

HEALTH AND CARE INSIGHTS

Issue 8 - February 2018

This winter has continued to be very difficult with considerable pressure continuing during February but our staff have worked tirelessly to continue to provide the best possible service for local people. Crucially our increased focus on maximising our resources on supporting people to be cared for at home have helped us to cope better than we would have done. But we even so we haven't always been able to provide the highest level of service we would like which has meant some people having to wait longer than is ideal. Throughout we have focused on ensuring our services are safe. We know that continuing to look after more people in their own homes and focussing on what is important to them is the right thing to do both for their quality of life and also is sustainable for the future.



#ProudOfOurNHS Campaign

It is very heartening to read some of the praise and support for those who use our services. We have been sharing some this really lovely feedback we have received as part of our #ProudOfOurNHS campaign. You can read numerous examples on [Facebook](#) and Twitter. And so that people – staff and visitors - can see some of the lovely feedback we receive we have designed some posters which you will be able to see on the walls of the Trust.

Dartmouth Health and Wellbeing Centre update

Following the breakdown of negotiations to develop a health and wellbeing centre for Dartmouth at River View, we are now reviewing how to bring about a joined up health and wellbeing centre in

Dartmouth. Our first step is to work with our partners and commissioners to update the specification for the health and wellbeing centre so that we can explore and develop what further options there are available. Once our options appraisal is complete, we will share it with local stakeholders. It is our intention to set up a Local Partnership Board chaired by South Devon and Torbay CCG which will lead the implementation of the agreed plan.

We remain committed to improving health care delivery, by focussing on what is important to people and have invested in services that are as close to home as possible with the expectation that more people can have their care needs better met out of a hospital. Dartmouth Clinic offers a wide range of outpatient clinics, including: audiology, bladder and bowels, community therapy, counselling, depression and anxiety services, Devon Carers, district nursing, ENT, heart failure, minor operations, physiotherapy and podiatry.

The investment into community services has included intermediate care services, investment into the voluntary sector and medical support. In the last three months, 58 people in Dartmouth have been supported by our intermediate care service that includes therapist and Nurses – of these five people required a short term placement in a residential care home. We are continuing to work with partner agencies and the owners of River View care home to ensure improvements highlighted in the recent CQC inspection are addressed and that residents' needs are being met.

Working with you, for you

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New mums rate local maternity services highly

Torbay and South Devon NHS Foundation Trust's maternity services are performing well in comparison to other NHS Trusts across the country, according to the annual CQC 'Maternity Services Survey'. Nationally, 130 NHS Trusts were involved in the survey, with responses



coming directly from thousands of women who gave birth during January and February 2017. The Trust's performance was rated by 118 women who had given birth either at home, at Newton Abbot Community Hospital (Whitelake midwifery led unit) or at Torbay Hospital. New mums gave very positive feedback about their experiences and placed the Trust in the top 20 per cent of hospitals in the country in 31 of the questions asked. The survey also identifies areas for improvement and new mums felt that services could be enhanced by health professionals giving information or offering advice about contraception. The Trust will be developing an action plan to address this

feedback and ensure that improved contraception guidance is offered to new mothers in Torbay and South Devon.

Paignton Health and Wellbeing Centre evaluation

Healthwatch Torbay is working with the Trust to evaluate the Paignton Health and Wellbeing Centre (HWC) now that it has been operational for a few months. The Health and Wellbeing Centre hosts a number of community outpatient, lifestyle and prevention clinics.



They will be asking patients what they think is working well and what ideas they have to make it even better.

If you have used the services at Paignton Health and Wellbeing Centre and you would like to help provide feedback about the centre you can complete an [online survey](#). The survey should only take around ten minutes of your time

We Can Talk About It

At the beginning of the month we hosted an event as part of the national Time to Talk Day 2018 campaign. The aim of the day was to make people aware that there is no right or wrong place to talk about mental health. We filmed the event and would like to share with you the messages some very inspiring speakers gave. You can watch it [here](#) - we hope it encourages people to just talk.

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 receive future issues by email contact tsdft.communications@nhs.net