

HEALTH AND CARE INSIGHTS

Issue 11 – May 2018

CQC rates Trust as 'good'



Following their visit earlier this year the Care Quality Commission (CQC) has rated the Trust as 'good' overall and 'outstanding' for caring. After their last inspection visit in February 2016, the CQC had judged the Trust to be 'outstanding' for caring, but had given an overall rating of 'requires improvement.' This latest rating is therefore excellent news for both Trust staff and the people who use the Trust's health and care services, and reflects the tireless efforts by Trust staff to improve people's experience of services. Inspectors found many

elements of good and outstanding practice, and saw how the Trust's strengthened integration of health and social care services across community and acute hospital pathways is making a positive difference.

Hospital and community health services for children and young people are rated as 'good' across all five domains; however the 'safe' domain remains as 'requires improvement.' This is down to issues such as: the fabric and environment of some Trust buildings and facilities; staff needing to complete mandatory training; and ensuring regular equipment checks are carried out with documentation being kept up-to-date. Liz Davenport, Interim Chief Executive commented: "There are still areas we need to work on and we are already taking action to improve those areas. Our aim now is to achieve a rating of 'good' or 'outstanding' across all our services when the CQC next visit us." The full CQC report is available at <http://www.cqc.org.uk/provider/RA9>

Public meeting in Dartmouth

The NHS was invited to a public open meeting in Dartmouth on 14 May, to answer local people's question about health services in the town. As well as attending the evening meeting, representatives from the Trust and Clinical Commissioning Group (CCG) held afternoon drop-in sessions, to speak on a one-to-one basis with anyone who preferred a more private conversation. The evening was hosted by Father Will in St Saviour's Church and Chaired by Sir Geoffrey Newman. The church was full to capacity. Emotions were running high at times, as people expressed their concerns, disappointment and anger at the closure of Dartmouth Hospital in 2017 and the subsequent collapse of River View care home earlier this year.



Liz Davenport, Interim Chief Executive at the Trust and Simon Tapley, Interim Accountable Officer for the CCG, fielded questions on a range of issues including:

- the availability of beds for short-term residential and nursing care;
- domiciliary care capacity and support for carers;
- ambulance response times to a remote population;
- the collapse of River View and the subsequent failure of plans to develop a Health and Wellbeing Centre there;
- the closure of Dartmouth Hospital; and
- concerns about NHS services being outsourced.

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Teignmouth public engagement

The six week South Devon and Torbay CCG-led engagement with local people on options for changes to health and care services in Teignmouth continues until 8 June 2018. It is now three years since the consultation on the reorganisation of services in the coastal locality, which led to Dawlish becoming the clinical hub and Teignmouth Hospital becoming the base for the Health and Wellbeing team and most outpatient clinics. It was also planned that it would have rehabilitation beds. Over the past two years since the changes took effect, the Health and Wellbeing team have been able to support people at home or in a care home to such an extent that there has been no need to introduce the 12 rehabilitation beds.

We are at an early stage in the process, where no decisions have been made, and where the views of local people can help shape any proposals for change. This is not yet a formal consultation – rather a chance to involve people early on in considering the range of options.

Local people are being asked what their views and thoughts are on the ideas and they can find out more by visiting the CCG website www.southdevonandtorbayccg.nhs.uk or attending one of the drop-in sessions being held in Teignmouth and Dawlish. They may provide feedback via a written or online questionnaire. At the end of the engagement period feedback will be looked at and considered.

Wellbeing Programme receives £1.3m funding

Shaun Widdecombe, pictured with Wellbeing Co-ordinator Helen Ellis, is one of over 3,000 people in South Devon and Torbay to be referred to the Wellbeing Programme since it began in July 2016.



The Programme helps people to combat isolation and loneliness and experience enhanced feelings of wellbeing, which in turn can contribute to improved health outcomes, enabling some people to sustainably avoid hospital and acute care. The Wellbeing Programme is provided by seven voluntary sector organisations which together employ Wellbeing Co-ordinators, who are members of integrated Health and Wellbeing Teams. There are currently 12 whole time equivalent across the area, with some working part-time.

The Trust, local authority and voluntary sector partners have together secured £1.3m for the Programme to continue for the next four years. Liz Davenport, Interim Chief Executive says: “It is our intention to continue the Wellbeing Programme with our partners well into the future. Having funding confirmed up to 2021 will enable us to continue to develop and improve, hopefully helping to secure a sustainable future for the Wellbeing Programme.”

Shaun, aged 52 has a degenerative spinal disease. He lived in a care home for respite following a brain injury caused by a fall, and his personal life fell apart when his partner refused him to return home, and he was left with nothing but the clothes he was wearing. He comments: “Wellbeing Torbay supported me with my financial situation and then introduced me to people locally and it has saved my life. I can now look forward and help others, I can’t thank them enough.”

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