

Stakeholder newsletter

Issue 1 - July 2017

Welcome to our newsletter

Welcome to the first edition of the Torbay and South Devon NHS Foundation Trust (TSDFT) newsletter. Many of you will have been receiving a newsletter from South Devon and Torbay Clinical Commissioning Group (CCG) that has given updates on the public consultation around community health services that concluded in January.

TSDFT, as your integrated provider of NHS and Social Care services, has made good progress in implementing the changes agreed by the CCG Governing Body that built on the wider changes to health and social care across Torbay and South Devon to strengthen care closer to home and promote independence and choice, to strengthen local partnerships with primary care and voluntary sector providers in the delivery of care, and to join up care between hospital and community care to provide person-centred care. This newsletter gives you, as a valued stakeholder, an update on how we are delivering change for the better.

Supporting your Health and Wellbeing

Our vision is that people are supported to be as independent as possible in their own home doing the things they want to do. Key to this is our enhanced provision of care in people's own homes with access to specialist services provided in hospital when they are needed. If somebody does need to go into hospital we want them to be able to return home as soon as they are medically well, and our integrated health and social care services mean that our hospital and community teams work closely to make sure patients are safely and promptly discharged. We are proud to be recognised as a Trust with one of the lowest 'delayed transfers of care' in England, because it is proven to be safer for patients to be in the care setting that best meets their needs and this also aids their recovery and rehabilitation. This focus on safe and timely discharge also frees up our hospital beds for those patients that need the specialist care that only can be provided in a hospital setting, making our hospital care more effective and efficient.

How we are making this happen

To deliver our commitment to care closer to home, we invested £3.9m in community services last year and will continue investing over £5m per year in an extended range of community services which include:

- Recruitment of 60 additional staff – mostly nurses and therapists - to standardise and extend our intermediate care services across the Trust's area, and we have also secured GP support to these teams. From 1 March this investment has allowed our extended Intermediate Care teams to increase their availability so that right across Torbay and South Devon teams are supporting people in their local communities seven days a week

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- We also invested in short term placements in local care homes, so the Intermediate Care Teams could use this option for care as well as providing enhanced services to support people to remain at home. This provides a safe and effective alternative to hospital admission when a local resident experiences a severe and acute deterioration in their health as well as supporting timely discharge from hospital.
- In partnership with the voluntary sector Wellbeing Co-ordinators are now in place in every locality across Torbay and South Devon, taking referrals from our community teams and spending time with local people to discuss their needs and link them to a wide range of services to help them to remain independent and well, and to tackle the isolation that many people experience and which affects their health and wellbeing

With these services in place, we were confident that we could safely reduce our hospital bed based care and progress with our development of local Health and Wellbeing Hubs. Below is a summary of progress in each local area:

- In March Dartmouth and Kingswear, Ashburton and Buckfastleigh hospitals closed to new admissions and the final patients were safely discharged by 31 March. Clinics that were provided at the Dartmouth Hospital are now provided from Dartmouth Clinic, and this is now called Dartmouth Health and Wellbeing Centre. We are in the final stages of planning to establish a new Health and Wellbeing Centre for Dartmouth at Riverview, co-locating with the local GP Practice, Dartmouth Caring, the local nursing home and a range of other services that will use this facility as a hub for local care delivery. The timescale for this exciting partnership initiative, supported by a funding partnership between the Trust, the CCG funding for development of facilities for Dartmouth Medical Practice and a substantial contribution by Dartmouth Hospital League of Friends, is to locate all our services in Riverview following some work to improve the accommodation by the end of the year
- In Ashburton the former hospital is now Ashburton and Buckfastleigh Health and Wellbeing Centre
- Bovey Tracey hospital is now permanently closed following a period of temporary closure due to an inability to guarantee safe levels of staffing and the beds are now permanently provided in Newton Abbot hospital
- Paignton Hospital closed to new admissions on 3 April and the last inpatients were safely discharged on 13 April
- Paignton hospital is now the interim location for the Paignton Health and Wellbeing Centre, and all clinic services previously provided out of Midvale Clinic are located there. The Trust is continuing to work with the Council and local stakeholders to finalise plans for a permanent site for Paignton's Health and Wellbeing Centre

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- A planning application from Brixham Hospital League of Friends and Brixham Does Care, in partnership with Torbay and South Devon NHS Foundation Trust has been submitted to build a new Day Care and Community Centre on the Brixham Hospital site. The centre will be built and run by the voluntary sector with support from the Trust

Developments at Torbay Hospital

Torbay Hospital is the place most local people go when they need care that only can be provided by an acute hospital. There have been many exciting developments at the hospital to strengthen and improve care. These improvements include the recent opening of our new intensive care unit which was part funded by Torbay League of Friends and supported by a substantial donation by Paignton League of Friends, increased staffing for urgent care services including our Emergency Department and improvements to the environment in this department. We are already seeing improved performance against the national 4 hour target and consistently achieve the measures for safe care.

We are also extending the ways we provide specialist advice to GPs, with Seeking Advice in the ICO now available for most specialties at Torbay Hospital. This means that GPs can seek advice from a clinical specialist, usually a consultant, on the care of their patients without that patient having to travel to Torbay Hospital.

These developments at Torbay Hospital, and the real improvements in reducing delays as patients move through our hospital services, means that we could safely start a planned reduction in the number of beds at Torbay Hospital. These changes create the capacity we need to reduce our dependence on agency and locum staff, making the best use of our highly skilled staff to support the delivery of our new care model.

We are reducing our beds in planned phases, and carefully monitoring the impact of changes to ensure it is safe before moving on to the next phase.

- Phase one - gynaecological and breast surgery inpatient services transferred to Forrest ward enabling the closure of 14 beds on McCallum ward.
- Phase two – streamlining our orthopaedic inpatient pathway to enable the closure of five elective orthopaedic beds on Ella Rowcroft.
- Phase three - planning to close 22 general medical beds on Warrington, which is a short-stay acute general medical ward. In future, we plan to ensure acute short-stay medical beds are provided on Dunlop Ward, alongside the specialist cardiology beds that are already provided there. Staff who are directly affected by the changes will be supported to find suitable alternative roles within our Trust.

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In addition to the community services developments a number of changes have been made to improve flow of patients through our hospital and reduce delays to discharge. These include:

- Improving access to ambulatory care pathways that allow people to be assessed treated and discharged home on the same day when appropriate to do so
- Increasing the numbers of people discharged home before lunch time
- Increasing the numbers of senior Doctors available in the evenings and weekends

The recent review of acute services across the Devon Sustainable and Transformation Plan (STP) has confirmed that it is right to continue to provide stroke, paediatrics, maternity and neonatology as well as Emergency Department care.

New services, new partnerships, new ways of working, new technologies – many now in place and many more planned – our new model of care is becoming a reality driven by our dedicated staff and welcomed by the people who use our services.

Just some of the things people using our services are saying

“My thanks and gratitude for the efficient and caring work your team has carried out for my mother. Having sustained a hip fracture in March she was back home, with full support, in time to celebrate her 90th birthday. Please pass on thanks to the team members concerned for their patience and understanding. It has paid off and she is progressing well.”

“I recently broke my ankle and have been receiving care ever since. It means a great deal to have somebody to come round to me at home without me having to make loads of journeys to hospital, getting friends to help. It’s a great bonus to know that actually happens, that there is after-care without you having to book it or wondering if it’s available – it just happens. I think that’s really good!”

“I wanted to highlight what excellent service I received. I called with a minor issue regarding my son and was given helpful advice and put straight through to a nurse on the phone who advised I attended the minor injury unit. Upon arrival I was treated with respect by really helpful and personable staff and was seen almost immediately for treatment which was efficient, calm and considered. I really can’t praise the whole package of interaction enough; it was an example of how amazing the NHS can be. The issue was only minor but was on holiday so this could have been really stressful and thanks to the staff it just wasn’t a major issue.

We hope you find this update useful and that you can see we are making real progress towards our aim of supporting more people to be well and independent. If you would like to be added to the email list contact tsdft.communications@nhs.net