

Issue 6 – 15 June 2020

## Latest news from Torbay and South Devon

We are sending you this update to keep you informed about Trust developments. We thought you would find it especially helpful during the COVID-19 outbreak. Please feel free to share these updates amongst your networks. If you wish to unsubscribe, or you have been passed this update by someone else and you would like to subscribe please email: [communications.tsdf@nhs.net](mailto:communications.tsdf@nhs.net)

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/](http://www.torbayandsouthdevon.nhs.uk/)

You can also keep up-to-date by following us on [Twitter](#) and [Facebook](#)

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## Dartmouth Health and Wellbeing Centre latest

We are delighted to confirm that the full planning application for the **£4.7million new development** has been submitted to the South Hams District Council Planning Department for consideration. The development, which will house Trust community services, Primary Care services, Dartmouth Caring space and a retail pharmacy is scheduled to commence construction at the end of the year.

Launching the planning application gives all interested parties an opportunity to formally review and comment on the design of the scheme and will run until 2 September when the Council will determine the application. The submission addresses key issues raised, including maximising car parking in the adjacent park and ride scheme.

The link to the planning portal can be found [here](#).

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## NHS England publish advice for patients on accessing dentists

From 8 June dental practices were able to open. Practices will need to prioritise patients with the most urgent need. Patients are being advised if you need help from a dentist:

- contact your dental practice by phone or email
- you will be given advice or offered an appointment if appropriate
- for urgent dental care you can also use the NHS 111 online service

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## COVID-19 antibody testing begins in Devon, Cornwall and the Isles of Scilly

Healthcare staff in Devon and Cornwall are among the [first in the peninsula to be tested to see if they have had COVID-19 in the past](#), by analysing a blood sample.

This is different from the current swab testing programme, which confirms whether or not someone currently has the virus.

The science is still uncertain, and although a positive test result for antibodies will show that a person has had the virus, there's no evidence to show that this offers that person protective immunity. Therefore, they will still need to socially distance and maintain infection control measures.

Testing for a limited number of patients has also begun. It's hoped that up to 4,000 tests will take place each day across the peninsula by the end of this month.

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## Be alert to Test and Trace potential scam

People are being advised to be on the lookout for possible scams related to the Test and Trace service, which launched on the 28 May to help control the Covid-19 virus. There may be attempts scammers to try to use the same methods as the Test and Trace to obtain personal information.

People will be alerted by the NHS Test and Trace service if they have been in close contact with someone who has tested positive for coronavirus.

### Contact tracers will:

- call from 0300 013 5000
- send text messages from 'NHS'
- ask people to sign into the [NHS test and trace contact-tracing website](#)
- ask for full name and date of birth to confirm identity, and postcode to offer support while self-isolating
- ask about the coronavirus symptoms
- ask people to provide the name, telephone number and/or email address of anyone they have had close contact with in the 2 days prior to symptoms starting
- ask if anyone they have been in contact with is under 18 or lives outside of England

## They will not ask:

- for bank details, or payments
- for details of any other accounts, such as social media
- set up a password or PIN number over the phone
- to call a premium rate number, such as those starting 09 or 087

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## Your NHS is here for you

If you or a loved one - adult or child - have a health issue we are here for you. Please do seek help.

To keep our patients safe, we have put a number of things in place including ensuring that patients attending who do not have Covid-19 are treated and cared for away from any patients who are unfortunately suffering from the virus. This includes urgent and emergency care. So, if you do need care urgently, be assured that you can access it safely.

In the coming weeks we will be providing more of our services that had been stepped down as we prepared to treat COVID-19 patients. We are putting additional measures in place to ensure social distancing, and again would like to assure you that if you are offered an appointment, or you need to access a service, we will be doing this safely. We are reviewing waiting lists and will prioritise those who are most in need of treatment and care.

If you feel your condition has worsened, or things have changed for you in recent months, please remember you can still contact your GP, 111 online or call 111 for help. If you are told to go to hospital, you really do need to go, and we will give you the care you need. [www.nhs.uk](http://www.nhs.uk)

As more services are re-started, we will keep our website up to date with all the latest information <https://www.torbayandsouthdevon.nhs.uk/>

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## The R value - what is it?

You will likely have heard via the media that the R value in England has risen, including in the South West.

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By way of context, the South West has the lowest number of coronavirus (COVID-19) cases across regions in England. Devon in particular has the fifth lowest number of recorded cases of all 150 upper tier local authorities.

[This is what the Director of Public Health for Public Health Devon, Dr Virginia Pearson](#) has said about the rise in R value.

“The R value is an important regional barometer based on modelling data, but while it provides an estimate of ongoing transmission, it alone cannot determine the rate of growth of coronavirus and does not accurately reflect Devon’s local data on the ground. As such it should be treated with a little caution.

“The South West R value spans from Isles of Scilly to Bristol, and while there have been hotspots in other parts of the region that increase the R value, Devon’s figures have remained low.

“We have the fifth lowest number of recorded cases when comparing Devon to all 150 upper tier local authorities and the consistency of the numbers suggest that levels have plateaued recently. That’s in part due to our residents adhering to lockdown, and heeding national guidance around staying home and social distancing. We have done well in that regard and need to keep that up.

“We continue to work closely with our Public Health and NHS colleagues to ensure the safety of our Devon residents, and we wait to hear the government’s response to this latest R rate announcement.”

[Public Health England have some useful information on their website to help us all understand more about the R value.](#)

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## Nominate someone special!

You can nominate someone who lives anywhere in the UK for a national honour. The award will be to recognise their contribution during the COVID-19 pandemic.

They might be a frontline worker, or someone providing care to a vulnerable person, someone you know who is volunteering in the community to help and support vulnerable people, someone who has come up with a clever way to help, or gone to enormous lengths to keep critical services going.

To nominate someone, you just need to give the nominee's name, contact details, their role, and a bit of information about what a difference that person has made.

You can download a form from the link below which then needs to be emailed

to [covid-19nominations@cabinetoffice.gov.uk](mailto:covid-19nominations@cabinetoffice.gov.uk)

It would be great to see people from Torbay and South Devon get the recognition for going that extra mile during the pandemic.

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## CQC publish COVID-19 pressures insight report

The Care Quality Commission (CQC) has published the first of what will be a regular series of insight documents that highlight COVID-19 related pressures on the sectors that they regulate. It draws on information gathered through direct feedback from staff and people receiving care, their new regular data collection from services who provide care for people in their own homes, and insight from regular conversations with providers and partners.

The information they collect from these sources is being used to understand the wider impact of coronavirus, to share regular updates with local, regional, and national system partners to highlight any emerging trends and issues. This first insight document focuses on adult social care, and describes the need – now more acute than ever – for whole system working across different sectors to ensure safer care.

[Download the insight report here](#)

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## NHS England issues mental health advice for children going back to school

NHS England is urging parents to be alert to signs that children could be experiencing anxiety, distress or low mood as some pupils return to school this week. NHS mental health services remain available for children and young people, and NHS England are working in partnership with schools and other services to support children and their families.

Parents can also take simple steps to help children who might be struggling to deal with the loneliness and uncertainty of lockdown or fears about returning to school. [For more information, links and guidance click here.](#)

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## NHS Volunteer Responders programme

The NHS Volunteer Responders programme is delivered by NHS England and NHS Improvement in partnership with Royal Voluntary Service, via the GoodSam Responders app.

NHS Volunteer Responders can undertake tasks such as collecting and delivering shopping and other essential supplies, delivering medicines from pharmacies and making regular phone calls to check in with people isolating at home. 600,000 volunteers have been mobilised and the scheme is fully operational, helping thousands of people every day.

[Referrals](#) for support can be made by any health professional, local authority, charity or social care provider. Further information is available [here](#).

An expanded list of groups who are at very high risk during the response to coronavirus can now be referred to the scheme, including those vulnerable due to a mental health condition, people who are self-isolating who are considered to be especially vulnerable, and people who are newly socially vulnerable as a result of COVID-19. Self-referral is also available for all identified groups and carers via 0808 196 3646 between 8am and 8pm, with further information [here](#)

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## Torbay Shielding Hub

A joint TSDFT and local authority team, which has been supporting vulnerable people during the pandemic, has been thanked by Chief Executives from Torbay Council and the NHS Foundation Trust.

The work of the Shielding Hub has rocketed since it was set up more than a month ago. Initially, 3,400 people were identified by the NHS as vulnerable and needing extra support. Many were following advice to 'shield' at home for 12 weeks.

The Hub has arranged the delivery of essential supplies, wellbeing checks and have provided healthy lifestyle advice. Demand for this support has increased and the call centre has made more than 8,000 calls to the 5,800 people now on the database.

**To contact Torbay Coronavirus Help Hub** which has also been set up to help people who are isolating with non-emergency matters – 01803 446 022 (8am to 8pm).

## Torbay Hospital and Torbay Council working collaboratively with local food charities to help vulnerable residents during pandemic

Torbay Hospital has become 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.

During the course of the Coronavirus pandemic, NHS hospitals have been receiving generous donations of food and drinks from businesses as a gesture of goodwill and appreciation to their staff. Staff at Torbay hospital decided to pass these donations on to those residents in greater need in their communities; people in food poverty or unable to access food as a result of the lockdown. The hospital is now also supporting Torbay Food Alliance's fundraising efforts through their Crowdfunder.

This has been made possible through a partnership with Torbay Food Alliance, a consortium of 12 food banks and community voluntary organisations, which formed as a direct response to the Covid-19 lockdown. The organisations decided to work collaboratively to provide a more co-ordinated response to local need and to better share skills, resources and information. The approach has enabled them to work more closely with the Trust; as well as Torbay Council, which has contributed over £30,000 of funding to help support this much needed service.

Since lockdown, the Alliance has provided more than 70,000 meals to vulnerable people in the community. More information about Torbay Food Alliance is available at [www.torbayfoodalliance.org](http://www.torbayfoodalliance.org)

A donations page is also available at [www.torbayandsouthdevon.nhs.uk](http://www.torbayandsouthdevon.nhs.uk)

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## Staff Heroes – meet Jenny

In this Update we like to feature one of our many staff who are going the extra mile in difficult circumstances. In the edition meet Jenny who is one of our Community Nursery Nurses and has temporarily swapped roles to help vulnerable adults shielding at home. Jenny has been working with our Rapid Response Community Team after responding to an appeal for help during the COVID-19 pandemic.

Jenny tells us: "I knew that in this time of need I wanted to be of help to those who needed it the most. Although the job is different to that of my previous role, I realised that many of the skills I have are transferable. Empathy, compassion, and good people skills are something I pride myself at being good at and it is in this role that I realise how valuable those skills and attributes are to the job. I feel privileged to work

# Update

Helping people stay well, supporting those in need



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alongside these incredible workers, not only are they skilled in personal care but the emotional warmth and stability they show is heart-warming.”

“Every patient I have had the pleasure of meeting leaves an imprint. I can be a smile to someone who needs it, a companion to the lonely and provide dignity and comfort during the hardest times. I never expected to feel so valued and respected in the job, both by clients, families and more than anything the incredible rapid response team who have led by example.”

Jenny looks forward to returning to her old job, supporting families with young children. But adds: “This new job has opened my eyes to a whole new look at life and how the NHS can support people in the most amazing ways. I feel honoured to work for our wonderful NHS in a time of crisis.”

Thank you to Jenny and all the other staff who have changed roles to support people at this time.

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