

Healthy Futures

The magazine of Torbay and South Devon NHS Foundation Trust



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“ ... They have
helped me to trust
people again... ”

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Working with you, for you

WELCOME

Our Journey

Welcome to the Trust's new magazine. It is called 'Healthy Futures' which I believe reflects our spirit – we are a dynamic, flexible, forward-looking organisation which is changing to better meet the health and care needs of our community.

I am very proud and privileged to lead a team of 6,000 staff providing health and care services in people's homes and communities across Torbay and South Devon, as well as in local Health and Wellbeing Centres, Community Hospitals and at Torbay Hospital.

Together, we are working to better integrate services so that people feel empowered and supported to live their lives to the full. Through the pages of this magazine, we can shine a light on some of their stories and celebrate some of our achievements.



With our partners we are developing the NHS Long Term Plan for Devon, which will set out how we need to develop services for the next 10 years. It is fantastic that people are living longer and we want to support them to do this as independently and well as possible. Like the rest of the NHS, we face difficulties recruiting staff, and managing increasing costs within a limited budget.

“... We are working to better integrate services so that people feel empowered and supported...”

However, through our track record of innovation we are prepared to meet these challenges. We already have a reputation for excellence in a number of services: Our day surgery teams, for example, are national leaders for offering even quite complex surgery as a day case so more people avoid a hospital stay, get home quicker and recover sooner.

As we develop services for the future, we will continue to focus on what is important to people, building on our track record of success to continue to provide the high quality, safe and timely care that people have come to expect of us.

I hope you will enjoy finding out a bit more, through this magazine, about how we are changing services, and why.

Liz Davenport, Chief Executive

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NEWS IN BRIEF

Staff Olympics

The first ever Trust Staff Olympics has been staged. Events were held at Torbay Hospital, South Devon College and the Velopark in Paignton.

The games stressed wellbeing, with the chance for staff to enjoy themselves with colleagues at work and outside work, doing something they are good at under the themes of mind, body, spirit. Events included retro-computer games, a quiz evening, cake-making, art and sewing along with walking and the hilarious bubble football.



Jane Viner, games organiser and Deputy Chief Executive, said: "We had a lot of enthusiastic people taking part in a wide range of events which was very uplifting. Feedback has been so positive we are thinking of repeating the event to include more venues across Torbay and South Devon."

"I want to thank the Olympic Committee and the volunteers who donated their time and energy and everyone who took part for the joy they brought."

Living with and preventing Diabetes

The Diabetes Team will be showcasing the wide-ranging Diabetes Service at an event in Torbay Hospital.

You will have the chance to hear from our specialist diabetes teams who will be talking about podiatry, nutrition, healthy lifestyles, prevention programmes and research.

You will also be able to learn more about the self-management support and services that are available for patients, carers and families. Our specialist carers support team will be on hand with information and advice in the foyer area after the event.

Everyone is welcome to come along to this free event. Refreshments will be available.

Torbay Hospital is well served by buses – for further information about local transport and for directions please refer to the Trust's website, www.torbayandsouthdevon.nhs.uk

To register your attendance in advance please email: foundationtrust.tsdf@nhs.net or telephone 01803 655705.

The event is on Monday 11 November 2pm - 4pm in TREC Lecture Theatre (next to the Horizon Centre), Torbay Hospital, Lowes Bridge, Torquay, TQ2 7AA.



Community team success

Our community nursing team covering Paignton and Brixham has scooped an Outstanding Care Award.

Paignton and Brixham Community Nurses were nominated by Grange-Lea Care Home in Paignton for the recent Outstanding Care Awards of 2019.

The awards, for Devon and Cornwall, celebrate the most dedicated individuals, providers and suppliers in the care sector. The awards are backed by Proud to Care, Devon; Devon Country Council, Torbay and South Devon NHS Foundation Trust and Torbay Council.

The nurses have been recognised for supporting Grange

Lea, providing training and on-going support to help the home provide excellent care for people needing end-of-life care.

Jill Liardet, Torbay and South Devon NHS Foundation Trust's Lead Community Nurse for Paignton and Brixham, said: "The nurses work in partnership with many homes across Paignton and Brixham to support end-of-life patients. The nurses are really pleased to be recognised for this award as they pride themselves on supporting care homes to deliver high quality care."





STAFF HEROES

Local health and social care staff shine in the spotlight

We recently held our first ever annual 'Staff Heroes' awards ceremony at the Grand Hotel, Torquay, recognising individuals or groups whose energy, commitment and dedication is making a real difference to their colleagues and those receiving health and social care.

Nominations which are made throughout the year by members of the public and by staff, were judged by a panel of experts and independent members. The Trust's Strategic Estates Partnership - SDH Innovations Partnership – kindly sponsored the awards ceremony alongside the Trust's Charitable Funds. This year there were seven award categories and a special 'Chairman's Award'.

Chief Executive Liz Davenport, said: "We want to make a special effort to say a very public 'thank you' to those people who are doing exceptional work. These awards are our way of recognising those staff and volunteers who make a real

difference to the people who use our services or to the staff they support. Sharing their stories and hearing what they achieve is inspirational and truly heart-warming, and I was very proud to be part of this event."

Chairman Sir Richard Ibbotson, said: "It really is an honour to work with people who are so enthusiastic and committed to providing high quality health and social care to the people of Torbay and South Devon. I would like to congratulate everyone who received an award at this year's ceremony, as well as all those who were nominated."

If you know someone who you think deserves to be at the awards next year, nominate them (as an individual or a team) for a 'Staff Heroes' award by visiting www.tsdf.uk/staffheroes



Our 'Staff Heroes' of 2019 are:

Outstanding contribution to 'Strengthening Partnerships'

- Winner: Susan Bywaters – Equipment Lead
- Finalist: The Windmill Centre
- Finalist: Phillippa Lovell - Work Experience Co-ordinator / NHS Careers School Liaison

Outstanding contribution to 'Wellbeing at Work'

- Winner: Paul Norrish – Digital Learning Manager
- Finalist: Dr Jonathan White - Junior Doctor
- Finalist: Sarah Burns - Freedom to Speak Up Guardian

Outstanding contribution to 'Right Care, Right Place – Individual Frontline Care / Clinical Services'

- Winner: Angie Abbott – Head of Podiatry and Orthotics
- Finalist: Carley Dore - Speech and Language Therapist
- Finalist: Louise Challis - Respiratory & Neonatal Nurse, Children's Community Team

Outstanding contribution to 'Right Care, Right Place – Individual Support Services'

- Winner: Lin Taylor – Pharmacy Purchasing/Computer Systems Manager
- Finalist: Michael Hawley - Wayfinder
- Finalist: Lorraine Thompson - Sensory, Disability Information Service & Accessible Information Lead

Outstanding contribution to 'Sharing Information'

- Winner: Victoria Peters – Health Visitor
- Finalist: John Broom and the Blue Badge Team
- Finalist: Anna Pryor - Staff Governor

Outstanding contribution to 'Right Care, Right Place – Team Award'

- Winner: Children's Speech and Language Therapy Team
- Finalist: Theatres Team
- Finalist: Breast Care Unit

Outstanding contribution to 'Prevention and Staying Well'

- Winner: Sarah Levio and the Podiatry Team
- Finalist: Newton Abbot Community Transport Association
- Finalist: Specialist Midwives and Matrons Team

Chairman's Award Winner

- Theatres Team





LONG TERM PLAN

Long Term Plan to meet health and care needs

As a Trust we have led the way in redesigning our services to provide integrated care to meet the changing health and care needs of our local community. This thinking has been reflected nationally in the NHS Long Term Plan (LTP) which sets an ambitious path to make the NHS fit for the future and to get the most value for people using the services.

The plan has been drawn up by those who know the NHS best including front line health and care staff, patient groups and other experts.

The national LTP sets out how as an NHS we will improve care over the next 10 years including:

- Making sure everyone has the best possible start in life
- Delivering world-class care for major health problems
- Supporting people to age well

Adel Jones, Director of Transformation and Partnerships (pictured) will be leading development on our local plan.

The LTP also sets out how this will be achieved including how there will be more emphasis on preventing ill health and tackling health inequalities. It sets out how the NHS intends to increase recruitment and support staff through improved training and development as well as how we will better harness technology to improve access and communication.

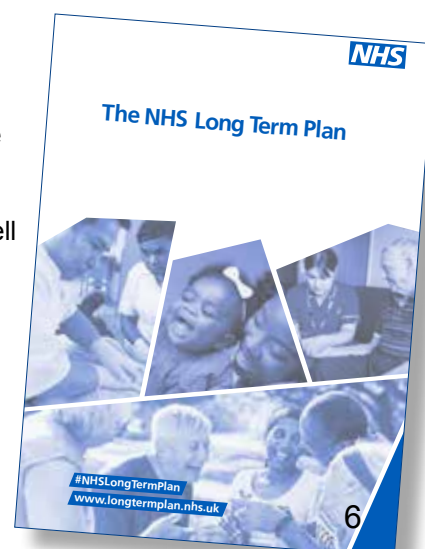
We have recently engaged with local people around the development of our own local plan. Thank you to everybody who took part in this and shared their views. Your feedback is currently being analysed and will then be used to inform both the Devon and the more local Torbay and South Devon LTP and will be published on our website soon.

The Long Term Plan for Devon, which will include our own local plan, will be published this winter and will be shared widely across our organisation and community.

In Torbay and South Devon we have been providing integrated care around the needs of local people for a number of years, in fact we were the first truly integrated care organisation in the country bringing together the acute and community health care alongside adult social care so that we have no organisational barriers.

This means we are very well placed to support the aims of the LTP.

To find out more about the NHS Long Term Plan go to www.longtermplan.nhs.uk



PLANNING CARE TOGETHER

Patients and health workers improve inpatient care together

Patients and clinicians are working together to jointly design their care in a creative programme to plan future outpatient work.

The Trust brought together patients, their carers and health care professionals during a day of workshops in Torquay as the first step.

This event is the beginning of a process led by the Trust to improve care through informal face-to-face dialogue. Since quality and value can only be viewed through the eyes of our patients, this event will shape outpatient services through mutual understanding.

Helen-Davies Cox, Trust Personalisation and Innovation Lead, said: "Through understanding how to improve our patients' knowledge, skills and confidence to manage their condition alongside their health professionals, we are exploring what resources are required and how we should deliver this outpatient support in the future."

This move recognises patients know best about their condition. Their understanding and knowledge of the support they need to manage their condition, will help

ensure the Trust delivers the most effective health care in community and hospital settings and provide tailored patient support.

“ ... This is a truly brilliant opportunity to break the mould... ”

The NHS nationally is watching this Co-Design project with interest and attended the event to assess the potential for rolling out nationwide with the ideas generated by conversations between patients and professionals.

Shelly Machin, Torbay System Director said: "This is a truly brilliant opportunity to break the mould and ensure our patients are central to our planning, helping us to co-create innovative person-centred approaches to their care delivery.

"The patient does know best about what they need and how and where they want to receive care and support; the right care, at the right time, in the right place. We are hoping to generate ideas which can guide care to the benefit of patients, professionals and wider NHS."

Formal proposals will go to the specialties, their teams, the Trust Board and nationally with the NHS Improvements team.

Rachael's Story

Rachael Tucker, 22, is a Trust volunteer and patient with multiple rare long-term conditions who has gained confidence from attending the Trust's Help Overcoming Problems Effectively (HOPE) programme (designed to help local people struggling with long term health conditions).

She said: "This was a very useful exercise in breaking down reinforced preconceptions on two sides. It was soon obvious during the workshops that the health professionals and us patients were meeting across a big metaphorical divide with set ideas about what each side expected from the other.

"It's been too long now that the relationship between health professionals and patients has been unbalanced - they expect patients to accept their version of how they will be treated and cared for. Patients on the other hand have little understanding of the pressures on doctors. This exercise improved understanding and was a very good start.

"My neurologist was here, which was reassuring, it demonstrates that those working in the NHS do want to improve and make a change. Even those with whom I have a great relationship with are still taking measures to improve and be the best they can for us patients."

Details of the HOPE programme to be more positive about your future can be found on this link: www.torbayandsouthdevon.nhs.uk/services/hope-programme/



COMMUNITY ENGAGEMENT



Working in and with communities

Introduction by Becky Morgan,
Community-Led Services
Development Manager:

We are changing the way we work in health and social care to focus on what is important to individuals. That means looking at wellbeing and what gives people meaning and fulfilment in their lives.

This is not something that the NHS or councils can do on their own: we need to work in partnership with GPs, charities, community support groups, housing associations, police and other agencies.

One way we are using to connect with people more directly is by setting up informal gatherings called 'Talking Points' in community centres across Torbay.

You don't need an appointment to attend, and a wide range of professionals are on hand to discuss any concerns.

During these sessions, we listen, help people focus on their own strengths and direct them to a wealth of support and activity available in their local community.

Gary's Story

Gary Goswell-Munro, 55, has benefitted from this community-partnering approach.

Facing many complex challenges, he knew he would need support to live an independent and fulfilling life.

Gary was reluctant to trust statutory authorities, because he felt they had let him down in the past.

Through attending a Talking Point session, and meeting Torbay Community Development Trust's (TCDT) community builder, Dan, he was able to access a wide range of support from different people, including one of our community care workers and occupational therapists, Torquay's Windmill Community Centre, and the Ageing Well Torbay project.

Together, this team of community workers and organisations supported Gary to access a powered wheelchair, domestic personal help and benefits. He is still seeking accessible housing.

Gary said: "The team have helped me to get back on my feet, and continue to support me to live independently. Now I have a new purpose, and new opportunities."

He now volunteers at the community space called The Lounge in Torquay, operated by the Ageing Well project and is a Trustee with TCDT and a Governor with Torbay and South Devon NHS Foundation Trust.

“ ... They have helped me to trust people again... ”

He is also an effective champion of the wider movement to reorganise community care in Torbay, based on his experiences, having co-founded an advocacy service - VOCAL in South Devon.

Dan said: "Gary fell through the gaps of normal provision of health and social care because he had lost trust in the authorities, but he has now got a new lease of life."





GP's keeping health and care close to home

Medical Director for the Trust's Torbay system, Dr Joanne Watson, explains how GPs are playing a key role in creating links between health and care staff in our hospitals and people's communities.

We have been working as an integrated care organisation (ICO) since 2015. This means we are one organisation, responsible for delivering hospital and community health services as well as adult social care. One of our aims is to provide care as close as possible to where people live, and GPs play a key role with this.

Torbay and South Devon covers a large geography, so we work in five areas, or localities: Coastal (covering the area around Dawlish and Teignmouth), Moor to Sea (incorporating the towns of Ashburton, Totnes and Dartmouth), Newton Abbot (which runs out to Bovey Tracey and Chudleigh), Paignton & Brixham, and Torquay.

In each of these five localities, we have appointed a GP as the locality

clinical director, who works with the Trust part-time, as well as being a GP.

Their role is to help us integrate services between primary care (the first point of contact in the NHS – often a GP) and community and hospital services.

The aim is to offer people comprehensive support at home so that they don't need come into hospital. It also means they can access rehabilitation services in their own homes and communities, rather than in a hospital bed. If somebody medically needs to access a hospital bed they are able to do so.

Because these GPs know their own communities and other GPs so well, as locality clinical directors they have been able to help us reach out and

provide more support to care homes, as well as building up health and wellbeing services with voluntary sector partners, and referring more people to our community healthcare teams rather than to hospital.

They have also helped hospital doctors to develop better connections with GPs and worked hard to understand the different constraints and challenges facing each other.

This new joined-up approach is making a real difference: More people are benefitting from social prescribing, and receiving more out of hospital support.

For example, many people who need intravenous antibiotics can now receive these at home, rather than having to stay in hospital. And last winter, we had the lowest rate of over-75-year-old admissions to hospital through emergency departments in South England.

One GP summed it all up saying: "Not all of the problems facing the hospital can be solved within the hospital."

“ ... Not all of the problems facing the hospital can be solved within the hospital... ”

CAMPAIGNS

25 million offered free NHS flu jab this winter

For the first time, all primary school children are being offered the nasal spray vaccine this year.

Those most at risk of suffering from or spreading flu are urged to take up the offer of a free NHS vaccination this winter.

The health service in England has prepared for its largest ever flu protection drive to help keep people well and ease pressure on urgent care services over the colder months.

School vaccination teams, maternity services, general practices and local pharmacies are all now gearing up to deliver vaccines to: primary school aged children, two and three-year olds, those with underlying health conditions, pregnant women and older adults (aged 65 years and over).

Professor Yvonne Doyle, Medical Director at Public Health England, said: "Every winter there is always the threat of a bad flu season. Flu is a serious illness and can even be deadly for the most vulnerable of our population. That's why it's vital that we are prepared."

She said more vaccines are available and every primary school child is being offered a flu vaccine because children are accidental so-called 'super spreaders' of flu.

The flu vaccination not only protects the children, but it also protects other more vulnerable members of the community from a potentially dangerous illness.

Primary schools will host the vaccination teams to give as many children their vaccine as possible, but written parental permission is required first.

Professor Doyle urged parents to agree to consent through their children's schools: "If you or your child are in an eligible group, make sure you get a flu vaccine. It's the best defence we have against an unpredictable virus."



Vaccines for children aged 2 to 3 and eligible adults are available from their GPs or pharmacies. Help protect yourself and your family before flu reaches its seasonal peak.

More details on flu can be found on the NHS website www.nhs.uk/flu

The Trust is also undergoing a comprehensive vaccination programme for its staff to protect each other and patients.

STOP TOBER

Robert's Story

Stoptober is the annual campaign from Public Health England (PHE) that encourages smokers across the country to join in and give quitting a go for the month of October.

Robert Anslow, 51, gave up smoking after attending Torbay and South Devon NHS Foundation Trust's smoking cessation clinics with smoking advisor Sarah. Clinics are held in Brixham, Paignton and Torquay and daytime, evening or telephone support is available at www.tsdftr.uk/lifestyles.

You are four times more likely to be successful if you get support from the service.

Robert said: "Sarah was a good listener, she didn't preach and was very factual and was very positive. We all learned that even if we go back to smoking again during the clinic programme that we have NOT failed and the last thing we should do is stop attending."

"I look at the clinics and smoking advisors as 'stabilisers on the bike' - which is me. When things get difficult and I smoke, then the stabilisers are there to keep me upright and going forwards to my aim of quitting."

He added: "The clinic taught me that nicotine can be as addictive as some drugs. But Sarah tells us it's never too late to give up and said even giving up for a short time has immediate benefits."

Robert's smell and taste have been heightened since giving up and he has more energy. Another motivator has been saving £70 a week: "If I make it to 12 months quitting I'm going on holiday and having more spending money instead of effectively setting fire to it."

For help quitting, visit: www.nhs.uk/smokefree

SPOTLIGHT ON



Theatres

Debra Bannen (Matron, Theatres and Day Surgery Unit), shows little sign of the pressure she has been under since leading her 200 staff for almost a year during the closure of two theatres in Torbay Hospital due to the faulty air-handling system.

She and her staff have finally come through the worst challenges (including winter) as the refurbished theatres A&B reopened recently after a £2.3m refurbishment.

Debra is experienced in the planned closure and re-opening of theatres in other jobs: "To have to reorganise surgery round the unplanned closure of two theatres in a busy acute hospital as waits have increased and some patients have had to travel elsewhere for surgery, is a major undertaking and a completely new experience for me and most of the theatre teams."

The theatres and their 12-person teams carry out about 3,500 to 4,000 surgical procedures per year covering a wide range of specialties which include Trauma and Orthopaedics, Gynaecological, Vascular, Urology, Upper Gastro Intestinal, Ear Nose and Throat and Obstetrics among others.

To continue this work was a complex logistical operation - solutions were investigated elsewhere, with some support provided by partners including the Devon Clinical Commissioning Group, Mount Stuart Hospital and Plymouth Nuffield, but mainly the answers were found in-house.

Her staff all pulled together with teams from several departments including frontline clinical staff and support services.

Debra said: "I'm really proud of everyone, when they were really being asked to go beyond their comfort zones."

The unexpected outcome of working under pressure with fewer theatres was that some surgical waiting lists ended up shortened.

“ ... I'm really proud of everyone, when they were really being asked to go beyond their comfort zones... ”



Debra Bannen - Matron

Debra said: "It's a bit ironic really that in this situation we ended up being extra efficient with the surgery lists and the way we had to work - all with less resources."

"The closure of theatres A&B left the Trust 20% short of its total theatre capacity."

She added: "The day case team helped share the load during the shut-down and the orthopaedics team was hard hit in terms of disruption, but were still 'brilliant'."

Lessons learned and implemented included: Improved communications, earlier starts in day surgery, booking team working physically more closely with theatre staff, breaking down working barriers between the day surgery unit, orthopaedic and the main theatres and consequently becoming more flexible.

RESEARCH

Patients and staff keep the Trust at the cutting edge of patient care research



Chris Dixon, Lead Research Nurse at Torbay and South Devon NHS Foundation Trust, has been chosen to be part of a new nurse and midwife research initiative - the National Institute for Health Research (NIHR) 70@70 Research Leader programme.

Chris is one of 70 senior nurses and midwives from across the UK to be accepted onto the scheme to champion research, innovate and drive improvements in future care.

Chris is passionate about supporting staff to be research active. She said: "I hope to create research mentors who can encourage others to be research active and ensure that future research continues to be driven at a local, clinical level where all participants - staff, patients and public - can benefit."

Meanwhile, researcher and colleague Richard Collings, Trust Team Lead Podiatrist, is delivering a clinical trial on insoles to help people with diabetes and neuropathy avoid ulcers.

Foot ulceration takes six months to heal and disrupts lives. Ultimately the insoles can reduce the risk of the worst case scenario of amputation when ulcers fail to heal. People with diabetes develop ulceration due to losing the feeling in their feet (neuropathy) and cannot relieve the pressure.

His team measure the pressure under patients' feet with sensors and tailor-make insoles to reduce the pressures and risk of foot ulceration.

Richard said: "Research has enabled me to constructively challenge my practice to improve our patient care and helped me learn new skills. Interviewing patients shows how we can design services to make their life better, rather than assume we know best."

Do you have a story you want to share with us?

We are always on the lookout for ways to highlight the outstanding work that is achieved throughout the Trust. If you have a story that you would like covered about the Trust, let us know.

To share a story with us, email: communications.tsdf@nhs.net

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