

Issue 14 – 2 October 2020

Latest news from Torbay and South Devon

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We are ensuring our website has the latest information on it so please do look there for the most up-to-date information www.torbayandsouthdevon.nhs.uk. You can also keep up-to-date by following us on [Twitter](#) and [Facebook](#)

£15m investment in ED

Preparation work has now started on improving the physical environment in our Emergency Department (ED) over the coming months, to make it safer for staff and patients during the ongoing pandemic. We have received £15m of national funding to enable us to refurbish our Emergency Department and to create a new Medical Receiving Unit in a modular build, adjacent to ED. This is an essential development in our 'bridging' plans to continue delivering safe, high-quality urgent and emergency care, whilst we work up longer-term plans to transform our hospital estate under the government's HIP2 programme.

ED improvement works, including the installation of cubicles, started on Monday 21 September and will run until the end of November. During this time, there will be reduced capacity within our Emergency Department, and we are planning a series of temporary moves and changes to care pathways, so that we can maintain safe patient flow right across our system. We recognise that the changes will bring disruption and inconvenience in the short term for some patients, and wish to thank our patients, staff, partners and public for their continued understanding and flexibility while this building work is underway. We are confident it will result in real improvements for patients and staff alike.

COVID-19 outbreak in Emergency Department (ED)

Following an outbreak of COVID-19 amongst our ED staff over the weekend of 17/18 September, we acted quickly to contain the outbreak. As well as carrying out two deep cleans and stepping up our routine cleaning schedule, we rapidly tested all staff working in the department. We have now had a total of seven staff test positive, with over 200 tested twice over.

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From here, we are carrying out surveillance testing to monitor the situation, which involves re-testing ED staff once a week over the coming three weeks. Details of anyone testing positive are passed to Public Health England so that they can carry out track and trace of any community contacts.

To protect themselves and patients, staff wear PPE when working in ED clinical areas. We also routinely test anyone over 70 who attends ED for COVID-19, as well as everyone who is admitted (and inpatients are tested again at day 6/7).

New app supports cancer patients

The [MySunrise](#) app has now launched to support cancer patients in Torbay and South Devon with all the information they need at hand on their smart phone. The app has been developed to support cancer patients and their families from diagnosis through their treatment pathway. It has already been active in Cornwall and is now extended to also support thousands of people in Devon, including the use by Torbay and South Devon NHS Foundation Trust.

The app is free to download, providing an up-to-date information and reference tool for patients and their families, to guide and support them through their cancer pathway. This includes:

- A range of videos, relevant links, cancer resources and contact information all specific to their own NHS hospital cancer service
- Day-to-day information, from which bus to catch to the hospital, through to local support groups and what to expect when attending for treatment
- Features to improve the ability of cancer centres to communicate directly with patients - allowing Trusts to keep patients up to date on treatment and how to contact their Cancer Nurse Specialist
- COVID-19 advice
- Advice on possible side effects of treatment

Building work starts on new mental health ward



Work has now commenced on the building of Devon Partnership NHS Trust's (DPT) brand new mental health ward on the Torbay Hospital site.

The £11.8 million scheme, which is expected to take around 75 weeks to complete, will create a unit on two floors providing a ward with 16 en-suite bedrooms, treatment and therapy rooms and offices.

The ward will include a family visiting room, therapy spaces, offices and other rooms laid out around a central open courtyard. The new unit is being built next to DPT's two existing wards on the hospital site – Haytor and Beech.

Consultation update: Teignmouth and Dawlish



There are still opportunities to take part in the consultation about proposed changes to services in our Coastal Locality, which includes Teignmouth and Dawlish. The Trust is supporting Devon Clinical Commissioning Group (CCG) with the consultation, which is running until 26 October 2020. The consultation is being run differently from normal because of the need to socially

distance. Meetings have been held remotely using online video and 'chat' technology, with two meetings still to run: Monday 5 October 11.30am – 1pm and Saturday 17 October 11am – 12:30pm. Joining information, as well as details of other ways to have your say, are on the [CCG website](#).

Healthwatch Devon (covering Plymouth, Torbay and Devon) is independently overseeing the consultation and evaluating the proposals.

Changes to outpatient appointments

The coronavirus pandemic has changed forever the way we will be delivering services in 2020 and beyond. Social distancing and infection control measures have impacted our service delivery capacity. During the pandemic, we have seen teams completely adapt to using technology to continue to support people and come up with innovative ways to offer high quality services.

We are currently delivering about 65% of our outpatient appointments compared to pre COVID-19 activity. This number is rising and we are on track to achieve 92% by November.

We are working hard to increase the use of virtual appointments, as directed by NHS England. We are doing this by:

- Extending our advice and guidance service to support GP decision-making
- Taking a patient-led approach to follow-up appointments, so that people get in touch if they are concerned
- Offering telephone or video appointments if a face to face appointment is not absolutely essential.

Changing how we work, in particular how we embrace technology for more remote appointments, will help us to increase our capacity and support patients better. We will still see some patients face-to-face when it is clinically necessary.

Three-year Adult Care Strategic Agreement

Torbay Council, Devon Clinical Commissioning Group and the Trust have signed a new three-year agreement for adult care. The agreement sets out the strategic direction for services that is designed to maximise choice and independence for people requiring adult social care and support. It takes account of service changes required during COVID-19 and increases the focus on early intervention and prevention initiatives, the upskilling of staff and increased use of digital technologies to support people.

Over the past three months, and due to COVID-19, the way we work in adult social care has changed and we have carried out a review of our original Improvement Plan to take this into account and to include our lessons learnt. We want to return to the core values of social care, which are: being part of the community, supporting people to build capability, and live their lives as fully as possible.

The revised Improvement Plan, which forms part of the three-year agreement, aims to support our residents in independently managing their own needs, while being supported by the community and voluntary sector.

Annual members' meeting

This year, we held our first ever virtual annual members' meeting, due to social distancing and infection control requirements. It was good to see so many members join us as we looked back at the highlights of the last financial year and 'Celebrating our People'.

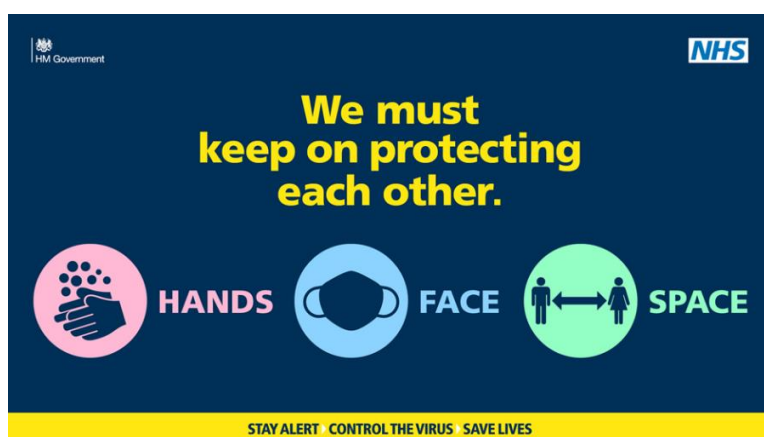
New Test and Trace app

A new NHS Covid19 app is now live, with an important feature as part of NHS Test and Trace programme. Visitors to some of our buildings, where people visit and gather in close contact, can now 'check in' from the app by scanning a QR code, which is displayed on posters at entrances.

The QR code posters are a quick, simple and secure way for visitors to 'check-in' and avoids the need by venues to collect visitor details, which are a crucial part of the Track and Trace programme. For more details visit the [NHS Track and Trace](#) website.

Stay safe during the pandemic

Although incidence of COVID-19 remains low compared to much of the country, we are seeing an increase in cases across our community. Health and care services are well prepared to manage a surge in cases. We are also working together to try to keep as many services as possible running alongside emergency services in any future spike. In the meantime, we are asking everyone to continue to follow the government guidance on hand-washing, wearing a face covering and social distancing.



For the latest guidance please visit the Government guidelines on the [GOV.UK website](https://www.gov.uk)

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