

HEALTH AND CARE INSIGHTS

Issue 16 – December/January 2019

The Headlines

Improving care this winter - A new Ambulatory Unit opened in December thanks to £340,000 funding from the Department of Health to improve urgent and emergency care facilities in



readiness for winter. The unit offers same day emergency care to patients meaning patients are assessed, diagnosed, treated and are able to go home the same day, without being admitted into a hospital bed overnight wherever medically it is safe to do so.

Thanks go to the project team who worked tirelessly to get it open in time for winter and also to the League of Friends, Outpatient Pharmacy and the Outpatient services, who all relocated parts of their services in order to make room for the new unit. We now have a spacious, separate patient waiting area; four clinical assessment cubicles; an extra treatment room, and a larger doctor's office, able to support more specialties so that more people can be treated.

Making integrated care happen – Dartmouth In December last year The Trust Board approved the recommendation from Dartmouth Health and Wellbeing Centre Working Group for the new centre to be located on land next to the park and ride at the top of town. The site, owned by South Hams District Council, is currently used as an overflow car park. Liz Davenport, Chief Executive said: "We are very grateful to all the local individuals and groups who have shared their views with us and worked together to come to a consensus about the best site for the new centre. We want to make sure we develop a building that makes best use of space and brings together all those involved in health and wellbeing including the Trust, GPs, voluntary groups, pharmacy and others. We aim to have the new build completed by early 2021.

"We have continued to meet with the Working Group, to consider the provision of intermediate care beds for the people of Dartmouth to receive bed-based rehabilitation. The group agreed that, based on Trust data on how we have met people's needs in Dartmouth since the service changes were introduced, we need to provide two intermediate care beds. We are now working to secure these beds locally, as well as planning how to provide transport for family to visit if, on occasions, placements have to be made outside Dartmouth. We know that this issue of beds is of real concern to local residents, so we are also exploring with the Working Group how we can assure local people about the package of services available in Dartmouth, and how we can gather people's feedback on their experience of all the local services we and our partners provide."

Great start for children and young people - The NHS Devon Children and Families Alliance, led by Torbay and South Devon NHS Foundation Trust, has been awarded the contract to provide community health and wellbeing Services for children and young people in Devon (excluding Plymouth). The service in Devon is currently predominately provided by Virgin Care Limited, except in Torbay and some services in South Devon which are provided by this Trust.

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The new contract, which is for seven years with potential to extend by another three years, is due to begin on 1 April 2019. There is a lot more work to ensure there is a smooth and seamless transition of staff and the services that they provide.

Let's Celebrate!

Supporting Carers - Carers Rights Day: 30 November 2018 - Many people do not consider themselves to be a Carer, saying it's just part of being a family or a good neighbour. This is why



for Carers Rights Day at the end of November, staff from Torbay Carers Services, with the help of volunteers and local voluntary sector partners, organised over 30 events across Torbay to identify Carers. Our hospitals launched an orange lanyard to identify Carers of in-patients more easily, and at Torbay Hospital we launched our ward 'Family and Carer supporters' wearing purple sashes to make them stand out better.

If you care for someone in Torbay contact Torbay Carers Services on (01803) 666620, or in Devon ring Devon Carers on 03456 434435 for information about the Carers Card and discounts, an emergency back-up plan, 1-to-1 support, courses that may be relevant to your role, support to give you a break from your caring role, a regular newsletter, finance and benefits advice and much more. So join us!

www.tsdf.uk/Carers, Facebook/TorbayCarers, signposts@nhs.net (01803) 666620

How we are making a difference

HOPE programme changing lives 'Helping to overcome problems effectively' ([HOPE](#)) is a free, six week facilitated course for people who may be struggling with health problems such as diabetes, chronic pain, obesity, movement disorders such as Parkinson's, mental ill health, and those resulting from substance misuse. We also run them for carers and our staff.

Since we began offering the programme in January 2018, 170 people have attended and we have trained 60 facilitators, including the majority of our 12 [Wellbeing Co-ordinators](#).

Already we are seeing people's level of knowledge, skills and confidence to manage their condition significantly increase – and this helps to secure the long term sustainability of our health and care system.



To find out about the next courses or for some more information go to our website <https://www.torbayandsouthdevon.nhs.uk/services/hope-programme/> or call 01803 210493