

A photograph of a man and his son standing in front of a large glass-fronted building, which is Torbay Hospital. The man on the left is wearing glasses and a beard, and the son on the right is also wearing glasses. Both are smiling at the camera. The building's glass reflects the sky and has the words 'TORBAY HOSPITAL' visible in large letters.

CARING TOGETHER: FATHER AND SON ON THE COVID-19 FRONTLINE

Our scientists
research COVID-19
treatments

Delivering
essential care
at home during
lockdown

How generous!
Thanking you for
thinking of us

WELCOME

Welcome to the summer issue of Healthy Futures. I want to take this opportunity to share with you how our staff, volunteers and partners have tackled head on the many challenges presented by COVID-19.

The past few months have been tough all round: most of us have experienced being apart from our loved ones. It's hard when you can't see your grandchildren – and even harder if you are shielding someone in a vulnerable group or can't visit your sick parent in a care home or hospital.

We have all faced these kinds of issues in our personal lives, but our health and care staff have also had huge challenges at work. Many of our teams have been working long shifts in full PPE, others have taken on different roles to support the frontline, or changed their normal place of work, or worked extra hours to help provide cover. They have kept vital services running and I am truly humbled

by the commitment, compassion, professionalism and flexibility I have witnessed throughout the pandemic. Thank you all.

Whilst it is really important that I acknowledge the impact of COVID-19, I also want to share with you some of the positives

to emerge from our shared experiences. We have seen communities pull together to support our most vulnerable residents and our key workers. As well as NHS staff, the frontline includes our teachers, care workers, refuse collectors, supermarket workers, delivery drivers – and so many more.

Through this magazine, I would like to share with you stories of people's courage and kindness to each other through the pandemic.

I also want to take a look forward. We know that COVID-19 is going to be with us for the foreseeable future, and many of our services will be changing so that we can continue to keep people safe. If you come into one of our hospitals or clinics, you will see new infection control and social distancing measures in place. But we are going much further and looking at how we can make better use of technology across our services as well as building on our team-working and sharing expertise with other hospitals, GPs, councils, care homes and the voluntary sector.

I hope you all manage to take some time over the summer to rest, relax, and re-connect with friends and families, as we all come to terms with living alongside COVID-19.

Liz Davenport, Chief Executive

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RESPONDING TO COVID-19



Emergency Department assessment pod volunteers and Liz Davenport

The COVID-19 pandemic has impacted every part of our nation in ways that we could not have imagined just a few months ago.

Our health and care services have been impacted hugely. Although we had planned thoroughly for such an event, the reality of the impact of the virus made it necessary to change and adapt our plans to ensure safe care throughout.

In this special COVID-19 issue of our magazine you will see numerous examples of changes we made and how our brilliant, committed staff have continued to provide the best possible services for local people.

The first thing we had to do was ensure we could continue to provide urgent and emergency care whilst treating people who were very unwell due to

COVID-19. To do this we needed to separate care so that we could prevent the virus spreading. To keep people safe we had to have in practice two different emergency departments, separate in-patient wards and move some services to other locations.

All this meant an immense amount of planning and working with others across our health and care system so we could make effective changes - and quickly too. Our staff were fantastic in taking on different roles and moving to new locations, and the changes happened so that safe care was maintained.

There has been lots of national focus on what are sometimes referred to as 'big hospitals' but our ability to provide safe services was made much easier by being able to be flexible with our estate.



Maintaining Safe Services, Newton Abbot Community Hospital

For instance, we were able to continue to provide cancer care throughout by moving the inpatient and chemotherapy care from Torbay Hospital to Newton Abbot Community Hospital, and moving cancer treatment to the independent Mount Stuart Hospital. You can read more about this and how we worked with Ramsey Health, who run Mount Stuart Hospital, to provide other urgent surgery on the next pages.

None of this has been easy and our staff have been great in making and supporting the changes. But the public have also been amazing throughout.



L-R: Sarah Blackler and Tamarie Johnson from the paediatric ED

HOW WE ADAPTED FOR COVID-19

COVID-19 spread around the world at incredible speed, but we were able to react fast and efficiently to treat the most ill (both COVID-19 and non-COVID-19), reduce the spread of COVID-19 in the community, protect our staff and still provide urgent planned surgery.

We have a huge advantage in this health emergency response, owing to our strong partnerships across hospital and community-based care as an integrated Trust.

We intensified this joint working with our health and care partners, including Torbay Council (see also pages 14 – 15), care homes, a private hospital and GPs. We reorganised our services in our hospitals to separate and treat COVID-19 and non-infected patients, and implemented other strict infection control measures.

On these pages are examples of swift actions we took in our hospitals.

Please also watch this video on [what to expect as a patient and visitor to our hospitals](#).

EMERGENCY DEPARTMENT

Our Emergency Department (ED) at Torbay Hospital rapidly implemented its existing pandemic flu policy, adapted for the COVID-19 response. We immediately realised the importance of separating infected and non-infected patients.

Key was the introduction of a dedicated COVID-19 treatment unit and an assessment pod at the ED entrance where patients' likelihood of carrying COVID-19 could be assessed before admittance to segregated areas.

Sue Bramwell, ED Matron, said: "This was an incredibly stressful time across all of the emergency teams, with very tight timelines. The response from the wider hospital enabled ED to be fully prepared for the pandemic. Teams worked very long hours and adapted to the constant changes remarkably well, with every member of my team adopting a 'can do' approach.

"We changed our way of working as the demands dictated to ensure patient and staff safety. I could not be any prouder of my team - they are truly amazing."

During this rapid response, it quickly became apparent more beds, space and staffing were needed to meet expected demand for treatment.

As planned surgery was postponed to free up bed numbers to meet any surge in COVID-19 patients, the Day Surgery Unit was transformed into an important initial receiving and treatment unit dedicated to COVID-19 – all in less than two weeks after urgent and intricate planning.

The priority was to replicate in the new unit the highest quality of treatment and recovery for the sickest patients.

MOUNT STUART HOSPITAL

To ensure patients needing urgent planned surgery continue to receive treatment during the pandemic, we stepped up our long-standing partnership with Ramsey Healthcare who run Mount Stuart Hospital in Torquay.

Patients are offered surgery in a COVID-19-free environment which, for added confidence and reassurance, has a drive-through COVID-19 test centre where patients are booked in to be swabbed ahead of surgery, to ensure they are safe to have their operations, including cancer surgery, and diagnostic tests.

Early in the pandemic, Trust staff moved fast and flexibly to work alongside Ramsey Health colleagues, setting up services in a matter of days to avoid harmful delays to patients.

Jeanette Mercer, Hospital Director at Mount Stuart Hospital, said: "I am immensely proud of what has been achieved; our teams have embraced new ways of working to ensure patients receive the right care at the right time by skilled staff."

Cathy Williams, Trust System Director said: "We have very carefully ensured the care we provide across the Trust has continued to be safe throughout the pandemic. We are using our estate flexibly and working with partners such as Mount Stuart Hospital to do this effectively."

Over 200 surgical procedures and 260 diagnostic scans have been performed so far.

NEWTON ABBOT COMMUNITY HOSPITAL – A COVID-19-FREE SITE

Early in our response to the COVID-19 crisis it was decided that vulnerable patients (including those shielding at home) would need to be cared for away from Torbay Hospital, to ensure we could treat all patients safely. Thanks to new technology being piloted at Newton Abbot Community Hospital we have been able to protect these more vulnerable patients during the pandemic.

We have been working with the University of Plymouth to pilot using thermal imaging scanners on patients and staff entering the hospital as part of strict infection prevention and control measures.

To ensure people needing vital cancer treatments and diagnostics can be seen as soon as possible, the hospital has been designated a COVID-19-free site for their surgery – backed up by thermal screening, mask wearing and patient and staff COVID-19 testing.

An alert is sounded if abnormal body temperatures are recorded – a common COVID-19 symptom. The University is researching the wider use of thermal screening, normally used in building surveys.

The vast majority of our cancer patients have therefore been able to continue their treatment at Newton Abbot. We are now re-introducing services that we stepped down to manage our COVID-19 response and staff are working in new ways to keep everyone safe, including keeping patients separate and regular COVID-19 testing of staff.

Ms Morven Leggott, Trust Associate Medical Director, said: "As with all NHS sites, the Newton Abbot Hospital team want to keep patients and staff as safe as possible. We hope this thermal screening pilot will increase the confidence of all those using our services, especially our most vulnerable patients."



Thermal imaging equipment at Newton Abbot Community Hospital

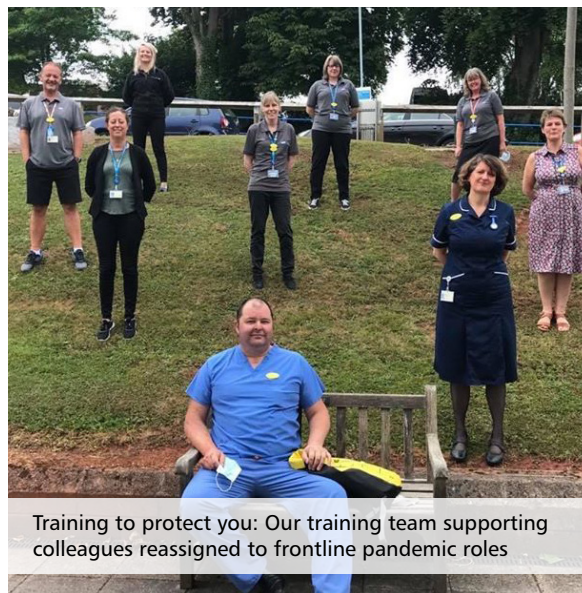
STAFF AND PATIENT EXPERIENCES

Staff reassigned in fight against Coronavirus

Our education team has trained hundreds of staff who were temporarily reassigned to new roles to support patients and colleagues across our Trust during the pandemic.

This included staff moving from administrative to Health Care Assistant roles, and from Medical Laboratory Assistants and Cardiographer roles reassigned to be Mortuary Assistants. You can [read some further in-depth case studies from some of our staff](#) on pages 10 and 11.

South Devon College also heroically came to our rescue at our time of need: they offered our education team unconditional use of one of their buildings so that they had the much-needed space available to retrain staff being reassigned to new roles.



Training to protect you: Our training team supporting colleagues reassigned to frontline pandemic roles



Walking tall: Maurice bravely walks unaided as he is discharged from hospital



Staff help Nick walk from his hospital ward and first steps to recovery



Cheering for patients' recovery

We witnessed many heart-warming stories of our patients' recovery from COVID-19. Two of those patients were Maurice and Nick.

Maurice, 59, from Torquay, spent four weeks in Torbay Hospital after being admitted as an emergency with coronavirus symptoms. He was later told by doctors he had nearly died twice.

On discharge from hospital, he was clapped along the corridor by staff who cared for him in honour of his fight to survive. Watch this [video of Maurice's 'clap off' from staff](#) as he left the ward.

Speaking from home as he recovers, Maurice said: "I can't praise the hospital and staff highly enough. They are the best. If I had the choice I'd always come to Torbay Hospital. I'd like to thank them all individually and some are my living angels for the special care I had."

Nick Redfern spent a month in Torbay Hospital's Intensive Care Unit. [Watch this uplifting video of Nick.](#)

Nick said: "That was me on 4 May and here's me ten days later walking along Meadfoot. Thank you to everyone at Torbay for saving my life - I thought you might like to see how far I've come!"

Wellbeing: Staff experience

A doctor who worked on the frontline at Torbay Hospital has spoken of the support her colleagues provided through the pandemic.

Dr Maria Saunders, Consultant Gastroenterologist, said: "Personally, the last few months have been an emotional rollercoaster, from initial fear and disbelief, to intense exhaustion and apprehension of what might happen next, as well as some moments of pride and joy in between.

"During COVID-19, I know many other staff experienced emotional rollercoasters too, whether working from home or shielding, or redeployed into unfamiliar environments. For me, the support of the teams I work with, both clinical and non-clinical, really made me appreciate how lucky I am to work alongside them."

As a member of the Trust's Health and Wellbeing Advisory Group, she helped develop a menu of support options for staff, including self-help leaflets, helplines and coaching.

Missing colleagues: 'Hug in a heart'

In the same way families have been temporarily separated due to the effects of the pandemic, so staff are missing colleagues – after all, they are also our work 'family'.

Many of our teams are separated due to working from home, shielding, being poorly at home or having been reassigned.

So, we created our 'Hug in a heart' cards in many designs which are being distributed to staff who know a colleague who might appreciate the thought or need cheering up.



Junior doctors graduate in homemade style

Not even a pandemic could stop our final year medical students celebrating their graduation. With the cancellation of traditional ceremonies, some of our final year medical students celebrated becoming doctors in a less grand, but still emotional way - complete with handmade gowns and mortarboards!

They have now started to work as junior doctors and we would like to congratulate them all as they start the next stage in their careers.



Keeping our patients in touch with their loved ones

With strict visiting restrictions in place we are being innovative in ensuring our patients can contact their loved ones.

We introduced technology allowing patients to use iPads and 'Attend Anywhere' software to make video phone calls to those closest to them ([more on pages 8-9](#)).

We also introduced a scheme called #SendingLove to enable relatives and friends to send patients messages and photographs to let them know they're being thought about.

Messages are printed and hand-delivered. We know people find this comforting – especially for those who are at end-of-life or undergoing long-term treatment. [Send your own message online.](#)

THE FUTURE IS HERE

Supporting patient care with online technology



Patient in consultation via Attend Anywhere

Seeing your nurse and doctor by video

The Trust is at the forefront of pursuing the use of technology to support patients, following the NHS policy of timely 'Digital First' access.

The Trust has introduced video consultations across our services with Attend Anywhere (AA) (see elsewhere on this page), a fast-adopted video-conferencing web-based system. This rollout meets patient demand and has accelerated during COVID-19. Fifty services use AA across acute, therapies, community teams and Children and Family Health Devon.

The first of the Trust's teams to pilot AA was Community Dentistry when most face-to-face appointments had just been postponed by COVID-19.

Dr Firoozeh Curran, Trust Dental Clinical Director (Special Care Dental Service) said: "Attend Anywhere has already proven invaluable as it has assisted us to triage patients appropriately and provide the best care possible without patients leaving home. This supported social distancing advice and ensured our direct

contact appointments were reserved for those in most need."

A podiatry patient said: "My experience of AA today was excellent. By using my PC my podiatrist was able to see me balancing and standing and we had the usual conversation. I didn't feel I was missing out on a face-to-face consultation."

If you have an appointment using AA, please go to the Trust's main website and click on [video consultations](#). Phone consultations are also available if video is not possible.

How digital technology has supported our patients and staff during the pandemic

With many of our colleagues working remotely to observe social distancing, staff have readily adopted new ways of working and expanded their use of existing and new technology, where possible, to reach their patients and each other.

Staff and patients quickly realised that in adversity the use of digital technologies show the potential benefits for extensive use beyond the pandemic – speeding up clinical decision-making, lessening travel, reducing patient waiting lists and time in hospital, whilst making networking easier and giving patients more influence in their care.

Here we look at the use of some key technologies now in use across our Trust - video consultation, on-line health and care videos, video meeting apps and apps dedicated to long term conditions.



Keep calm and carry on: Trust Board meetings continued by video despite social distancing



Main: Lisa Houlihan and Liz Davenport with donated iPads. Inset: Aimee Hilton and her late father, James

Daughter whose father died of COVID-19 donates iPads to patients

A loving daughter whose father died from COVID-19 is helping keep hospital patients in touch with their families remotely with digital help.

Aimee Hilton raised funds to buy digital tablets which she gave to the Trust to enable patients to reach their loved ones and health professionals amid COVID-19 restrictions on visitors.

The iPads also include Attend Anywhere software, enabling access to video consultations with health professionals instead of face-to-face meetings - useful in any circumstances.

Aimee, a nursing lecturer, is a former Health Care Assistant in Torbay Hospital. She was moved

to raise funds for the iPads for several hospitals after keeping in contact with her father James by video when he was a patient in a hospital elsewhere.

She said: "Being able to Skype was an incredibly emotional process and meant I could be with him. I couldn't hold his hand or brush his hair but he was talking to me and able to see his grandchildren play. I could be there via a video screen and that was incredibly special. I sat with him and played music and reassured him when he opened his eyes."

Lisa Houlihan, Trust Interim Associate Director of Nursing (Urgent Care), said: "These iPads offer a communication lifeline



for many patients in isolation who miss personal contact with friends and family. Whilst a phone call is always possible, iPads allow patients to speak to and see family. This makes interaction so much more meaningful for the patients and those who would love to visit them.

"This visual and verbal reassurance has been so valuable to many patients who miss their families and whose family can't be with them for many reasons."

Homegrown self-care video library launched nationally

Patients and health staff across England now benefit from a digital innovation developed by our colleagues - a project given added urgency by the pandemic.

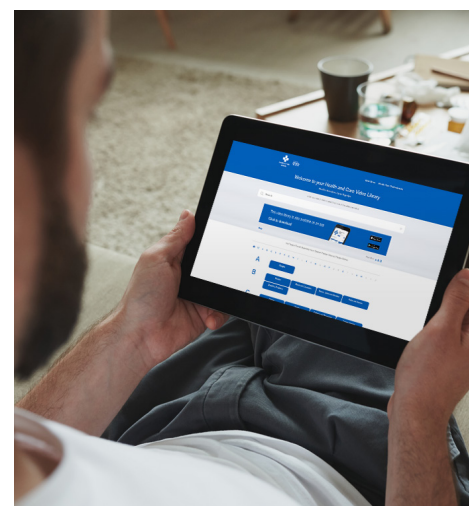
From this summer, the first free on-line health care video library, homegrown by the Trust, is being rolled out nationally at a time when remotely delivered care

is proving its worth amid the pandemic.

The link to the Trust's dedicated library of localised videos is on our web site: <http://videos.torbayandsouthdevon.nhs.uk/>

The national library is here: www.healthandcarevideos.uk

[Read more on our website](#)



OUR STAFF HEROES

Flexibility, caring, compassion, dedication, team-working, thinking-on-your-feet - these are some of the key qualities we treasure in our NHS staff – and never have these been more in evidence than during COVID-19. Our staff have adapted to new ways of working, doing things differently in very difficult circumstances - and some have taken on completely new roles. Here are just a few stories from our amazing and wonderful staff – our Staff Heroes. To [nominate someone for a Staff Hero](#) award please visit our webpage and submit the online form.

It's a family affair!

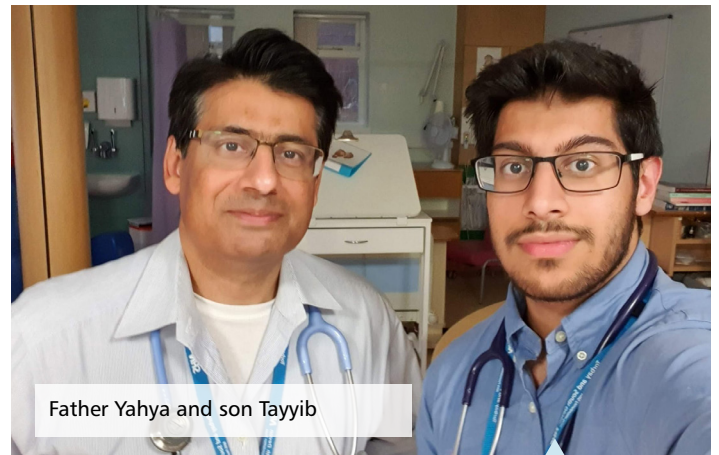


Family ties: Emma Scott and daughter, Pollyanna Halliwell

"We are now both placed within the Trust completing our training whilst supporting the NHS."

Mother and daughter nurses support COVID-19 patients

Emma Scott and her daughter, Pollyanna Halliwell, are both in their final year studying for Plymouth University's BSc Adult Nursing degree. But they recently responded to the University's call for volunteer students to help out wherever needed as the COVID-19 brought increasing demand on NHS staff. [Read the full story here.](#)



Father Yahya and son Tayyib

"We both feel fortunate to be contributing together against Coronavirus in the same hospital."

Father and son team

Although many children follow their parents into medicine – few work together in the same department. Here are the reflections of father and son Yahya and Tayyib Mubashar on working in children's medicine at Torbay Hospital during the pandemic:

Yahya: "We both feel fortunate to be contributing together against Coronavirus in the same hospital. We both love paediatrics, because it brings out our best in resolving children's health issues – it's much more than a job."

"We have a shared sense of purpose which boosts our morale and have been spending quality time together as a family, so we can look after each other's wellbeing."

Tayyib: "I always wanted to follow in my father's footsteps. His positivity and sense of duty are inspirational, helping me do everything I can to help colleagues and patients."

"We get to meet sometimes at work and can chat later about our shared experiences, which helps with managing the stresses of the pandemic."

[View a short inspiring video of Yahya and Tayyib.](#)

Dr John Lowes volunteers to come out of retirement to help with COVID-19

Dr John Lowes, former Interim Chief Executive and Consultant Gastroenterologist, who retired in 2018, has returned to the Trust to help support the COVID-19 response. He commented: "The real challenge now is to develop a health and care system that will safely deliver in the new world, where COVID-19 is going to be around for some time." [Read the full story here.](#)

"I felt that having only stopped working a couple of years ago, I still had something to offer that might be of value."

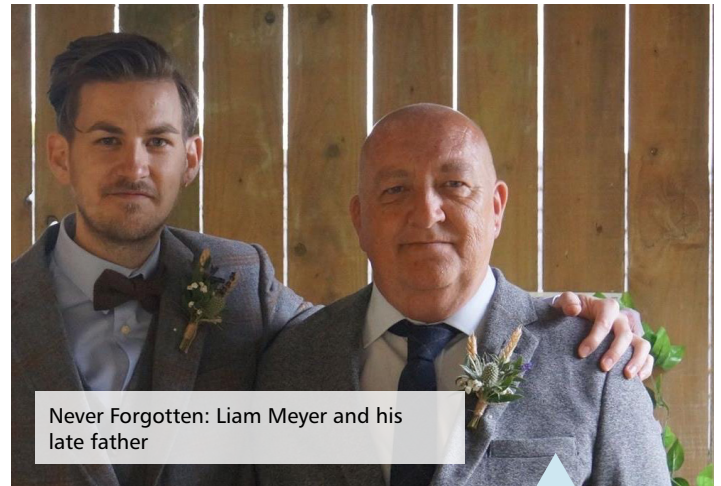
Nursery Nurse swaps roles to help vulnerable at home

Jenny King's working day normally involves breast feeding support, childhood development and maternal mental health issues – Jenny is a Community Nursery Nurse. But when COVID-19 came along, Jenny responded to our Rapid Response Community Team's appeal for help. [Read Jenny's story.](#)



New role: Jenny King, Nursery Nurse reassigned as a Community Worker

"I knew that in this time of need I wanted to be of help to those who needed it the most."



Never Forgotten: Liam Meyer and his late father

"My dad was an amazing person who taught me to help others who need it when you can."

'Alone Together': Brave son creates support network after losing father to COVID-19

Liam Meyer, a videographer in the Trust's Digital Horizons Team, sadly lost his father to COVID-19 on 29 March, just after lockdown had started. Unable to be with his family to grieve, on the evening of his father's funeral Liam was inspired to create 'Alone Together', a Facebook support network for people like himself who had lost someone and felt alone. 'Alone Together' swiftly attracted members from all over the world including the US, South Africa and Australia. Liam said: "There has been some amazing generosity coming from people who have joined the group, people who have the skills to be able to help and talk to the members. Everyone looks out for everyone else in the group and it is also creating some new friendships along the way." [Watch Liam's heartfelt video message on Facebook.](#)



Supporting others in grief: Liam Meyer and 'Alone Together' Facebook group



Keeping your children safe and well: Our children's ward
Louisa Cary moved to a COVID-19-free site

OPEN FOR BUSINESS, AND IT'S SAFE



As we all prepare for more easing of lockdown, I would like to let you know how we are re-opening health and care services and keeping people safe.

Firstly, may I thank the people of Torbay and South Devon for your overwhelming support of our health and care workers through the pandemic.

Although the region has not been as hard hit as other places, it has been challenging for our staff, our partners and communities. We have treated many people with the disease and have proclaimed many recoveries!

During the outbreak, we had to stop running some non-urgent services and quickly change our Emergency Department and urgent services,

to continue providing safe effective care. We expanded our intensive care unit and ran two Emergency Departments, separating COVID-19 and non-COVID-19 patients.

Of course, COVID-19 is still with us and is expected to be for a long time. We have to learn to live with it, by establishing safe care for those testing positive or negative for COVID-19. This means changing our services. It won't simply be a case of 'back to normal', but 'back to better', and learning from the pandemic to improve services.

We are now safely re-introducing more non-urgent hospital services, such as cardiac investigations and some laparoscopic ('keyhole') surgery. We will see fewer people face-to-face, and use phone and video more for outpatient follow-up appointments, routine screenings and diagnostics. We are also using video to help people with self-care, before and after surgery and if they have long-term conditions.

Your treatment might also be somewhere different, like Newton Abbot Community Hospital, or Mount Stuart Hospital. We'll need to check you don't have COVID-19 before you come in and will ask you to follow new procedures to keep yourself, our staff, and other patients safe.

This includes wearing a face covering in all health and care settings and ensuring you wash your hands often, and use hand sanitiser on entering and leaving.

We are urgently prioritising those most in need on our hospital waiting lists - the sickest and those waiting the longest.

We know people have avoided going to the doctor or hospital during COVID-19. If you are unwell, or your condition has worsened, please use our health services. Whether it's 111, your GP, community nurse or therapist, we are still here. We will ensure you get the right treatment in the safest environment.

We are now drawing up ambitious plans to rebuild our acute hospital and change services, using lessons learned from our COVID-19 response. I look forward to working with our partners and communities on how to best shape this exciting future.

Mr Ian Currie,
Acting Medical Director

What to expect when you visit our hospitals



We have 2 metre social distancing measures throughout the hospital, including all public seating areas



Our reception staff will be wearing masks behind protective screening



When entering the hospital via the main entrance, a staff member or volunteer will be there to provide you with a face mask if you do not have one



We have implemented a 'keep left' rule in corridors, with signs and floor stickers



To help stop the spread of the virus, we have increased the number of hand gel dispensers throughout the hospital



Our shops and cafes have marked out waiting areas on the floor

Caring wherever you live: Rapid Response
Team Community Support Worker Juliet
Wilson



SUPPORT FOR CARE HOMES AND DOMICILIARY CARE PROVIDERS

Daily support to care homes and other residential care providers in Torbay and South Devon is continuing to ensure the safety of residents during the pandemic.

Since the beginning of this outbreak we have been increasing our support to care home residents, care home staff, domiciliary care providers and our community staff on the frontline.

The Trust and Torbay Council have been calling care homes and providers several times a week to ensure they have everything they need, including enough staff (some have been forced to stay

away from work by the virus) and personal protective equipment to provide the right care safely to some of the most vulnerable at this time.

Liz Davenport, Trust Chief Executive, said: "We are very grateful to all our colleagues providing services in care homes and other residential settings. It is their professionalism, commitment and compassion that is supporting and protecting our most vulnerable residents."

[Read more about the support on our website.](#)

TORBAY COMMUNITY CORONAVIRUS HELPLINE

We are supporting the much needed Torbay Community Coronavirus Helpline, which has handled nearly 10,000 calls from the most vulnerable during lockdown.

A rapid response team of Community Builders (support workers), Wellbeing Coordinators and 750 volunteers has dealt with more than 2,500 requests for help from people who have run out of food or medication, or who need telephone befriending. Up to 100 calls a day are still being received.

Another 50 people have set up Good Neighbour schemes to keep in touch with people living nearby, supported by 450 volunteers.

The Helpline is supported by: Torbay Community Development Trust, Brixham Does Care, Age UK Torbay, Healthwatch Torbay, Ageing Well Torbay, Citizens Advice Torbay, Torbay Advice Network, Homemaker Southwest, What's Your Problem, Torbay Council and the Trust.

The Helpline number 01803 446022 is open Monday to Friday (10am to 6pm) and Saturdays (9.30am to 12.30pm). Find more information at www.torbayhelphub.com

TORBAY'S FOOD ALLIANCE

Torbay Hospital is helping residents disadvantaged by the lockdown by joining forces with local food charities and Torbay Council to form a Food Alliance.

The hospital is one of the first acute hospitals in the country to work directly with local food charities, diverting food donations in order to support the community's health and wellbeing.

In common with other NHS hospitals, we received generous donations of food from businesses as a thank you to our staff.

In turn our staff decided to pass donations on to residents in greater need; people in food poverty or unable to access food. The hospital is also supporting Torbay Food Alliance's fundraising efforts through their Crowdfunder to direct donations where most needed.

We have partnered with the Alliance along with Torbay Council which provided more than £30,000 in support.

The Alliance, a consortium of 12 food banks and community voluntary organisations, was formed during the lockdown to provide a co-ordinated response to local need and to better share skills, resources and information. More than 70,000 meals have been distributed to vulnerable people in the community.

A spokesperson for Torbay Food Alliance, said: "It is fantastic that Torbay Hospital has recognised the impact of food poverty on health and wellbeing and helping us to feed more people at a time when demand is greater than ever."

Adel Jones, Director of Transformation and Partnerships for the Trust said: "As the first Integrated Care Organisation in

the country, we have long held the belief that our role is to be an active partner in our community. I am delighted we can play our part in supporting our community during these challenging times."

Councillor Christine Carter, Cabinet Member for Corporate and Community Services, Torbay Council, said: "We are extremely proud to be supporting such a worthy cause, which is why we

invested so much to ensure those most at need within Torbay have access to food at a time when demand on foodbanks is at an all-time high."

More information about Torbay Food Alliance is available at www.torbayfoodalliance.org

A donations page is also available at <https://www.torbayandsouthdevon.nhs.uk/?s=how+to+donate>



Supporting you at home: Healthy recipes added to emergency food parcels

SUPPORTING VULNERABLE RESIDENTS IN THEIR HOMES

A joint NHS and local authority team supporting vulnerable people during the pandemic has met the needs of thousands.

The Shielding Hub, run by Torbay Council and jointly staffed by our Trust, was set up in response to the crisis. Demand soared as word spread about its help for people needing extra support while 'shielding' at home.

Essential supplies, wellbeing checks and healthy lifestyle advice have been given to people calling and who have also been contacted by the hub's call centre in Torquay Town Hall, with 6,000 registered for support to receive food and personal protective equipment.

[Read more about the Shielding Hub](#) and about [how we are advising on helping people keep healthy at home](#). Please also watch this [video on the hub's work](#).

THANK YOU FOR YOUR GENEROSITY!

Since the start of the COVID-19 pandemic, we have been overwhelmed by the generosity of individuals and companies in support of our staff caring for local people through these unprecedented times.

As an integrated care organisation, we provide services for people right across Torbay and South Devon in people's homes and communities as well as from Torbay Hospital, community hospitals and Health and Wellbeing Centres stretching from Dawlish to Brixham and Ashburton to Dartmouth.

As a Trust, we are incredibly proud of our dedicated staff, those working clinically and in supporting roles across our Trust, who continue to work tirelessly to ensure that health and care support is there for our residents when they need us most.

Our Donations Team, led by Paul Norrish and a number of kind-hearted volunteers, has been co-ordinating all the generous gifts and money that have been received to support our staff and our patients.

To mitigate the possible transfer of COVID-19 from the community, we ask that gifts and donations are not dropped off at clinical or reception areas. Please contact the Donations Team (contact details below) to arrange a drop off.

If you want to donate to us now, please visit our 'Just Giving' page. There's a link on the home page of www.torbayandsouthdevon.nhs.uk

Donating securely is quick, easy, and 100% secure. We benefit from this because it is tax efficient making your money go further, reduces administrative costs and your money comes in more quickly!

HOW YOU CAN DONATE:

The Donations Team office is open for enquiries Monday to Friday 8.30am – 4.30pm. The team can be contacted by email tsdft.donations@nhs.net and by calling 07884440813 messages are checked regularly during office hours.

Write to us at: Donations Team
Torbay and South Devon NHS Foundation Trust,
Horizon Centre, Torbay Hospital, Torquay TQ2 7AA



DID YOU KNOW, YOUR DONATIONS HAVE:

- Enabled kettles, microwaves and a fridge to be purchased to help meet the needs of more staff working longer shifts
- Provided digital radios for isolated patients to give them a voice in the room
- Supplied self-care products for staff, making them feel better after a busy shift
- Created wellbeing spaces for staff, who need to unwind for a short time during a challenging shift
- Funded 800 metres of fabric to help provide extra scrubs
- Shared memory boxes to help people cope with the loss of a family member
- Bought special covers, allowing iPads to be deployed into clinical areas to help patients communicate with their loved ones
- Purchased plants, bringing colour and smiles to staff and patients alike



2



4



5



3

1: Little Ayda May with sensible health advice. 2: Hospital staff with large NHS hearts made by local children. 3: Thank you to Ezme Firth, 9, who sold COVID-19 good wishes cards from her front garden in aid of our children's ward, Louisa Cary. 4: South Devon College 3D print face shields. 5: Scrubs donated by South Devon Scrubs.

League of Friends providing comfort for hospital patients

Since visiting was restricted because of COVID-19, Torbay Hospital League of Friends (LoF) has been supplying Comfort Packs to patients who have required an unplanned hospital stay.

The League of Friends worked with the Donations Team and clinical staff to come up with a list of items to help make patients' stays in hospital more comfortable. The packs include: hand cream, lip salve, face/handwipes, tissues, toothbrush, toothpaste, a puzzle book, packet of mints, note pad and a pen.

WHSmith at Torbay Hospital provided all items at cost price and 400 packs were packed by volunteers with the Donations Team.



Dr Jo Sykes (Consultant), Kathryn Westaway (Torbay League of Friends chairperson), Nurse Karen Curno (Clinical Nurse Specialist) with patients' Comfort Packs

Volunteers'

INCREDIBLE SUPPORT

If you have ever visited or been a patient at any of our hospitals, the chances are you will have come into contact with one of our 600+ magnificent volunteers. A hospital car driver may have picked you up from home to drive you to your appointment, a Wayfinder may then have helped you to find your way around. Ward buddies, chaplaincy visitors, cancer support befrienders and many more - all have a role to play.

Leagues of Friends volunteer in all of the Trust hospitals and their fundraising efforts have helped to provide an amazing amount of additional equipment at times when it is most needed. We simply could not do all that we do without our wonderful team of volunteers. They donate their time to help us provide safe and compassionate care for our patients.

These fabulous volunteers help us throughout the year but during the pandemic volunteer support has been invaluable. Some of our volunteers who had to self-isolate volunteered from home, some

continued volunteering but changed role, and many new volunteers joined us. A huge number of people also volunteered in their local communities, helping a neighbour or someone in need, and the overwhelming response of all these volunteers enabled Torbay and South Devon to get through the early phases of the COVID-19 pandemic.

Our Chief Executive, Liz Davenport said: "At an incredibly challenging time, volunteers have answered the call and been a real source of strength and support to Trust teams and across the wider community. Their dedication during COVID-19 has been remarkable and, on behalf of the Trust, I want to say how deeply grateful we are."

If you are interested in becoming a volunteer please phone Volunteer Services on 01803 210519 or email volunteers.sdhct@nhs.net

<https://www.torbayandsouthdevon.nhs.uk/about-us/get-involved/>



Above: Giving freely to help others: Volunteers Ben and Annmary helping pack Comfort Packs in our donations hub for vulnerable people

Right: Creative thank you: Thanking our own teams of volunteers



HAVE YOUR SAY



**BECOME A
TRUST MEMBER
AND MAKE A
DIFFERENCE**

Membership

As a Foundation Trust we are a membership organisation and we currently have approximately 17,000 active members but we are always looking for new members!

Membership is free and open to anyone over the age of 14, who lives within the Torbay and South Devon area. Here are some of the benefits of becoming a member of our Trust:

- Help to make a difference and influence the development of future local services provided by the Trust
- Be a voice of your community, tell us about the needs and expectations of your local community
- Vote for a member to represent you on our Council of Governors, or even stand as a Governor yourself
- Represent the views of Foundation Trust members and help shape the direction of the organisation
- Attend the Annual Members Meeting here at the Trust
- Receive invitations to attend open days, seminars and special events being held by the Trust
- Receive regular updates on the work of the Trust including recent developments via our Members Newsletter
- Access information about jobs and apprenticeships, and potentially lifelong career opportunities
- Access a range of exciting discounts

Find out more by contacting the Membership Manager, Foundation Trust Office on 01803 655705 Email foundationtrust.tsdf@nhs.net Visit our website <https://www.torbayandsouthdevon.nhs.uk/about-us/get-involved/>

SAVE THE DATE!

- Torbay and South Devon NHS Foundation Virtual Annual Members' Meeting is due to held on Wednesday 16 September (afternoon).
- Details will be publicised shortly.

WELCOME TO OUR NEWLY ELECTED GOVERNORS

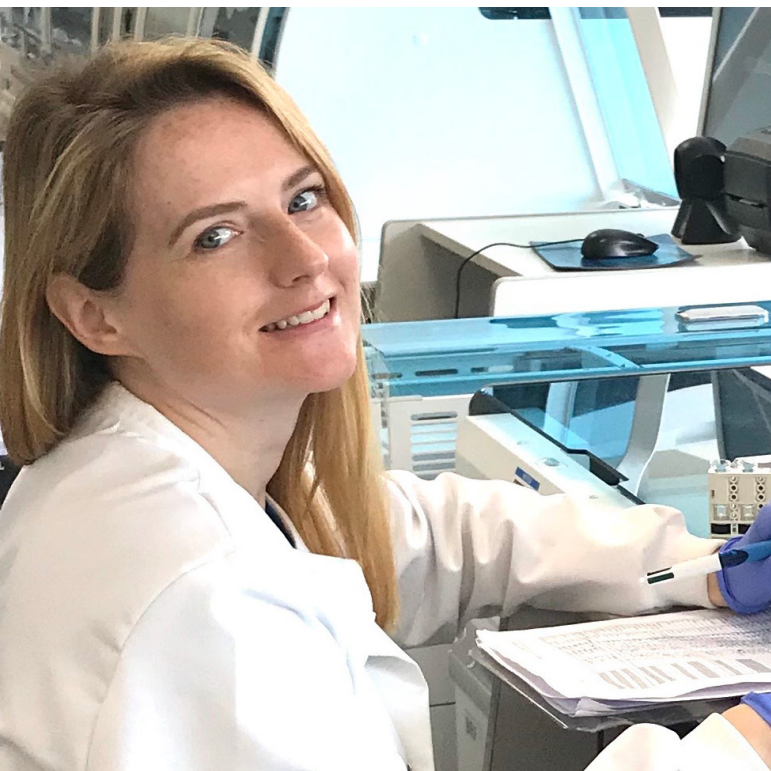
A very warm welcome to our new Governors, who were elected by Foundation Trust members earlier this year.

We are delighted to welcome back Steven Harden, Governor for Torbay, as well as new Governors for our Torbay Constituency and also our South Hams and Plymouth constituency. Our staff elected Cristian Muniz as Staff Governor for Coastal Integrated Service Unit. Please visit <https://tsdft.uk/governors> for more information on all our Governors.

Elections for the Council of Governors are held annually. If you are interested in becoming a Governor in the future, we are looking for a diverse range of candidates who are enthusiastic, interested in health and social care and willing to represent the views of their communities.

If you would like to know more about becoming a Governor please use the Membership Manager contact details on this page.

Researchers support national COVID-19 treatment breakthrough



FUTURE STUDIES AND HOW YOU CAN TAKE PART

The Trust is prioritising urgent Public Health studies assessed by the UK Chief Medical Officer as priority studies offered to patients and our staff.

Future COVID-19 studies offered specifically to our staff include FALCON to establish the accuracy of tests used to diagnose and detect antibodies in those who have had COVID-19; CROWN CORONATION to test how effective preventative medications are in reducing the incidence of COVID-19 and SIREN to determine if COVID-19 antibodies will provide immunity to re-infection.

To find out more about vital research trials taking place here and across the country, please go to the [Be Part of Research website](#) which includes COVID-19.

Our researchers have supported a UK-wide study proving a low cost readily available steroid can help save the lives of patients seriously ill with coronavirus.

The trials of dexamethasone, a major breakthrough in the treatment of the virus, were joined by our Research and Development teams (R&D) along with other NHS Trusts in the South West. We are leading the region in enrolling patients into similar trials.

Dr Fiona Roberts, our R&D Director, said: "This is really exciting news and great that Torbay has been part of this pivotal and ground-breaking trial. We are top in the region for enrolling COVID-19 positive patients into COVID-19 trials and for a medium-sized hospital this has been a momentous effort of which we are very proud."

These findings are a good example of rapid research changing practice and saving local lives during a public health crisis.

The drug reduces death by up to one third in hospitalised patients with severe respiratory complications of COVID-19.

The Trust teams joined the trial (named RECOVERY) of the drug, led by Oxford University, as one of 175 UK hospitals taking part.

Dr Tom Clark, Consultant Anaesthetist, study lead for Torbay and South Devon, thanked patients agreeing to take part in RECOVERY and said: "Contributing to large-scale, national research studies has always been vital to understand what treatments are best to help our patients and this has never been so true as during the COVID-19 pandemic.

"Torbay Hospital has made a significant contribution to this study and I've been very impressed with the professionalism and work-ethic of the whole research team, including R&D staff, research nursing team and ward doctors."

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

HEALTHY FUTURES magazine is published by Torbay and South Devon NHS Foundation Trust and produced by the Communications Team. This magazine is available in other formats on request.