

HEALTHY FUTURES

HEALTH AND WELLBEING IN YOUR COMMUNITY

It's in the bag!
Patient care on
the move

Feet – the secret
to heart diagnosis

Ward buddies
– how to get
involved

“ ... I would like to thank all our staff who work so hard to keep services running over the winter...”

WELCOME

At the time of writing, days are starting to lengthen and we look forward to spring. Winter so far has been relatively mild, but it is always a challenging season, with an increase in flu and respiratory infections. These can be very serious for the very old and young, as well as for people living with a long-term condition such as asthma. The uptake of staff flu vaccinations has been better this year – but it is never too late to protect yourselves, your families and everyone in your care.

Every year, we put in place a whole raft of initiatives to help us manage through the winter but it gets more difficult each year and we know how hard it is becoming for those working on the front line.

We increase staffing levels where we can and have opened extra hospital beds, but we sometimes struggle with those patients who require ongoing care, for example over the festive period. We continue to work with our partners across the system to try to reduce delays. Our hospital discharge team now works 7/7, to help people to complete their recovery in their own home or

an alternative care setting. It is more and more important that we find ways of helping people stay well at home. Find out more on pages 6-7 about how our health and wellbeing teams are supporting people in their local communities.

GPs and other health professionals carry out extra visits to care homes in winter, and this year we have introduced a ‘red bag scheme,’ so that care home residents who need to go to hospital have with them everything they need, such as their glasses and medications and notes about their care. We feature this on page 5, where you can hear from someone whose mother has benefited from it.

I would like to thank all our staff who work so hard to keep services running over the winter, often under intense pressure and in cramped conditions. And that brings me back to Torbay Hospital: we urgently need to upgrade our hospital. The government has approved funding for us to develop plans for modern facilities enhanced by digital technology, all of which will help our staff to provide the very best care for local people. Find out more on page 3, opposite.

Dr Rob Dyer, Medical Director



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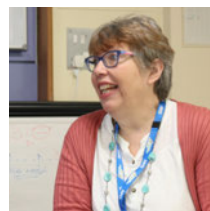
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PLANNING FOR OUR FUTURE

Investing in your future health and care

Torbay Hospital is the third oldest in the country, and as well as investing in community services to help keep people well at home, we need to modernise hospital services.

Prime Minister, Boris Johnson, when he visited last August, saw for himself how badly we need new facilities. He has since named Torbay as one of 40 hospitals invited to bid for funding specifically set aside to modernise hospital facilities. If successful, we will be able to improve our building infrastructure and equipment and make Torbay Hospital fit for the future.

This is a real opportunity for us to do things differently – and better – for local people. The plans we develop now will support health services for the next 30 to 50 years and will be based on new ways of providing support and care for people, making best use of digital and other technology. There will be many changes in the coming years – including things like

where and how you see a doctor or other healthcare professional. There will be new ways for you to look after your own health, including support from healthcare professionals on the phone, by email or video consultation, or by attending a group session at a local centre.

This means that we aren't planning a 'like-for-like' replacement of Torbay Hospital. We expect that we will create a smaller hospital, which will deal mainly with emergency services, with separate facilities for planned care such as outpatients and routine surgery. As our planning progresses, we will consider which services need to be located together, as well as where they need to be based. We will also look at whether some services should be networked with the other hospitals in Devon, to ensure we maintain good access to specialist services.

We don't expect to start work on the new facilities until 2024 at the

earliest, giving us plenty of time to involve local people in developing the new plans.

However, we cannot wait until 2024 for the major hospital redevelopment to upgrade our Emergency (A&E) Department. In 2018, the Department of Health approved funding of up to £13 million for us to improve urgent and emergency services for local people. We've been busy planning ever since and Torbay Council's planning committee recently approved a planning application for an extension and reconfiguration of our Emergency Department at Torbay Hospital.

We are now working with our design team, main contractor and the local NHS England team on the detailed design to ensure that the planned improvements can be delivered within the available budget and as soon as possible. The scheme, which is subject to NHS England full business case approval, is intended to start in late 2020.



PM Boris Johnson visiting the Trust



A vision of our proposed new Emergency Department extension

HIP PATIENT RECOVERS IN 'HOSPITAL-AT-HOME'

Julie Eustice's life has been transformed, having undergone a hip replacement as a day case at Torbay Hospital. This was made possible by two of our innovative teams - day surgery and orthopaedic outreach.

Julie, a cancer support worker, had her hip replaced by surgeon Mr Michael Kent, anaesthetist Dr Claire Blandford and their team, and was discharged home on the same day. She made a rapid recovery after surgery, having previously been virtually immobile due to her painful, arthritic hip. She was back on her feet within days and walking for fun and swimming within weeks.

Julie was looked after at home by Sister Jo Allen's orthopaedic outreach team – physiotherapists, nurses and occupational therapists. Jo's team helped to set up what was in effect a recovery

unit in Julie's spare bedroom, ensuring a relaxed and safe recovery, with regular visits over two weeks.

Julie said: "It was daunting choosing to go home the same day as my operation – but I was reassured by Michael, Claire and Jo that everything was really safe.

"I was promised the same care back home to get better - just like anyone in hospital would as an inpatient.

"I'd definitely recommend it to anyone. The day surgery team is brilliant. You couldn't get any better support from the nurses and others who visited me at home.

"I'm convinced I got better quicker than in hospital because I was at home – who wouldn't rather be in their own home?"

Jo said: "There's no detriment to



Julie Eustice

being cared for in your own home compared to being in hospital, and people recover really well in a relaxed environment."

Torbay Hospital was the first in the South West to successfully undertake a hip replacement as a day case. Since 2018, we have safely performed over 25 hip replacements in this way, with extremely good patient feedback.

“ ... I'm convinced I got better quicker than in hospital because I was at home... ”



Michael Kent and Julie Eustice



ROSEMARY'S STORY

One family has praised the 'red bag scheme' as a reassuring part of life for care home residents.

Rosemary Roach, 89, used the bags on two separate occasions when she was rushed to hospital from Harbour Rise Care Home in Paignton.

Care home staff packed the bags with her personal belongings and medical notes. The bag went with her in the ambulance to Torbay Hospital, then on to Brixham Community Hospital where she recovered and finally back with her to her care home.

Her son Peter Roach said: "This is a fantastic scheme and it worked. The first time mum was taken to Torbay Hospital the care home called me and told me. Then the hospital called - that's how it should be.

"It's such a comfort to know that I'll be kept informed, that she has the essential care and medical notes, which means there's no delay with phone calls to me and the care home asking for information. It's also comforting for mum to have personal items in a stressful situation in a strange place."

Peter and Rosemary Roach with Natasha Wilkins and Alison Harding

New scheme supports transfers from care home

Families, carers and residents have welcomed a new scheme helping make the process of admitting care home residents to hospital smoother and more comfortable.

We are rolling out the 'red bag scheme' across care homes. It comprises pre-packed bags holding medical notes, care plans, medication and personal items that are handed to ambulance crews by carers. These then travel with patients to hospital and are then handed to doctors and healthcare professionals, before finally being returned with the patient when they are discharged.

The benefits include ensuring vital information and personal items are not forgotten in an

emergency, or left behind on discharge. This helps to get older, vulnerable patients home quicker from hospital and reduces delays in care. It also helps people benefit from a more comfortable hospital stay, having their valued personal items with them, safe in the knowledge that everything will go home with them when they leave hospital.

Gemma Guppy, Quality Assurance and Improvement Nurse for the Trust, said: "This initiative shows how the Trust is integrating care, with health professionals from hospital care and social care working in partnership on behalf of patients."



Gemma Guppy and Julie Williams



HEALTH AND WELLBEING SERVICES

Helping people stay well, supporting those in need

Our health and wellbeing teams provide a wide range of co-ordinated health and care services, normally in your home or local community.

Our teams of health and care professionals will support you to stay well, but if you are unwell they will help you rehabilitate and recover – for example, after a hospital stay. Their aim is to look at what is important to you and explore with you how you can achieve this. We know that most people want to be able to continue to live independently, and we will provide services to prevent you needing to go into hospital or care where possible, and support your independence.

Our health and wellbeing teams will look at you as a person and assess and provide what you need. This might include therapies such as physiotherapy and occupational therapy, as well as things like helping you to better manage a long-term condition, and offering emotional support if you are suffering social isolation, which can contribute to poor physical health. We are here to help, whatever your challenge may be.

So, who are these health and wellbeing teams? They include a range of health and care professionals: community nurses, social workers, support staff, podiatrists, dieticians,

pharmacists, physiotherapists, occupational therapists, speech and language therapists, also our sensory team, healthy lifestyles and drug and alcohol service.

Our health and wellbeing teams work very closely with GPs, pharmacists and voluntary organisations. Through working together we care for more people, whatever your needs, supporting you to live healthier, happier and more fulfilling lives.

In this issue we shine a spotlight on our speech and language therapy team who support people of all ages with a range of communication difficulties.

You can find out more about the services provided by our Health and Wellbeing teams by visiting www.tsdf.t.uk/visit



SPEECH AND LANGUAGE

Programmes supporting families of autistic children

Our speech and language therapy team works with a range of people, including children with autism, focusing on early effective therapy and intervention for parents and their families.

The children typically struggle with social communication, with long-term implications for their ability to form relationships and socialise. Our speech and language therapists provide programmes to support families to understand their children's communications needs: EarlyBird (for families with children under five), EarlyBird Plus (age five to nine) and Cygnet (age eight and above with later autism diagnosis). They are run in Paignton's Health and Wellbeing Centre by therapists Julia Millward and Naomi Clark, assisted by Donna Mepsted.

These programmes are available to parents where a paediatrician has diagnosed their child with autism. Parents self-refer and attendance is voluntary.

You can view three videos at www.tsdft.uk/csaltautism

Julia explains: "Autism is a neuro developmental disorder where the brain is wired differently. Every young person with an autism

diagnosis has difficulty with social communication and interaction – they might be fluent speakers, but with little sense of how to converse."

Donna says: "We help parents relax and guide them to understand their child's autism. We give parents strategies to become resilient to their child's behaviour and learn how to respond to their child to support them."

Claire Tripp praises EarlyBird: "It has helped me understand my daughter Mollie's behaviour and has taught me communication skills and coping strategies. It's been brilliant because my other children are young carers to Mollie. By watching me they picked up the techniques I learned. The whole family's life has been improved immensely."

Danielle attended Cygnet and credits it with a dramatic improvement in her son's communication: "I've learned so much about my son's condition, how he sees the world. I'm learning to understand him and how to communicate with him. He's more comfortable talking with me now, which has given him social confidence – so much so,

that he's even asked his teacher if he could take sensory breaks. He'd never have had the confidence to do that before."

Kelly, a mother of two children with autism joined a monthly networking support forum after completing Cygnet. She said: "Since doing the Cygnet programme I've continued to go to the Forum whenever I'm faced with a new behaviour I don't know how to deal with, or if something is happening that I don't understand. Julia and Donna will listen and give me the helping strategies. They also link me into other support groups and information."

Julia said: "It's a great privilege to work with parents and families on these programmes, watching them grow in confidence to support their child into adulthood."

If you have any concerns about your child's speech or communication, we run an open referral system – meaning anyone can refer their child to our service, you don't need a professional to do this. Please visit our website below for further information: www.tsdft.uk/csalt



“ I didn't set out to be a chief executive, but I did plan to make changes and improve care ... ”

MY STORY

Liz Davenport (right)

Our Chief Executive, Liz Davenport, tells us why she is so passionate about transforming care

My career in health and care started aged 14, when an argument between my mother and my teacher about whether I should be a nursery nurse or a doctor ended with me visiting several hospital departments, finishing with Occupational Therapy (OT). I remember clearly seeing a lady after a stroke with a clamped-down bowl so it wouldn't move and she said: 'This means I can still make cakes with my grandchildren'. In that moment I saw that health and care was not just about treating illness, but about supporting people to do what's important to them - that's stayed with me.

After volunteering for several years, I trained as an OT. I developed a passion for mental health care, carrying out challenging NHS roles before joining this Trust. I was struck by the vision of integrated care and positive values the Trust holds for providing great care and developing staff.

I didn't set out to be a chief executive, but I did plan to make changes and improve care. I'm committed to ensuring local people can access high quality services. To make this happen we must attract, develop and retain staff - the Trust's lifeblood.

We must work with all our partners, to provide services

our communities need. We've achieved a lot through integrating care and supporting people to be well and to achieve what is important to them. We have the clinical leadership and innovative and skilled staff to achieve even more.

The same reasons for joining the NHS still motivate me today. I want our Trust to provide what's important to local people. Health and care will continue to change as the needs of our population evolve and we must explain the changes.

Our ethos is to provide access to services close to home and supporting you to live your life the way you want to.



Anushka Kale, Volunteer Ward Buddy

YOUNG VOLUNTEERS boosted by new funding

The young people's branch of our volunteers service has been attracting new blood with the combined help of youngsters' own efforts and £80,000 new funding.

We put in a successful funding bid in 2019 from the charitable Pears



Fiona Jones,
Youth Volunteer Co-ordinator

Foundation and the '#Iwill' fund, which encourages young people aged 16 – 25 to take part in youth social action and build better communities. Since receiving the funding in October last year, we have created two new posts to help oversee and manage our 85 young volunteers.

We offer our young volunteers a range of roles including hospital ward 'buddy' (patient befriender) and 'wayfinder' (visitor/patient guide).

One of our new staff members is Fiona Jones, Youth Volunteer Co-ordinator: "There are so many exciting opportunities for young people within the NHS. Young people bring such fantastic energy to the Trust along with



JOIN US AS A MEMBER TO HELP SHAPE OUR SERVICES

Understanding the needs of our local residents, patients, service users and carers is very important to us. We want to hear your views on our services and our future plans.

Membership is free and you can choose how involved to become - receive information and newsletters, attend members' events, complete surveys, become a volunteer, sign up for a discount scheme or even stand for election as a governor of the Trust.

The minimum membership age is 14 and you need to live within the area served by the Trust. For more information visit our website www.torbayandsouthdevon.nhs.uk/members and complete the online form or email: foundationtrust.tsdf@nhs.net or phone: 01803 655705.

all their individual strengths. I am passionate about working alongside young people, ensuring they become the best they can be."

Anushka Kale, 18, is a Torbay Hospital ward buddy: "I try to brighten patients' stay by chatting to them and making sure they aren't lonely. I love listening to their stories."

All volunteers receive specific training to their role and have the capability to access internal NHS jobs and the chance to gain their care certificate if required.

If you are interested in becoming a volunteer, you can contact the team on either 01803 210519 or Volunteers.sdhct@nhs.net

ENSURING SAFE AND QUALITY CARE AT HOME



Natasha Goswell is System Director of Nursing and Professional Practice for South Devon while her colleague Jacquie Phare holds the same title but for Torbay – two new roles in our organisation.

Natasha and Jacquie, both registered nurses, are taking on a management role bringing together frontline colleagues from across health and care.

Together they are looking at our workforce and our local population's health and care needs, liaising with our partners in their respective communities.

They are playing vital new roles in ensuring our patients, particularly those with complex conditions, are receiving the high professional standard of joined-up care that

they and their families expect. This includes residents in care homes and their own homes.

Natasha said: "We are working on the 'Enhanced Healthy Care Homes Project' where people are cared for either in their own homes or care homes, which reduces the need for them to be cared for in hospital."

The longer-term aim is to prevent the need for hospital care in the first place. This is key to our vision as a joined-up care organisation, delivering hospital and community healthcare along with social care, in partnership with our health and wellbeing centres, GPs and our other partners such as local councils and the NHS across Devon.

The roles are also new in the NHS and have been praised as the

'missing link' by the Foundation of Nursing Studies – an oversight role ensuring the highest quality and safety at the heart of patient care. The pair help our staff develop their training and skills.

Natasha said working more closely with non-medical professionals providing care for our communities resonates with her values: "We are acting as one voice for nursing and non-medical professional groups – the so-called missing link.

"Key is linking care homes with our health and wellbeing centres and GPs to involve our private and voluntary sector expertise to ensure residents get the care they need as much as possible in their homes – whether that is a care home or in their own home."



Susan Dewdney, patient, with Sarah Levio, Podiatrist

SUSAN'S STORY

Susan Dewdney is one patient grateful to the timely detection by our podiatrists of an irregular heartbeat:

"You certainly don't expect to have something wrong discovered with your heart when you're having your feet checked.

"It's fantastic. I'm so grateful. I had an ECG at my surgery and they confirmed atrial fibrillation with the potential risk of a stroke, so I was prescribed an anticoagulant to thin my blood. I really believe I might not be alive if it wasn't for the podiatrists."

PODIATRY SCREENING RESEARCH SPOTS HEART PROBLEMS

Patients in Torbay and South Devon undergoing checks or assessment of their feet are also undergoing vital heart screening as part of a new health care programme.

Our podiatry team is carrying out potentially life-saving tests to see if patients' hearts have an irregular beat.

Irregular heartbeats could possibly indicate serious underlying conditions needing further diagnosis and treatment by a GP. So far, the programme has led to 30 patients receiving vital treatment, including one from South Devon who said: "I really believe I might not be alive if it wasn't for the podiatrists."

The screening is part of a national pilot only run at two other centres. Podiatrist Sarah Levio initiated the screening at Newton Abbot Community Hospital, after spotting an opportunity to find and support undiagnosed heart patients.

Angela Abbott, Head of Podiatry and Orthotics for the Trust, said: "Podiatrists have long been able to detect irregular heart beat through the feet by checking pulses, but now we can formally record the evidence digitally and pass it onto GPs for further investigation and possible diagnosis – all as part of a national pilot.

"It is important to get early diagnosis. You can live

with irregular heart beat for years and be unaware of it, but this indicates there is a possibility of patients having related problems, including the potential for having a stroke."

Angela added: "There is potential for this to become a routine check nationwide for people aged over 65 years old because initial findings from the screening show a high occurrence of diagnosed irregular heartbeat (or atrial fibrillation) which can indicate a 50% higher risk of having a stroke if not treated."

Sarah's innovation led to her team being allocated an 'Alive Cor' digital device (courtesy of Bayer and the Academic Health Science Network) to check patients' heartbeat. The digital evidence is passed onto GPs and enabling them to make informed diagnoses.



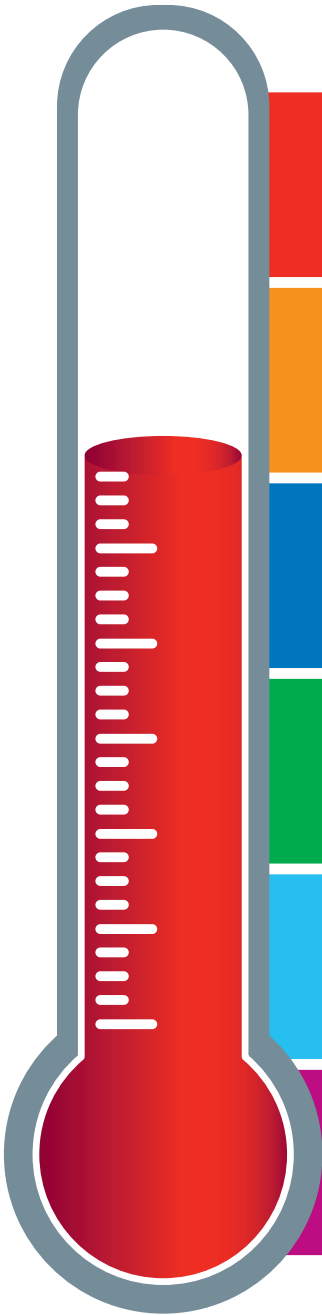
Angie Abbott, Susan Dewdney and Sarah Levio

CHOOSING THE RIGHT CARE

Should you or a loved one become unwell or have an accident, it is important that you know how to get the health and care support most appropriate to your needs. Doing so means you can get the right treatment quickly. It also means that emergency services designed to help the most unwell people are available to them.

It can be difficult to know the best thing to do when you want help quickly. The tips below should help you do this. Please do take a moment to have a look so that if you do need care, you know the way to get it.

For more information on local services, take a look at our website: www.torbayandsouthdevon.nhs.uk



Choking Chest pain Suspected Stroke Severe bleeding	ED	Choose in an emergency Torbay Hospital or call 999
Cuts Sprains Minor Fractures	MIU	Minor Injury Units at: Dawlish Hospital Newton Abbot Hospital Totnes Hospital
Vomiting Ear Pain Backache Feeling unwell	GP	Call your local surgery for an appointment
Diarrhoea Minor infections Headaches Bites and stings	Pharmacy	Your local pharmacy are experts in everyday ailments
Unwell? Unsure? Confused? Need help?	111	Phone 111 (open 24/7) for advice and help or go online: 111.nhs.uk
Sore throat Cough Hangover Grazed knee	Self Care	Don't forget to keep a well- stocked first aid kit - your local pharmacy can advise

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