

Issue 19 – 12 December 2020

Latest news from Torbay and South Devon

We are sending you this update to keep you informed about Trust developments. 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

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](#)

Staff Heroes

Outstanding staff and volunteers from across Torbay and South Devon health and social care services were this week recognised at a virtual awards ceremony celebrating their hard work and dedication.



Torbay and South Devon NHS Foundation Trust's annual 'Staff Heroes' awards ceremony took place on Thursday 10 December) recognising individuals or groups whose energy, commitment and dedication is making a real difference to their colleagues and to people receiving health and social care in the local area.

Due to the pandemic, a virtual ceremony was held this year which staff, volunteers, partners and the public tuned in to watch. Nominations are made throughout the year by members of the public and by staff, and were judged by a panel of experts and independent members.

Award categories included strengthening partnerships, wellbeing at work, individual awards (support services / clinical services), team award, sharing information and prevention and staying well.

Instead of recognising an individual or team, this year, the Chairman's Award was made to all staff in recognition of the outstanding work of all staff teams during the exceptionally challenging circumstances of the global pandemic.

You can watch the ceremony online [here](#)



If you know someone who you think deserves to be nominated for an award, visit our 'Staff Heroes' award page: www.tsdftr.uk/staffheroes

Increased support using digital technology

The pandemic has increased the speed with which we have been able to rollout digital innovation, using technology to minimize the need for face to face appointments and helping keep people safe. We are using telephone and video to hold outpatient appointments, meaning people don't have to travel to our health centres or hospitals for a face to face appointment when it is clinically necessary.

Other innovations include:

- Many of our health and wellbeing services, such as exercise support classes, are being run virtually using video technology.
- We have been supporting nursing and residential homes throughout the pandemic, including expert virtual infection control visits, to advise on keeping residents safe.
- Technology is being used to support people to manage their long-term conditions, through our own innovations, such as the rheumatology app which people download to their own mobile devices. We have also rolled out this approach to more complex patients: those with COPD under the care of community nurses/matrons have been supported to manage their own health through digital health reading and 'Alexa Show' devices to allow for video conferencing. This pilot is being extended in January to care homes, being run jointly with the care home visiting service.
- We are supporting Devon Clinical Commissioning Service with the rollout of the COVID-19 oximetry at home (CO@h) service, which went live in Devon on

Monday 30 November. This service provided additional support to vulnerable patients with COVID-19 by helping them to monitor their oxygen saturation levels at home during the first 14 days of their symptoms. Its aim is to keep patients in the right place, helping them to identify when they need to escalate for additional medical support.

Our commitment to carers

Along with other health and care organisations across Torbay, we have pledged our commitment to carers, the unpaid heroes who support their family members and friends. A Carer helps someone who has additional needs such as a disability, dementia, mental health or drug/alcohol issues, or a health condition with their daily routine. Some are older couples looking after each other or an elderly neighbour. Some are people who juggle working and bringing up a family plus caring for someone. Many are young Carers, who can be as young as five, who do practical things to help their parent or help with younger siblings.



More Carers in Torbay provide over 100 hours of care a week, than most other areas in England. Whether they consider themselves to be a 'Carer' or 'just a family member or friend', all of them benefit from being identified as Carers as early as possible and from being linked into the wide range of available support. If you are a carer, or know someone who is, and would like to know more, visit the [carers page](#) on our website.

Baby and young children remembrance weekend

Families were invited to get involved with Torbay and South Devon NHS Foundation Trust's annual 'baby and young children remembrance weekend' which took place last weekend.

The event saw families invited to remember and reflect - however as it was not possible to gather as a congregation, the service was recorded for families to access.



A special part of the service is remembering each little one individually with a name or message on a star. Families asked for their little one's star to be read out as part of the service as they were hung on the "star tree" in the Chapel. The video of the service can be viewed on [ICON](#).

Update on NHS COVID-19 vaccination programme

Following extensive plans to deliver the largest vaccination programme, the NHS started vaccinating priority groups against COVID-19 this week. In Torbay and South Devon, we are planning with system partners to rollout the vaccination programme for our communities. In the meantime, here are answers to some commonly asked questions.

Who will get the vaccine first?

Phased vaccine supply means the bulk of vaccination for high risk groups will inevitably take place between January and April. So we all need to keep following the hands-face-space guidance to keep each other safe. Patients aged 80 and above who are already attending hospital as an outpatient, and those who are being discharged home after a hospital stay, as well as care home staff and residents will be among the first to receive the life-saving jab. All those vaccinated will need a booster jab 21 days later.

When will NHS staff be vaccinated?

The Joint Committee on Vaccination and Immunisation (JCVI), which advises UK health departments on immunisation, has put patient-facing health and social care staff into the top two priority groups, because of their heightened risk of exposure to the virus. So, any appointments not used for the initial groups will be used for healthcare workers who are at highest risk of serious illness from COVID-19.

How will people know when it is their time to get the vaccine?

When it is the right time, people will receive an invitation to come forward. For most people this will be a letter, either from their GP or the national NHS. This letter will include all the information a person will need to book appointments, including your NHS number. We are asking people not to contact the NHS for an appointment until they receive a letter.

Where will people get the vaccine?

The NHS is rapidly putting in place new deliver channels tailored to the particular logistical requirements of the first Covid vaccine to be approved:

Hospital Hubs: Dozens of NHS trusts will act as hospital hubs where patients and staff can be vaccinated on site. These hubs are where we know the Pfizer vaccine can be stored safely. [There are 50 hubs in the first wave](#) and more hospitals will start vaccinating over the coming weeks and months as vaccine supply increases and the programme ramps up.

Local Vaccination Services: To make it as easy as possible for those who are eligible to access a vaccination safely, Local Vaccination Services will also be available. These community and primary care-led services will vary based on local and logistical considerations but will include GP practices, local authority sourced buildings or other local facilities and as vaccine supply increases in the New Year, local pharmacies too. A small number of GP-led Local Vaccination Services will begin vaccinations during the week beginning 14 December with more practices in more parts of the country joining in on a phased basis during December and in the coming months as vaccine supply allows.

Vaccination Centres: The NHS will also establish vaccination centres, where large numbers of people will be able to go and get a jab. The majority will open in the New Year, when supply of the vaccine increases. They are being set up in local venues such as sports stadiums and concert venues that offer the physical space to deal with large numbers of people while maintaining social distancing.

What happens next?

The NHS will offer the vaccine to more groups of people and in more ways, like local vaccination services, but this will be a marathon over the coming months, not a sprint. The programme will keep expanding as more vaccines are delivered.

What can people do to help?

- We will contact you when it's the right time to come forward so please don't seek a vaccine before then.
- Please act on your invite and make sure you attend your appointments when you arrange them.
- And of course, please continue to abide by all the social distancing and hand hygiene guidance, which will still save lives.

Modernising services in Coastal Locality – Consultation update

The Devon Clinical Commissioning Group (CCG) held a formal public consultation on the future delivery of services in the Coastal Locality from 1 September to 26 October. The feedback from that consultation was independently captured by Healthwatch in Devon, Plymouth and Torbay who have now published its report

The report provides an analysis of the responses to the consultation questionnaire, as well as highlighting common themes, comments and criticisms, and listing a range of alternative proposals and suggestions made by the public.

Alongside the consultation questionnaire the report draws on comments, concerns and ideas put forward at the six online public meetings, during discussions with community groups and from correspondence submitted to Devon Clinical Commissioning Group (CCG) or directly to Healthwatch including a survey.

The full report can be seen at <https://bit.ly/37IPvdi>

The CCG Governing Body is meeting on 17 December and is expected to decide on the proposals following the consultation.

The full paper that will be presented to the Governing Body can be found on the CCG website <https://devonccg.nhs.uk/download/nhs-devon-ccg-governing-body-agenda-and-papers-17-december-2020>

The paper makes the following recommendations:

The Governing Body is asked to:

- a. Approve the move of the most frequently used community clinics from Teignmouth Community Hospital to the new Health and Wellbeing Centre
- b. Approve the move of specialist outpatient clinics, except ear nose and throat clinics and specialist orthopaedic clinics, from Teignmouth Community Hospital to Dawlish Community Hospital, four miles away
- c. Approve the move of day case procedures from Teignmouth Community Hospital to Dawlish Community Hospital
- d. Continue with a model of community-based intermediate care, reversing the decision to establish 12 rehabilitation beds at Teignmouth Community Hospital
- e. Approve the move of specialist ear, nose and throat clinics and specialist orthopaedic clinics to the Health and Wellbeing Centre
- f. Request Torbay and South Devon NHS Foundation Trust consider in detail the suggestions put forward for additional services at the Health and Wellbeing Centre

- g. Request Torbay and South Devon NHS Foundation Trust consider providing secondary office space at Dawlish Community Hospital for physiotherapists, occupational therapists and district nurses
- h. Request Torbay and South Devon NHS Foundation Trust work with Teignbridge District Council to mitigate parking issues for staff and patients as far as possible

Government Spending Review

The government's Spending Review 2020 was launched this week. It prioritises funding to support the government's response to Covid-19 and to support the UK's recovery.

The COVID-19 pandemic has caused exceptional hardship for individuals, families and businesses across the UK. The spending review confirms an additional £38 billion for public services to continue to fight the pandemic this year, bringing total support for public services to £113 billion in 2020-21, and total spending on the COVID-19 response this year to over £280 billion. It also earmarks a further £55 billion of support for the public services response COVID-19 next year. This funding is targeted to:

- control and suppress the virus
- increase support to public services
- support jobs and businesses.

Additional investment is promised for health and social care, and NHS staff are exempt from the planned freeze on public sector pay. Our Chief Finance Officer is analysing the impact on this Trust of the Chancellor's spending review announcements.

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