

Date: 18 April 2019

Provider Newsletter: No 28

Dear Provider,

Welcome to our latest newsletter, we hope this keeps you up-to-date on our current news and provides some useful information.

Do you have anything you would like to share? Please let us know and we will feature it in forthcoming newsletters.

NHS Net

Are you having trouble opening Devon Cares documents, e.g. Excel, My Plans, etc?

This type of issue can be caused by not telling NHS Mail that it's a secure/private pc.

Best to make sure that the "This is a private computer" box is ticked –

Sign in with your NHSmail account

Sign in

This is a private computer

Unlock Account or Forgotten Password? [Click here.](#)

Once that's done, you should be able to download email attachments 😊

Disposal of clinical waste

Did you know that North Devon Council's specialist clinical waste team offer a free clinical waste collection service? Items can be collected from a named location accessible from 5 am on the day of collection. [Click here](#) for a link to their website for details. Please also [click here](#) to read NDC's definition and disposal of non-hazardous, infectious clinical and infectious/non-infectious sharps waste.

Serious Incident: Millbrook Gantry Hoist collapse

Following a serious incident recently, a newsflash was posted on Millbrook Healthcare's website. Providers need to give the following Information to carers using Gantry hoists:

- 1) When using Gantry Hoists, ensure carers are aware of the instructions to check prior to each lift that the gantry does not have the red marker showing at the top of the upright, which indicates the gantry is not tightly secured to the ceiling and is therefore unsafe.
- 2) Always ensure lifting motor and hoist straps are in a position vertically above the service user, i.e. reposition person or bed prior to lifting or lowering. Otherwise, it will cause excessive wear to the equipment and could cause the hoist to fail and become unsafe, potentially putting the safety of service users and carers at risk.
- 3) Any concern regarding the safety of any equipment MUST be reported immediately to Millbrook Healthcare. Tel. 0800 130 0011, www.millbrook-healthcare.co.uk/

Working Together Warm Homes Assistance Scheme

Wales & West Utilities has produced a Working Together leaflet which details support they offer to vulnerable people, including:

- Carbon monoxide (CO) safety and free alarms;
- The Priority Services Register (PSR);
- The Warm Home Assistance Scheme;
- Locking Cooker Valves;
- Extra Support

Please [click here](#) to view leaflet or contact Wales & West Utilities. Tel. 02920 278 868, [click for website](#)

Cold Weather/Winter Warm Packs

We may be moving into summer but frail people feel the cold even in summer. Solon Security offer community safety products throughout the colder months which are ideal for fighting fuel poverty and supporting independent living. Click [here](#) for details.

Packs include:-

- fleece blanket, hot water bottle and thermos flask
- woolly hat, gloves and thermal socks
- neck and hand warmers
- thermometer
- reusable canvas bag

Free Fire Safety Visit Service

Did you know that Devon & Somerset Fire & Rescue Service (DSFRS) offer free home fire safety visits? This service is delivered by trained Home Safety Technicians and usually takes 45 minutes to complete. During the visit the Technician can test, supply and fit smoke alarms and other specialist equipment, as required.



Devon & Somerset Fire & Rescue Service/Devon Cares Partnership No. 368

Some of the larger Devon Cares providers already have a partnership arrangement with the Fire and Rescue Service, enabling them to refer care customers for a free home fire safety visit quickly. For our smaller providers, we have set up a DSFRS/Devon Cares Partnership Agreement under Code 368. The purpose of this Partnership Agreement is to set out effective and efficient arrangements between DSFRS and Devon Cares for the provision of Home Safety Visits to potentially vulnerable members of the community. Please click on the link for details of the Partnership.

[Devon Cares 368 Partnership document](#)

To take advantage of this service and assist your care customers to do the same, please click on the links for the DSFRS introduction letter [here](#) and home fire safety request form [here](#).

Larger providers are encouraged to set up their own partnership direct with DSFRS. For details contact: Sallie Mckay-Roper, Community Safety Champion at smckayroper@dsfire.gov.uk

Fire risk re people who hoard

If providers are aware of any householders who hoard, they are encouraged to ring details through to the DSFRS so that in the event of a fire being reported at the property (or nearby) the fire service may require extra water/vehicles for the visit.

Pressure Relief: Solutions & Interventions: Reducing the Risk: It's Everybody's Business

Northern Devon Healthcare NHS Trust is offering free multi-disciplinary workshops for people who have direct patient contact. Workshops include discussion on pressure ulcers, causes, prevention, interventions to improve posture and reduce risk, and ways to facilitate movement and activity to reduce risk. Please [click here](#) to view flyer and booking details.

Devon Cares Annual Report 2018-19

Many thanks to those of you who have already shared positive feedback on your collaboration with Devon Cares. We would like the Annual Report to be beautiful as well as factual, so don't forget to send us some photos. Any individuals featured in the photos must have given consent to their photo being used. Photos can be of your staff with care customers, office-based staff or even of staff or care customers doing something completely different (those fancy dress or sponsored events some of you arrange, for example!) Please email photos to DevonCares@nhs.net

In the meantime, we are collating and will address any concerns you have expressed. Watch this space!

Awaiting packages of care

The team will continue to send out weekly emails regarding what is on the awaiting care list and please do contact the brokers if anything changes and you have more capacity.

Special thanks to ...

- Ark Nursing & Care Agency Limited for picking up several emergency night care packages for end of life clients on a Saturday;

- Dedicated Care for picking up complex care packages;
- My Willows for always looking for ways to help out

KPI returns

Some providers have asked for KPI dates in advance to put in their diaries.

Period	KPI dates	Last date for submission Fridays:
1	1 Apr to 28 Apr	3 May
2	29 April to 26 May	31 May
3	27 May to 23 Jun	28 June
4	24 Jun to 21 Jul	26 July
5	22 Jul to 18 Aug	23 August
6	19 Aug to 15 Sep	20 September
7	16 Sep to 13 Oct	18 October
8	14 Oct to 10 Nov	15 November
9	11 Nov to 8 Dec	13 December
10	9 Dec to 5 Jan 2020	10 January 2020
11	6 Jan to 2 Feb	7 February
12	3 Feb to 1 Mar	6 March
13	2 Mar to 29 Mar	3 April
14	30 Mar to 26 Apr	1 May

To assist with our returns, please let us have your figures before the final submission date. We appreciate your co-operation.

Zone 3 meeting with commissioners and others

Many thanks to those providers who were able to spare the time to attend the recent meeting in Tiverton. We hope you found it interesting and a useful opportunity to network and meet commissioners. DCC and RD&E representatives listened to the challenges facing providers and offered to do more to step in when issues require escalation, etc.

Diary dates

Proud to Care

PEN Conference 14 May near Exeter

For more details and to reserve your place at the conference and workshop choice, please [click here](#) for link.

All Provider and Devon Cares meetings

To be held in Barnstaple Library from 10.00 am to 12.30 pm

- Wednesday 15 May
- Wednesday 11 September
- Wednesday 4 December

Weekly Provider conference calls

Devon Cares hosts provider conference calls on Tuesdays and Thursdays. These calls give providers the opportunity to discuss any case-management issues they want to escalate with packages of care. It also enables providers to discuss PoC and where it would benefit both providers to swap.

Conference calls:

- Zone 1 – Thursdays at 3 pm
- Zone 2 – Tuesdays at 2 pm
- Zone 3 – Thursdays at 2 pm

Numbers for conference calls:

Telephone dial 0800 917 1950
Passcode 86719626#

There are times when we're alone on these calls ... please join us!

Regional weather forecast

Please refer to the Met Office website [here](#) for updates.

NDDH's Chief Executive Bulletin

A recent Chief Executive Bulletin included features on the following:-

- **Disability Champions at NDDH** - Lisa Baker, Senior Learning Disability Liaison Nurse, provides support and facilitates a good experience for service users with a learning disability. Lisa aims to roll out learning disability champions in each ward/department over the next 12 months to support teams with ensuring we are considering all reasonable adjustments for patients with learning disabilities.
- **Torrington Health & Wellbeing event** - A recent event at Torrington Community Hospital was attended by a wide range of organisations. Feedback included that it was a great opportunity for those organisations to network, find out how they can work together and refer people to each other's services.
- **RNLI helps launch new skin cancer awareness campaign**
Recently, two of NDHT's skin cancer nurse specialists (Laura Beer and Avril Bell) attended the induction of this year's North Devon RNLI lifeguards to kick off our 'Don't let cancer get under your skin campaign'.



The rate of cancer diagnosis is increasing year on year, particularly in the south-west, and it is important to diagnose and treat all cancers as early as possible in order for patients to have the most positive outcome. This campaign aims to get the message out to residents and visitors to the area about staying safe in the sun and skin awareness. Click [here](#) for more details.

EU exit

- At a special summit on 10 April, the European Council agreed to extend Article 50 until 31 October 2019. If the Withdrawal Agreement is ratified before this date, the UK will leave the EU on the first day of the following month.
- If the UK is still a Member of the EU on 23-26 May 2019 and has not ratified the Withdrawal Agreement by 22 May 2019, the UK must hold the elections to the European Parliament. If the UK fails to live up to this obligation, the withdrawal will take place on 1 June 2019.
- DHSC have said: 'It is important to note the legal default in UK and EU law remains that, until a deal is agreed and ratified, there is a risk of a no deal exit at the end of the extension period on 31 October 2019. We will need to consider how best to prepare for this scenario and the impact on no deal preparations'.

Please continue to review the information on

DCC's website: [Click here](#)

Local events



MHA is a charity providing care, accommodation and support services for 17,800 older people throughout Britain. Visit www.mha.org.uk

MHA's Barnstaple Live At Home has a new revamped newsletter featuring a range of events, trips, lunch clubs, etc. Click [here](#) to view spring newsletter and links below for other events.

- **Live at Home - Gardening Memories** - Fortnightly Wednesday meetings from 11 am to 1 pm throughout the summer starting 1 May at Holy Trinity Church Garden, Barbican Terrace, Barnstaple to share gardening activities, refreshments and time to relax. For details contact the office at Holy Trinity on 01271 374240 or email office@trinitybarnstaple.org.uk



- **Barnstaple Dementia Action Alliance** meet on the second Wednesday of every month at Barnstaple Library from 5–6 pm including refreshments. See attached [poster](#) for more details or email barnstapledaa@hotmail.com

Useful contact details

Natasha Koerner (Head of Service) 01271 337823/07971 822521
Vicky Hancock (Operations Manager) 01392 388060
Jill Thorne (Care Broker) – Zone 1 Champion 01392 388825
Rachael Jeffery (Care Broker) – Zone 2 Champion 01392 388826
Tanya Campbell (Care Broker) – Zone 3 Champion 01392 388824
Lindsey Coules (admin support) 01392 388828
ndht.DevonCares@nhs.net
Joe Street (Finance Apprentice) 01392 356946
If you are experiencing any issues with CareForIT or NHS mail then please contact our IT Service Help Desk. The Help Desk is manned 8.30am to 5pm Monday to Friday
NHS IT Service Help Desk 0300 123 1722

-Ends-