

Update

Helping people stay well, supporting those in need

Issue 7 – 26 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 and as we move forward with setting up more routine services again. 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](#)

Potential Scam - Test and trace

Please be aware that phishing emails are being sent by scammers with bogus NHS Test and Trace emails—which refers to the service as “track and trace”.

NHS contact tracers will never ask you to dial a premium rate number, make a payment or disclose passwords or PINs. If you are concerned about the origin of an email, text or call, do not click on the links and instead use the official GOV.UK website to enter the unique characters provided to you.

Guidance for people shielding

The guidance for people who have been asked to shield has been updated.

From 6 July:

- You may, if you wish, meet in a group of up to 6 people outdoors, including people from different households, while maintaining strict social distancing;
- You no longer need to observe social distancing with other members of your household;
- In line with the wider guidance for single adult households (either an adult living alone or with dependent children under 18) in the general population, you may from this date, if you wish, also form a ‘support bubble’ with one other household. All those in a support bubble will be able to spend time

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together inside each other's homes, including overnight, without needing to socially distance. This is a small advisory change that brings those affected a step nearer others in their communities. However, all the other current shielding advice will remain unchanged at this time. The guidance for the clinically extremely vulnerable will be relaxed to allow shielded individuals to meet up to 5 people from other households outdoors, socially distanced, and to form support bubbles if they live alone or are a lone adult with a dependent under 18.

From 1 August:

- The advice to 'shield' will be paused. From this date, the Government is advising you to adopt strict social distancing rather than full shielding measures. Strict social distancing means you may wish to go out to more places and see more people but you should take particular care to minimise contact with others outside your household or support bubble.
- You can go to work, if you cannot work from home, as long as the business is COVID-safe;
- Children who are clinically extremely vulnerable can return to their education settings if they are eligible and in line with their peers. Where possible children should practise frequent hand washing and social distancing;
- You can go outside to buy food, to places of worship and for exercise but you should maintain strict social distancing; and
- You should remain cautious as you are still at risk of severe illness if you catch Coronavirus, so the advice is to stay at home where possible and, if you do go out, follow strict social distancing."

What support will be available after July?

From 1 August, clinically extremely vulnerable people will continue to have access to priority supermarket delivery slots if you have registered online before 17 July for a priority delivery slot.

NHS Volunteer Responders will also continue to offer support to those who need it, including collecting and delivering food and medicines.

The NHS Volunteer Responders Scheme has been expanded to offer a new Check in and Chat Plus role. This new role has been designed to provide peer support and companionship to people who are shielding as they adapt to a more normal way of life.

If you are vulnerable or at risk and need help with shopping, medication or other essential supplies, please call 0808 196 3646 (8am to 8pm).

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Government is committed to supporting local councils and voluntary sector organisations to respond to those who have specific support needs and requirements during the COVID-19 pandemic. Details of the support and advice available can be found here: <https://www.gov.uk/find-coronavirus-support>

The updated shielding guidance should not affect any social care or support you were receiving prior to the start of shielding.

Individuals should continue to contact their local council if they have any ongoing social care needs.

NHS Nightingale Hospital Exeter

Philippa Slinger, the chief executive leading the development of the NHS Nightingale Hospital Exeter, has provided an update on the hospital.

Philippa said: "We are grateful for the outstanding efforts in the development of the NHS Nightingale Exeter. This is a facility which will be used to ensure the South West is ready and well prepared for future healthcare requirements.

"Once the build and assurance are complete, the Nightingale Exeter will remain on standby, ready to provide care if required.

"We are grateful to the communities involved with the site for their support."

Visiting Torbay Hospital

If you have an appointment to attend any of our hospitals or clinics you are required to wear a face covering. This can be a homemade or bought mask or something like a scarf. You might find this very short video useful – watch it [here](#)

Social Distancing in Health and Care Settings

You will no doubt have seen the latest government announcement relating to the imminent change on social distancing rules, which allows social distancing of 1m+ in some environments where 2m is not possible.

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However, the guidance for health and social care settings **remains for a minimum of 2m** social distancing.

Debunking the myth: Hand sanitiser in cars DO NOT pose a fire risk

Following widespread news coverage claiming that hand sanitiser kept in vehicles can pose a fire risk, the National Fire Chiefs Council has refuted these reports and confirmed there have been no cases of such fires in the UK.

Roy Wilsher, NFCC Chair said: "We want to reassure people that this product will not combust if left in a car - even on the hottest day. For hand sanitiser to cause a fire it would need to come into contact with a spark."

"Hand sanitiser is very important in the fight against the spread of COVID-19, therefore it is essential we debunk this myth. We advise people to ensure they store their hand sanitisers in vehicles safely, which includes keeping bottles closed and out of direct sunlight, such as in the glove box. This will ensure the contents do not deteriorate and means bottles cannot be magnified by the sun. Sanitiser should also be kept away from naked flame."

First ever national patient video library

The exciting digital project, developed by the Trust with Health and Care Innovation (HCl) in partnership with Rocklands Media, is now due to reach more patients and health professionals nationwide, thanks to support from South West Academic Health Science Network (SW AHSN) and NHSX.

This extensive video library is an unrivalled digital source of professional advice for patients which is being rolled out nationally at a time when remotely delivered care is proving itself during the pandemic.

Collated by our clinicians advising on a range of conditions, the resource has already proved itself in improving patient experience in the South West of England. Patients say they trust the videos which give them the confidence to support themselves safely in self-care and triage, reducing the need for face-to-face consultations.



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The link to the existing local dedicated Torbay and South Devon NHS Foundation Trust library of hundreds of videos containing localised advice is on the Trust web site at this link: <http://videos.torbayandsouthdevon.nhs.uk/>

Daughter whose father died of COVID-19 donates iPads to patients

A loving daughter whose father died from COVID-19 is helping keep hospital patients in touch with their families remotely with digital help.

Aimee raised funds to buy the digital tablets which she gave to Torbay and South Devon NHS Foundation Trust as a way of patients reaching their loved ones and health professionals amid COVID restrictions on visitors.

The iPads include Attend Anywhere software, enabling access to video consultations with health professionals instead of face-to-face meetings which have been restricted due to infection control measures.

Thank you Aimee