every single colleague at HDFT has made an enormous contribution in so many different ways.

**15 MARCH 2020**  
**FIRST PATIENT WITH COVID-19**  
**ADMITTED TO HARROGATE DISTRICT HOSPITAL**



IN ONE YEAR OVER

**760**  
**PATIENTS**  
ADMITTED TO  
HOSPITAL



NEARLY  
**100**  
**PATIENTS**  
TREATED IN  
CRITICAL CARE



**CLINICAL**  
**ADVISORY**  
**GROUP**  
RAPIDLY FORMED

which reviewed all the information and advice about treating patients with COVID-19 and made decisions about the practicalities of organising services.

**600**  
**PATIENTS**  
DISCHARGED HOME

TRAGICALLY  
**160**  
**PATIENTS**  
LOST THEIR LIVES



NEARLY  
**150**  
**COLLEAGUES**  
WERE REDEPLOYED



OVER  
**38,000**  
COVID-19 SWABS  
PROCESSED



OUR COMMUNITY TEAMS  
CONDUCTED OVER

**118,000**  
**VISITS**  
TO PEOPLE'S HOMES



OVER  
**29m**  
ITEMS OF PPE  
SUPPLIED

OVER 65 COLLEAGUES

SUPPORTED THE HOSPITAL  
VACCINE HUB

14,361 VACCINATIONS GIVEN

**4,000**  **3,000**

COLLEAGUES WIDER HEALTH AND  
SOCIAL CARE COLLEAGUES

(87% OF COLLEAGUES ACROSS HDFT AND HIF)

AROUND

**25%**  
**OUTPATIENT**  
**CONTACTS**  
UNDERTAKEN VIRTUALLY

OUR IT TEAM  
SUPPORTED  
**100'S**  
OF COLLEAGUES

to shield or work from home,  
deploying hundreds of devices and  
supporting colleagues remotely

## Our 0-19 services

Much of the spotlight during the COVID-19 pandemic was on hospital based services, and we wanted to highlight the particular contribution of school nurses, health visitors, and the teams they work with.

Not only did they have to adapt to working from home and providing some support virtually, they have also been faced with the unintended consequences of lockdown and the impact this has had on vulnerable children and families in particular. Lockdown suppressed the COVID-19 virus, but led to an increase in issues affecting the safeguarding of children, and our teams have responded remarkably.

### OUR 0-19 SERVICES

SUPPORTED OVER  
**102,000**  
FAMILIES ACROSS  
NORTH YORKSHIRE AND  
THE NORTH EAST

### OVER

**1,000**  
COLLEAGUES

Working to support  
children and young  
families across the North  
East and North Yorkshire

### ENHANCED

**0-25**  
FAMILY HEALTH  
SERVICE

(health visitors and school nurses)  
launches in County Durham

**213,000**  
CONTACTS WITH FAMILIES

**TWO FOLD**  
INCREASE  
IN THE NUMBER  
OF FAMILIES  
NEEDING  
TARGETED SERVICES



**ALL STUDENT  
SCHOOL NURSES  
AND  
HEALTH VISITORS  
APPOINTED INTO  
POSTS MAY 2021**

## SIGNIFICANT RISES IN SAFEGUARDING CONCERNS

This is deeply distressing for the children and families involved, but also for our colleagues. It is also likely that this will increase further as lockdown is eased.

### INCREASE

**IN PARENT  
AND FAMILY  
STRESSORS**

as a result of disrupted routines and behaviours; overcrowding; isolation from family support networks and financial pressures. Tensions in family relationships have resulted in an escalation in domestic abuse.

## SAFEGUARDING PRECEPTORSHIP

To ensure effective and safe practice, robust preceptorship and training will be provided to meet individual need. This will also enable the skills that are required to represent HDFT 0-19 teams as a key member of multi-agency safeguarding systems, an advocate for vulnerable children and to identify safeguarding concerns and take appropriate action.

## Our children's 0-19 services and localities

### Children's 0-19 Community Services:

County Durham, Darlington, Gateshead, Middlesbrough, Stockton-On-Tees, Sunderland and North Yorkshire

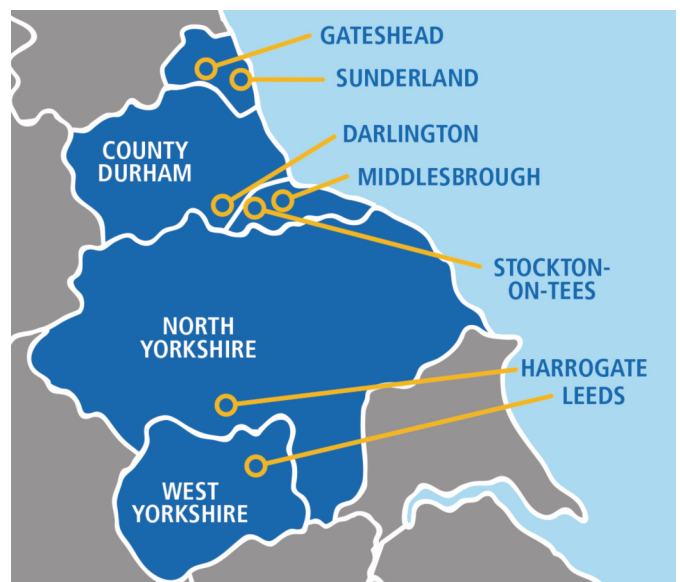


### Children's Vaccination, Immunisation and Childhood Flu Service:

North Yorkshire and York  
County Durham, Darlington and Teesside  
Leeds (Flu Immunisation service only)

### Hospital, Adult Community and Children's 0-19 Community Services:

North Yorkshire and Harrogate





# Our 2020/2021 key highlights



SIGNIFICANT INVESTMENT IN OUR **IT** INFRASTRUCTURE

MAJOR REFRESH OF OUR VALUES AND BEHAVIOURS



**17,000** EMERGENCY ADMISSIONS

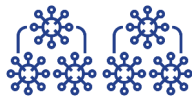


**4,800**

COLLEAGUES AT HDFT AND HARROGATE INTEGRATED FACILITIES



**GOOD** OVERALL CQC RATING



**1,603**

CANCER TREATMENTS

**40,000** EMERGENCY DEPARTMENT ATTENDANCES



**1,283**

COLLEAGUES COMPLETED THE **SURVEY** QUESTIONNAIRES



UPGRADES TO HAND-HELD ORDERING DEVICES

enabling Wi-Fi download, thus enhancing efficiency

CONTINUED TO FOCUS ON

**DEVELOPING HDFT**

TO BECOME AN OUTSTANDING PLACE

TO WORK

TO BECOME AN OUTSTANDING PLACE

IN WHICH TO RECEIVE CARE

KNOWN AS CARING AT OUR BEST



EMPLOYEE ASSISTANCE PROGRAMME (EAP) LAUNCHED

by Harrogate and District NHS Foundation Trust (HDFT)

**1,732**

BABIES DELIVERED

**80,158**

VIRTUAL OP ATTENDANCES

Our planning and estates teams designed and commissioned:



LARGESCALE INCREASES IN **OXYGEN** SUPPLIES



CONVERTED A WARD INTO ADDITIONAL INTENSIVE CARE BEDS

**£1m**

INVESTED TO COMPLETELY UPGRADE THE EXISTING **ICU**

## Our 2020/2021 key highlights



Courtesy of Gerard Binks Photography

OUR  
**'ARCHS'**  
TEAM SUPPORTED  
OVER  
**4,500**  
PATIENTS

to be discharged earlier and looked after them at home. In February they were supporting the equivalent of

**38 BEDS**  
OF PATIENTS  
BUT IN THEIR  
OWN HOMES

**URGENT  
AND CANCER  
SURGERY**  
CONTINUED  
on a risk based approach

**SECOND  
- CT -  
SCANNER  
PROVIDED**

**GREEN ZONE  
CREATED  
— TO ALLOW —  
SURGERY  
TO CONTINUE  
SAFELY**

Harrogate and District NHS Foundation Trust is proudly supported by:



Registered Charity Number: 1050008

**THANK YOU TO OUR LOCAL COMMUNITIES FOR ALL YOUR PHENOMENAL AND INVALUABLE SUPPORT.**

Your kind donations continue to make life changing differences to our staff, service users, patients and their families.



**THE INTENSIVE CARE UNIT (ICU)  
AT HARROGATE DISTRICT HOSPITAL  
HAS BEEN REFURBISHED THANKS TO YOU!**

The unit was aesthetically outdated. Thanks to you, HHCC have been able to contribute to the refurbishment of our ICU. Patients now receive care in a nicer environment due to the amazing mood lighting.  
**With your generous donations we have achieved so much!**

**700+  
FLEECEES**  
PROVIDED BY  
HHCC FOR COLLEAGUES  
ACROSS HDFT

**400+  
FRUIT BOXES  
DELIVERED**

to teams across the HDFT footprint for colleagues to enhance health and wellbeing

**48  
DEVICES**

provided for patients to keep in touch with loved ones whilst being an inpatient in our Hospitals

**2,534+  
CUPS OF TEA  
AND SLICES OF CAKE**  
PROVIDED TO COLLEAGUES  
ACROSS HDFT TO CELEBRATE  
**NHS BIG TEA**

**231  
SNACK PACKS  
PROVIDED**  
by HHCC to support colleagues fasting during Ramadan

**200+  
SPARKLE  
AWARDS**

given to staff which are designed to recognise, celebrate and thank colleagues for their hard work and dedication to HDFT/HIF

**OVER 1,000 CHRISTMAS HAMPERS  
— DISTRIBUTED —**



1. Harrogate Integrated Facilities (HIF) domestic colleagues in HDFT's Rainbow Tunnel.
2. Volunteer driver distributing cake and tea for NHS Big Tea in celebration of the NHS birthday.
3. NHS 'Thank You' pin modelled from hands of valued porters.
4. #teamHDFT joining nationwide clap to say thank you.
5. ITU Clinical Team of the Year - Colleague Recognition Awards.

## Our success



**ALL FOOD WASTE IS RECYCLED**

in an environmentally friendly way by diverting waste from landfill

**£14m GRANT TO REDUCE THE HOSPITAL'S CARBON FOOTPRINT BY 25%**

includes new heating source and solar panels



**PIONEERING HARROGATE-BASED EXERCISE AND ACTIVITY SCHEME for NHS CANCER PATIENTS — WINS PARLIAMENTARY AWARD**



**OVER 300 NOMINATIONS WERE RECEIVED FOR THE HDFT AND HIF COLLEAGUE AWARDS**



# Looking ahead

Our priorities will remain firmly focused on trying to do the very best we can to support our colleagues at HDFT, those in the wider health and care system and to ensure that we maximise every opportunity to keep people well, and to care for them when they need us. **We have five major priorities:**

1.

**RECOVERING  
OUR PLANNED  
CARE SERVICES**

in an inclusive way which does not exacerbate health inequalities.

2.

**SUPPORTING  
OUR 0-19  
SERVICES**

to recover and manage the surge in safeguarding.

3.

**A FOCUS ON  
THE HEALTH  
AND WELLBEING  
OF OUR  
COLLEAGUES**

4.

**FOCUSING  
ON THE  
FUNDAMENTALS  
OF CARE  
IN ALL OUR  
SERVICES**

5.

**OUR  
CULTURE  
PROGRAMME  
'AT OUR BEST'**



Courtesy of Gerard Binks Photography

## Environmental Matters

Delivering a 'Net Zero' the NHS has set two targets:



WHAT WE EMIT:

**NHS CARBON  
FOOTPRINT**

**80%**

**REDUCTION**

**IN CARBON EMISSIONS  
BY 2028 - 2032**

**NET ZERO  
BY 2040**

WHAT WE CONTRIBUTE TO:

**NHS CARBON  
FOOTPRINT PLUS**

**80%**

**REDUCTION**

**IN CARBON EMISSIONS  
BY 2036 - 2039**

**NET ZERO  
BY 2045**

To respond to these challenges, we have developed an outline Green Plan which builds upon the successes of our previous Carbon Management Plan.

## Thank you to our partners

Whilst this summary recognises the efforts of colleagues at HDFT and HIF, we think it is really important to pay tribute to the tireless and selfless efforts of key workers and the voluntary sector throughout the pandemic, and to particularly thank colleagues in local government.

Public health teams and social care professionals are amongst many who have worked 24/7 to support communities and those affected by the consequences of lockdown. In addition to having to adapt to the needs of pupils during lockdown, teachers supported the children of NHS workers to continue to go to school to allow them to work. There is often less of a spotlight on the contributions of those colleagues and on behalf of all the 4,800 colleagues here we wanted to extend the most enormous thank you for their kindness, determination, and selfless hard work in the most challenging of circumstances. You are amazing in your own right, but it is also true that we could not have managed to do what was asked of us through the pandemic without each and every one of you. Thank you from the bottom of our hearts.

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 [@HarrogateNHSFT](https://twitter.com/HarrogateNHSFT)

 [www.hdft.nhs.uk](http://www.hdft.nhs.uk)

**NHS**

**Harrogate and District  
NHS Foundation Trust**