



# TORBAY HOSPITAL *news*

Spring 2013



## Maternity Services at Torbay achieve highest standards of safety for women and their babies

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Photo by: Torquil Macleod

### Inside:



#### Changing attitudes, saving lives

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*"I can tell what kind of care my daughter is going to get within 15 steps of walking onto a ward."*  
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## MESSAGE FROM THE CHAIRMAN

**Peter Hildrew**

All of us in the NHS have grown used to an intense level of media attention and 2013 looks likely to bring a further round of scrutiny. The problems which have been exposed in Mid-Staffordshire and some other locations are a salutary reminder of the constant need to focus on patient safety and take heed of what service users are telling us.

However, we also need to keep a sense of proportion and remember that there is much good in the NHS. We have dedicated, skilled staff doing their best, often under considerable pressure and in challenging roles which many of us would shy away from. Services are regularly inspected and reviewed, and when mistakes happen we have processes in place to learn from them so they should not be repeated. We should take pride in what we do well, whilst recognising that there is always room for improvement.

In January several of us were invited to London to attend the annual NHS Leadership Recognition Awards, and we were delighted when our Chief Executive, Paula Vasco-Knight, won the NHS Award for Inspiration. This is a tribute to the dynamic, person-centred leadership she brings to the hospital, helping to make it a place where NHS staff really want to work. Paula also now has a national role, as the Senior Responsible Officer for the National Equality Delivery System.

Several new developments are planned in the hospital this year. We will be opening a retail pharmacy in the Level 2 Outpatients Department, where patients attending clinics will be able to collect prescribed drugs. We will also be developing our Torbay Annexe site as a service hub for several outpatient-focussed specialties, as well as preparing to accommodate the new Studio School, in collaboration with South Devon College, where teenagers will have a vocational curriculum linked to potential careers in health and social care.

Finally we are continuing to work with our neighbours, Torbay and Southern Devon Health and Care NHS Trust, towards establishing one integrated organisation and we will be launching a communications programme in the Spring, setting out the benefits we hope to achieve through this development.



Above: The students with South Devon College's Stephen Criddle, Paul Love from PLUSS and Paula Vasco-Knight

## Search finds success

**The Trust, with South Devon College and PLUSS, is enabling 18-24 year olds with learning disabilities to find paid employment, by offering placements within Torbay Hospital.**

Project Search is already proving highly successful, with the 11 students now on their second placement in a diverse range of areas. They are also completing City & Guilds qualifications alongside their placements.

One of the students, George Travers, said: *"Project Search makes me feel good about me. It makes me feel like I am doing something with my life. It will help me get into the career area that I want to be in and wearing the NHS badge makes me feel proud."*

Project Search UK Co-Ordinator, Anne O'Bryan, recently visited the Hospital and praised the progress made so far, citing the enthusiasm of managers and staff as a particular reason for the Hospital's success.

## Personal, Fair and Diverse campaign

**The Trust** is actively supporting a national campaign to develop a Personal, Fair and Diverse NHS (PFD). The PFD campaign is championed by our Chief Executive Paula Vasco-Knight, who is also National Lead for Equalities and Senior Responsible Officer for the National Equality Delivery System.

The aim of the campaign is to create a network of champions who are committed to creating an NHS we can all be proud of. Across the Hospital staff are being encouraged to sign up to be PFD Champions, and to describe how we can turn the campaign's aspirations into reality.

Paula Vasco-Knight, an Ambassador for PFD, said: *"The Personal, Fair and Diverse campaign will help to ensure the NHS provides care which respects the individual and their need. It will also help Trusts recognise the individuality of their own staff, so they can work to the best of their abilities."*

To find out more about the campaign, visit [www.nhsemployes.org](http://www.nhsemployes.org)

## Awards and Commendations

### NHS Leadership Recognition Awards

The Trust's Chief Executive, Paula Vasco-Knight, who is also a registered nurse, won the 'NHS Award for Inspiration' at December's prestigious NHS Leadership Recognition Awards.

The Trust's Board was also a finalist in the Board of the Year category.

### HSJ Awards

At the Health Service Journal Awards in November, Paula was also 'Highly Commended' (second-place) in the Chief Executive of the Year category, following nomination by members of the Trust's staff.

At the same event, the Trust's Medical Admissions Team was a finalist in the Acute and Primary Care Innovation category for their Outpatient and Home Antibiotic Therapy and Anticoagulation initiative. This initiative has helped keep people healthier during a stay in hospital, enabled patients to return home quickly and safely with the appropriate medication and support, and avoided the need for some patients to attend hospital.

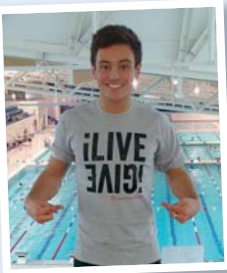
### Award winning meals

The Trust was proud to learn at the end of 2012 that the Apetito Carte Choix Steamed meals we use for our fast turnover wards won the National Business Award for Innovation for their success in the plated steam meal system. Linda Howarth, Deputy Facilities Manager for Catering, commented: "Not only have these meals proved very popular with patients, but they have also resulted in waste levels being reduced to virtually nil. We are delighted with them."



**Above:** Some photos from the stop-motion video shot at the hospital's main reception before Christmas. The video features more than 150 staff, patients and visitors and can be seen YouTube – search iLIVEiGIVE

**There are more than 10,000 people in the UK waiting for an organ transplant. Sadly, three people a day die before an organ becomes available. The iLIVEiGIVE campaign aims to change attitudes and save lives.**



Torbay Hospital's iLIVEiGIVE campaign has captured the hearts and minds of the region, including Olympic diver, Tom Daley.

The campaign has two main aims; to increase the number of people signing up to the organ donor register and to encourage people to share their feelings regarding organ donation with their loved ones.

Originated locally by South Devon Healthcare's Organ Donation Committee, the campaign is now being adopted by many other Trusts in the South West. It focusses on encouraging people to celebrate how great life is, whilst at the same time inspiring people to think that if something happens to them, they could give the gift of life to many more people.

The campaign also encourages people to think about their opinions regarding organ donation and to share these opinions with their loved ones in order to avoid additional upset and anxiety when the time comes for a decision to be made.

Campaign t-shirts are being used to spread the message via social media with people posting images on Facebook and Twitter of themselves wearing the t-shirts at events, concerts, up mountains, on holiday, taking part in extreme sports or simply having fun.

iLIVEiGIVE already has almost 1,000 Twitter followers, 300 Facebook followers, and has had almost 2,000 hits on YouTube for the campaign video. There has also been national recognition from various sources, including a request to present at the next National Donation Congress and a letter of commendation from the Chief Executive of NHS Blood and Transplant.

Torquay United Football Club (below left) helped to officially launch the campaign on 8th September 2012 during their local derby match against Plymouth Argyle when both teams wore the t-shirts during their warm up.

In January this year Plymouth Albion ladies' and men's rugby clubs wore the t-shirts during the warm up at one of their matches.

The parents of local toddler Lottie, who was born in Torbay Hospital, have also been supporting the campaign (see front page photo). Lottie was the smallest and youngest baby in the world to have survived a liver transplant, which was carried out at Birmingham Children's Hospital when Lottie was just a few weeks old. Lottie was one year old in August 2012 and she has her own specially made pink campaign t-shirt.

To find out more about future plans, or to support the campaign visit [www.iliveigive.org](http://www.iliveigive.org)





## Torbay Hospital supports unpaid Carers

A staggering 10 per cent of Torbay residents provide unpaid care and support to older people or those with disability, mental health or substance misuse issues. Whilst caring can be rewarding, it may become stressful, especially without support.

The Trust has for some time tried to identify and help unpaid carers, including signposting on the Care of the Elderly and Stroke wards to Age UK's excellent information, advice and advocacy service. In partnership with Torbay and Southern Devon Health and Care NHS Trust the Trust is extending services for carers, both during and after hospital stays.

An evaluation of support for carers in 2011/12 found good staff awareness in recording and identifying carers, but gaps in identifying young carers and a perceived lack of respect from approximately 25 per cent of the carers interviewed.

These findings led to staff encouraging greater participation from carers in hospital discharges and the recruitment of Stephen Black as carer support worker (CSW) to undertake carers' assessments and to be a link where complex unpaid caring impacts on discharge arrangements.

One carer spoke at a Trust Board meeting about two admissions involving her husband who has dementia, the first without CSW involvement which compared unfavourably to the second much improved experience with Stephen's close support.

The latest "Enhanced Recovery in Medicine" pilot has been testing new ways of working with carers, highlighting carer involvement in ward rounds and decisions about future care. It is hoped that learning from this pilot can be rolled out to other areas.

## Maternity Services achieve CNST Level 3

**Congratulations to our Maternity Services who have achieved CNST Level 3 for the Maternity Clinical Risk Management Standards, the highest level of the NHS Litigation Authority's stringent standards to improve the safety of women and their babies.**



CNST (Clinical Negligence Scheme for Trusts) is an insurance scheme run by the NHS Litigation Authority, which pays all Trust's litigation costs. Every Trust pays an annual premium to the NHSLA which is reduced if the Trust meets the risk management standards set by CNST.

The standards and assessment process is designed to ensure trusts constantly seek new ways to improve the safety of women and their babies, increase incident reporting and encourage and support maternity services to take a proactive approach to improvement.

At Level 3, maternity services will be expected to demonstrate good processes for managing risk across the entire service and to respond appropriately where deficiencies have been identified.

Chief Executive, Paula Vasco-Knight, said: *"This is fantastic news and it means that women coming into our Hospital for maternity care can be assured of care which is among the absolute best and safest in the country for them and their baby, from arrival to discharge."*

*"All working within Maternity deserve real recognition for this achievement."*

## First Impressions - 15 Steps

First impressions when entering the health care environment are important to both patients and relatives in terms of giving confidence in the standard of care.

The 15 Steps Challenge was developed following a comment by a parent who said *"I can tell what kind of care my daughter is going to get within 15 steps of walking onto a ward."* It was launched by the Department of Health in 2012 and a toolkit developed to provide a guide to the behaviour, environment, atmosphere and support required to help patients and visitors feel safe, comfortable and cared for.

The Trust's Ward Improvement Group adopted the toolkit in September 2012 to support the monthly Productive Ward walkarounds and asks itself questions such as 'using my senses, what can I hear, smell, see feel, touch'. Some examples would be a welcome reception area, safety and cleanliness, staff attitude and the quality and accessibility of information for patients, relatives and visitors.

Liz Childs, Director of Nursing said: *"15 Steps enables us to build further upon the work we do every day to try and make every patient and visitor feel welcome safe and cared for. It is a useful challenge for our staff to act as critical friends of the Trust to ensure we are continually learning and improving."*

# Trust setting out bright future

**Our Trust is hard at work developing a detailed document which sets out the benefits of integrating with our community health and social care partner, Torbay and Southern Devon Health and Care NHS Trust.**

We have already seen the rewards which can be achieved through service level integration – with the joining together of adult social care and community healthcare – as well as closer collaboration across organisations to design care services. We are now moving closer towards potential organisational integration which will enable us to realise even more benefits for local people and release the skills and experience of local care professionals.

**This is a truly exciting time for us, for the local NHS and local authority partners, and for local people.**

As people's needs are becoming increasingly complex, and with our area having a greater older population than many parts of the country, there has never been a more important time to challenge conventional approaches to providing care.

Building more partnerships across health and social care will be fundamental to helping people remain independent and healthy, giving us the ability to understand and support the 'whole' person and putting them more firmly in the driving seat when it comes to decisions about their care.

Over the coming months the Trust hopes to be able to share more information about these future plans, and to gather the ideas and experiences of local people to ensure we can meet your aspirations for a bright future for local care services.

## Devon Studio School – Education for a Healthy Future



A brand new specialist school is opening on a campus at Torbay Hospital in September 2013. Devon Studio School is a non-selective school specialising in health, early years and social care, offering 14-19 year olds a new approach to learning and an alternative path to success.

The first of its kind in the South West and one of just 15 studio schools approved by the Government to open across the country in 2013/14, Devon Studio School will follow the new state school model which seeks to address the gap between what young people require to succeed in life and the skills that the current education system provides.

With a slightly longer than average working day, all homework can be completed within the school day, so there should be no need for students to take work home.

Key stage 4 (year 10) and sixth form (year 12) applications for 2013 entry closed on 31st January 2013 but late applications can still be made. Full details of the options and the application process are available at **[www.devonstudioschool.co.uk](http://www.devonstudioschool.co.uk)**



**Above:** Torbay Hospital staff and GE Healthcare Ultrasound Sales Manager with the LOGIQ S8 ultrasound system

**Women attending Torbay Hospital Breast Care Unit are benefitting from the latest technology in Breast Care thanks to a new Ultrasound system bought by the Trust.**

The radiology department installed the GE LOGIQ S8 system specifically for breast assessments.

Dr Heathfield said: *"The LOGIQ S8 system has been a welcome improvement to imaging breast disease and has high quality imaging and ease of use in our busy clinics."*

*"The system is more patient focused in terms of comfort and better imaging for diagnosis and can help give women the best possible outcomes for their care."*

*"In addition, our radiologists have found the compact design and height adjustable control panel very ergonomic during use and this has improved work flows in busy clinics."*

## Gold Medal for Rameez Shah

Whilst completing the critical care module of a Foundation Degree in Healthcare at Torbay Hospital, Rameez Shah was honoured with the WorldSkills UK Gold Medal in Advanced Caring at an awards ceremony held at the NEC, Birmingham.



After winning the regional heat, Rameez, whose permanent base is on Coverdale Ward at Paignton Hospital, secured a place in the national final to recognise care workers. The final test called for a wide range of skills to be demonstrated through a variety of practical tasks.

Rameez should be very proud of his achievement and we send a very big well done from the Trust and all his colleagues at Torbay Hospital.

## League of Friends Leaving a Legacy



Leaving a gift to charity is an amazing way for your generosity to last beyond your own lifetime.

The League raises money in many different ways; through sales of refreshments, organising garden parties, coffee mornings, raffles, dinners etc. These fundraising activities help to fund some of the extras which make patients more comfortable during their stay.

However, it is the legacies from generous donors that provide the bulk of the money required to fund the more expensive items which help the Hospital remain at the forefront of medical developments, including the robotic surgery equipment. These donations ensure the local population have access to the latest technology, most advanced methods of treatment and highly skilled staff without having to travel too far from home.

Georges Adroit, League Chair, said: *"Most legacies come from people seeking to express gratitude to their local health care services. As the League is run almost entirely by voluntary staff, it means that currently 96 pence in every pound donated is spent on patient care. Therefore all donors can be assured that their gift will be used to directly enhance patient services."*

*"Anyone interested in leaving a legacy to the League should seek legal advice from their solicitor to draw up a new will or to make changes to their existing will."*



### Dates for your diary

**Tues 26th March** - Big Noise Chorus, St Matthias Church, Wellswood - Tickets £7.50 - contact Mike Evans on 01803 211424 for tickets and further information

**Friday 19th April** - Charity Golf Day, Churston Golf Club - entry fee £25.00 per person to include breakfast bap - contact David Rogers on 07850 881681

**Sunday 2nd June** - League of Friends Garden Party, Palace Hotel, Torquay



October 2012 saw the introduction of ELVIS to South Devon Healthcare by the Enhancing Clinical Safety through Excellence in Learning (ECSEL) team. ELVIS is an acronym for Enhanced Learning Via In-situ Simulation. Whilst other hospitals have started to introduce basic life support in-situ training, Torbay Hospital is embedding in-situ simulation of real patient events, not limited to basic life support, across the whole Trust using in-situ training as 'real-time' training.

The Trust has taken the decision to embed simulation as core to patient care. Staff are expected to undertake, without warning, in-situ simulation events as part of their daily work and treat the Manikin as if it were a real patient in a real life situation. This allows for individual staff learning to take place and just as importantly it allows the organisation to test and examine how real life emergencies impact on the care of patients and others.

The Trust has Manikins in adult, child and baby sizes – they can breathe, with breath sounds, heart tones, and palpable pulses. In addition, the Manikin has a monitor that can display EKG, pulse oximeter, blood pressure, arterial wave forms, pulmonary artery wave forms, anesthetic gases, etc. Procedures can be performed on the simulators such as bag-mask ventilation, intubation, defibrillation, chest tube placement and others.

Training in a simulation suite allows education in clinical and technical skills but also human factor skills such as communication, leadership etc. What it cannot highlight is the wider human factor issues around the environment and interactions with other patients, as these are fixed within the simulator room arena. Through bringing simulation into the clinical area, issues that are potentially blinded to both trainers and trainees can be identified, and as such patient care can be enhanced.

The ECSEL team has been instrumental in initiating this project with eleven events supported so far and ambitious plans for the future around creating various levels of ELVIS training.





**Older patients in Cheetham Hill's day-room enjoyed listening to readings after lunch one day in November, in the first pilot of a scheme to help improve patients' sense of wellbeing.**

A new reading scheme to help reduce anxiety and stress for patients and staff has been endorsed by The Reading Agency.

The scheme is the idea of Helen Wharam, Trust Library Manager, and has involved Library, and Chaplaincy staff attending a small number of wards to give readings from the Reading Agency's national mood-boosting collection.

Helen said: *"The idea is a simple and innovative way to help patients feel more relaxed and comfortable. There are also benefits to staff who can take five minutes out from their busy work to listen alongside their patients. Improving staff wellbeing, and delivering healthcare with compassion and dignity are vital to your Trust."*

Having already received excellent feedback, the team now plan to roll the scheme out across other wards.

## Liz bids farewell

The Trust's Director of Nursing and Patient Experience, Liz Childs, is to retire at the end of March.

Liz has been with the Trust for 13 years, becoming Deputy Chief Executive as well as Director of Nursing in 2008.

Known throughout the organisation for her unfaltering focus upon the patient experience, Liz has helped to ensure that decisions made at the most senior level are translated into positive action on the wards, theatres and clinics of our Hospital. She has also led the nursing workforce of this organisation with skill, tact and compassion. Along the way she has been responsible for innovations in safety, consistent improvements in care, and award winning services.

Chief Executive Paula Vasco-Knight said: *"Liz has been fundamental to the success and caring culture of Torbay Hospital, and she will be missed as an exceptional colleague and friend."*

## Update from Anne Harvey, Lead Governor



Changes brought in by the Health and Social Care Act, 2012 mean that there is a lot going on at our Trust. I hope that you see reports in the local papers and particularly those highlighting our successes. There have been many of these recently, including a national award for our Chief Executive. Our hospital is doing well, balancing its budget and providing good care consistently. The staff never cease to amaze; I am a judge of the hospital's internal awards for excellence and find it so difficult to choose a winner from all the inspiring citations I read.

Our Trust aspires to give the best, safest care possible together with a good patient experience. However, we all recognise that occasional problems do - and will - arise. At Torbay we always try to learn from our mistakes, so I would urge you to report problems and also to write if you have had a good experience of care. All letters are read at a senior level and are recorded as part of the monthly performance report.

In closing, may I ask for your help? When the Foundation Trust was started, membership of the Trust was offered to all living in the hospital's catchment area. Many of you responded. However, if you know somebody who is not a member, could you explain how members receive a quarterly newsletter from the Trust and can, through the annual survey, provide information on care received and so help us to improve the service we provide? Membership application forms are available from the Foundation Trust Office, tel: 01803 655705. It would be lovely to swell the membership in 2013, so I hope you will be able to help. Thank you.

I would also like to tell you about an opportunity to come and meet your governors in the Bayview Restaurant, Torbay Hospital on 8 May 2013 between 11.30am and 1.30pm.

**Anne Harvey**

**Share our news!** Once you have finished reading Torbay Hospital News please pass on to a friend, relative or neighbour

## Dates for your diary

### Medicine for Members

**26th March 2013** – TREC Lecture Theatre, next to the Horizon Centre, Torbay hospital – 5.30pm to 7.00pm Refreshments from 5pm.

### Council of Governors Public Meetings

**24th April 2013** – 3.00pm to 5.00pm

**24th July 2013** – 5.00pm to 7.00pm

**All held at – Anna Dart Lecture Theatre, (ADLT) Horizon Centre, Torbay Hospital**

### Annual Members Meeting (AMM)

**27th September 2013** – Anna Dart Lecture Theatre – 1.00pm to 3.00pm showcase event, 3.00pm to 4.30pm AMM

### Board of Directors Public Meetings

**3rd April 2013** – 1.30pm to 3.00pm ADLT

**1st May 2013** – 1.30pm to 3.00pm Board Room, Hengrave House, Torbay Hospital

*Please inform the Foundation Trust Office if you intend to be present at any of the above meetings or fill in the reply slip for the Medicine for Members event. There is no need to send us your apologies.*

### Contacting us

Foundation Office, Torbay Hospital Torquay, TQ2 7AA

Phone: 01803 655705

Fax: 01803 616334

E-mail: [foundationtrust.sdhct@nhs.net](mailto:foundationtrust.sdhct@nhs.net)

Our website is at: [www.sdhct.nhs.uk](http://www.sdhct.nhs.uk)

## Our next Medicine for Members event

**Why not come along** to find out what the Trust is doing to help patients with their eyesight. Eddie Doyle and Tamsin Sleep (both consultant ophthalmologists) will be giving a free talk about ophthalmology, otherwise known as 'the science of eyes' at 5.30pm on 26 March 2013 in the TREC lecture theatre, next to the Horizon Centre, Torbay Hospital. Refreshments will be served from 5.00pm.

*If you would like to book a place to attend please complete and return the reply slip below.*

## Becoming a member of the Trust / League of Friends?

If you are a member of the league but not a member of the Trust, or vice-versa, please consider joining the other.

To become a Foundation Trust member, so you can receive regular news from Torbay Hospital, and the opportunity to participate in elections and our annual survey, please ring 01803 655705 to register (or visit [www.sdhct.nhs.uk](http://www.sdhct.nhs.uk)). This is also the number to call to request a nomination form if you are interested in standing as a Governor on the Council of Governors or if you wish to communicate with your elected representative.

To become a member of, or volunteer for, the League of Friends please join via: [www.lof.co.uk](http://www.lof.co.uk) or pop into the outpatients department at Torbay Hospital on Level 2 and speak to one of the League's volunteers. Alternatively, please ring 01803 654520.

## Medicine for Members

**I would like to attend the Medicine for Members session on 26 March 2013.**

I live in: (please tick as appropriate)

☐

South Hams and Plymouth (eastern area)

☐

Teignbridge

☐

Torbay

Freepost address:

**Foundation Office, Torbay Hospital,  
FREEPOST NAT 14057 Torquay TQ2 7ZX**

Name:

Address:

Postcode:

Telephone number/e-mail address (so we can contact you with any last minute information)