

HEALTH AND CARE INSIGHTS

Issue 2 - August 2017

‘Good’ news: CQC re-inspection

Following a CQC re-inspection of emergency care and medicine at Torbay Hospital we are delighted that they have rated both the services as ‘good’. Whilst this doesn’t change our overall rating of ‘requires improvement’, as this requires a new inspection of all our services, it shows the massive improvements we have made in such a short time since they inspected in February 2016 when emergency care was rated as inadequate and medicine as requiring improvement. The improvements are testament to the changes we are making to better care for people and the hard work and commitment of staff.

Focus on Wellbeing: what matters to you?

Our new wellbeing co-ordinators focus on what matters to people in their daily lives and help people achieve their wellbeing goals. In its first year the team has had over 1,500 referrals from GPs, social care agencies and individuals. As well as arranging health and social care support, the co-ordinators can ‘signpost’ people to other agencies or voluntary groups for input that is outside what the NHS or social care can provide. Here is one person’s story:

Nigel and his parrot: Nigel, 72, lives alone with his parrot, Cleo for company. He has managed with diabetes for over 50 years but has recently needed toe amputations to both his feet. He also suffers from neuropathy, so he has a tendency to shake. Over and above the medical care he has received both in Torbay Hospital and from the community nursing and intermediate care teams, it is Jill, the Wellbeing Co-ordinator who has made a real difference to his life. Jill is able to help Nigel with things that matter to him in his daily living, including arranging a kitchen trolley to help him take his food and drink from the kitchen to where he eats; arranging an alarm and key safe; and organising a deep clean of his flat and ongoing regular cleaning, which he now needs a little help with. He is currently waiting for some railings to be fitted to make getting in and out of his flat safer, and Jill is exploring finding him a new place to live that will be easier for him.

“Nigel was feeling very down and isolated when I first met him” says Jill. “He was embarrassed about the state of his flat because, with his health conditions he isn’t able to get to clean it properly, and having a parrot – which he allows to fly around – obviously made the flat rather messy and unhealthy too. I managed to find a charity to deep clean the flat, and one of Nigel’s goals now is to help a little with cleaning the flat each week. He has achieved a great deal since I have been visiting him, and we are now looking to move him to a new home which I hope will make it easier for him to get in and out.” Nigel himself says: “Jill has made such a difference to me because I had nobody else here. The health service is brilliant, but this extra general support is vital.”

Coastal Information Centre

Health and social care staff, along with representatives from the voluntary sector, this month celebrated the opening of a new information centre at Teignmouth Hospital within the Health and Wellbeing Centre.

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The information centre enables local residents to access the wide range of support, activities and information that's available in the area to support them to live their lives to the full and be as independent as possible - from walking groups, befriending and carers support to lunch clubs. The centre is staffed by our local partner 'Volunteering in Health' and is open to the public Monday to Friday (10am – 3pm). For more information, contact the information centre on 01626 771695.

Service changes: MIU and community X-ray

This month we have introduced more changes that were agreed as a result of the consultation on changes to community services that we held last autumn with South Devon and Torbay Clinical Commissioning Group. At the end of July, Paignton and Brixham MIUs and X-ray facilities closed permanently, with the three remaining MIUs (Totnes, Newton Abbot and Dawlish) all opening from 8am to 8pm, seven days a week. The new consistent opening hours are designed to best meet patient demand and be simpler for people to remember. From Monday 31 July new X-ray operating times started to be introduced at the MIUs in Totnes, Newton Abbot and Dawlish Community Hospitals - including a seven day a week service at Newton Abbot, as follows:

All MIUs open 8am to 8pm every day		
Newton Abbot X-ray	Totnes X-ray	Dawlish X-ray
9-5 Monday to Friday 9-1 at weekends;	9-1 Monday to Friday;	1-5 Monday to Friday

These hours are less than we had been intending, but are driven by severe staffing shortages. The lack of radiographers is a national problem, not just something we are facing here in Devon. Patient safety must come first and these proposals aim to consolidate our staffing, so that we can get the maximum X-ray cover across our three MIU sites. From Saturday, 30 September, weekend X-ray at Newton Abbot will be extended to 9am to 5pm, when we will also be able to offer people booked X-ray appointments at weekends for the first time.

Service changes: Torbay Hospital

Thanks to all our investment in community services and the focus on health and wellbeing, as well as a concerted effort to ensure the best possible planning is in place to discharge our patients as soon as they are medically fit. This includes ensuring everything is in place so that patients can be discharged before noon wherever it is appropriate. With all this in place we have been able to safely reduce the number of beds we need at Torbay Hospital - again in line with the plans on which we consulted last year. We are still providing the same level of services, but thanks to a better use of our overall resources, we don't need as many hospital beds. This month, our staff have been working to re-provide short-stay medical beds on Dunlop ward, alongside its existing specialist cardiology beds. This meant we were able to gradually reduce the number of short-stay medical beds on Warrington and we safely closed the ward before the end of July.

We hope you find this update useful and that you can see we are making real progress towards our aim of supporting more people to be well and independent. If you would like to be receive future issues by email contact tsdft.communications@nhs.net