



HRCH



Autumn 2013

The Hounslow and Richmond Community Healthcare Magazine

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The magazine for staff, patients, carers and foundation trust members

Providing care that we and
our families would want to use

News in Brief

Compassion in Practice - 6Cs

Compassion in Practice is the new national three year vision and strategy for healthcare staff. Our staff attended a workshop focusing on this and the 6Cs: care, compassion, competence, communication, courage and commitment. They looked at how we can make it part of our everyday working lives.

Reports published

The Trust's Annual Report and Quality Account has now been published. Download it from the publications section of our website www.hrch.nhs.uk. We also have a limited amount of hard copies available on request by emailing communications@hrch.nhs.uk or calling 0208 973 3143.

Healthfair success

The Trust's first ever public health fair was a success as local residents came along to meet staff and find out more about our services. The event was followed by our Annual General Meeting, where the Trust's achievements and performance over the financial year were presented.

New booklet: HRCH

We have a new booklet that tells you who we are, what we do and features case studies from some of our services. The booklets are available in all our health clinics or you can request a copy by emailing communications@hrch.nhs.uk or calling 0208 973 3143

Staff nominated for awards

We have nominated three of our staff members for Leadership Awards from the NHS Leadership Academy. The awards recognise how improving compassion and the quality of patient care starts with leadership.

New health and social care service Supporting local patients



The new Richmond Response and Rehabilitation Team

A new joint health and social care service in Richmond will start improving care and providing vital support to residents from October 2013.

The Richmond Response and Rehabilitation Team will aim to provide seamless care to residents, support recovery and enable people to stay independent, in control of their own wellbeing, fit and healthy, as well as staying out of hospital, residential or nursing care, no matter their particular care need.

The service is primarily for elderly residents, people with a permanent disability and people who are in need of rehabilitation following a temporary illness or crisis at home.

Whereas traditionally, people would receive separate care from health professionals and social care professionals, one team will now work together to provide seamless, high quality care for residents. The new service is bringing together nurses and therapists from Hounslow and Richmond Community Healthcare (HRCH), together with therapists and social workers from the London Borough of Richmond,

into one service enabling a more person-centred approach.

The service will focus on offering a flexible period of support from the whole team depending on the person's wishes, needs and independence. It will operate seven days a week, accepting referrals and preventing people going into hospital when they could receive appropriate treatment in their own home. The service will also stretch investment from the NHS and the Council, to provide wider and more effective rehabilitation for Richmond residents.

The newly integrated service will also work closely with local GPs, and hospitals - including Kingston Hospital and West Middlesex University Hospital,

to support people to be discharged from hospital as quickly as possible and continuing independence at home. A clear care pathway following discharge from hospital, will ensure people get the right care, at the time and for the duration they need it, from appropriate highly skilled workers.

Jo Manley, Director of Operations at HRCH, said: "The new service will support people in the

community to help ensure they are getting the right care, at the right place and time for them and to help avoid unnecessary extra time spent in hospital. People should experience a smooth, effective and personal service from a team of health and social carers that focuses on what is most important to the person."

Cllr David Marlow, Richmond Council Cabinet Member for Adult Services and Housing, said: "As part of our plans to achieve greater integration between health and social care, this is the first of our services to join up with our health partners.

"Over the past few months our officers have worked closely with NHS colleagues to explore exactly how a joint service could work and the benefits it will have. This new service will now be available seven days a week and will work from within acute hospitals to help prevent unnecessary admissions.

"This service will mean that those residents who potentially require both social care and health support, who might be suffering from ill health or increased frailty, will have a more joined up response from those who care for them."

**Supporting
people to get the
right care, at the
right place and
time for them.**

New stroke service offered at home



The Richmond Rehabilitation team

The Trust is piloting a new service for stroke patients in Richmond, enabling them to receive expert intensive rehabilitation from their own homes following discharge from hospital.

The new service, which launched in July, enables patients to leave hospital earlier by offering the same high level of therapy in their own homes as they would receive in hospital. The service is provided by a specialist stroke rehabilitation team including physiotherapists, occupational therapists, speech and language therapists and rehabilitation assistants, who work together with the patient to maximise their rehabilitation.

Sue Newman, Clinical Manager, Neuro-rehabilitation and Adult Speech and Language Therapy Services said: "Recovering from a stroke can be very challenging and having the right care at the right time is vital to recovery.

"This new service provides expert help, and supports people from the moment they get home, optimising recovery and assisting them in regaining their independence."

The specialist team work closely with local hospitals to identify patients who are medically ready to leave hospital and would benefit from using this new service.

The new service is in line with the London Stroke Strategy which aims to improve stroke care and strengthen stroke prevention and rehabilitation services.

News in Brief

Follow and like us

You can get all the latest news, updates and information from us as it happens by following us on Twitter @HRCH_NHS_Trust and liking our Facebook page, Hounslow and Richmond Community Healthcare.



Team visits Pensioners Forum

The Patient Experience Team recently attended the Hounslow Pensioners Forum to help raise community awareness about the Trust's PALS & Complaints Service. The team described the work they do and how they support and advise patients, carers and their families on community health matters in Hounslow and Richmond.

Stonewall

We have joined Stonewall's Health Champions programme which supports NHS organisations across Britain to improve health services for lesbian, gay and bisexual people. Being part of the scheme enables us to receive advice and expertise on health services from the gay equality charity.

New post to support safeguarding adults

The Trust is currently recruiting for a new adults at risk post. The new post will provide vital leadership and guidance for staff when treating patients who are, or may be 'at risk'. An adult at risk is defined as someone more vulnerable to being harmed than other adults.

Flu jabs

We have joined the largest ever NHS staff vaccination campaign with a programme of local activity and clinics.

Last year the flu season led to more than a hundred deaths in the UK. People in at risk groups are more likely to develop potentially serious complications of flu, such as pneumonia (a lung infection), so it's recommended that they have a flu vaccine every year to protect them. For more information visit www.nhs.co.uk

News news news

We are always looking for news stories to feature in the newsletter. Please contact communications@hrch.nhs.uk if you have an idea or suggestion.

Protecting little Ears

You can now buy a range of ear plugs from the Trust's audiology service.

Custom made swim plugs for adults and children.

Children and adults are more susceptible to infection through exposure to water while swimming, especially in foreign water. Our custom made swim plugs can help prevent ear infections, protect against swimmer's ear, and are beneficial for individuals who have been advised to keep the inside of their ears dry.

The Trust's range of swim plugs include custom fitting, where an impression of the ear is taken before the bespoke product is created. Clinical advice from an audiologist is also available.

Find out more, including prices:

Visit our website www.hrch.nhs.uk, or call 020 8714 4108 or 020 8630 3337.

Other products, including ear protection against loud music and musicians' ear plugs, are also available. For more information visit our website.

Making a difference...

Every year our charitable funds make a big difference to our patients.

With your help we can support our patients, their families and carers. Your donations help us to support projects, improve facilities and buy additional equipment.

Each donation makes a big difference in helping to improve the health and wellbeing of patients within the communities we serve.

Whether you're running a marathon or baking a cake, any fundraising you do for us makes a difference.

For more information on fundraising visit our website www.hrch.nhs.uk/charitable-fund or click the logo in the website footer.

HRCH Charity

Make a Difference

Would you recommend our services to friends and family?

The Friends and Family Test, a national initiative to gather feedback from patients on their experiences, is now in use in some services across the Trust.

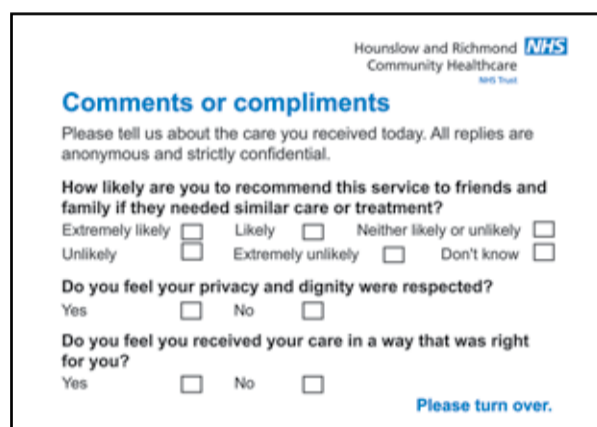
The test gives patients the opportunity to state whether or not they would recommend the service to their friends and family if they needed similar care or treatment. This feedback is then used to help us drive improvements in our services.

Initially the test is available at our Walk in Centre in Teddington Memorial Hospital (TMH), Urgent Care Centre in Hounslow and inpatient services at TMH. We have plans to roll it out across other services over the next year.

The initial scores from our two inpatient wards at TMH have been encouraging. Our average score for the first quarter of this year is 69, which is above the national average of 63.

The full results are published on our website.

For more information about our Friends and Family test, visit www.hrch.nhs.uk/friends-and-family or contact our Patient Advice and Liaison Service (PALS) on 0800 953 0363 or email pals.hrch@nhs.net



Hounslow and Richmond NHS Community Healthcare NHS Trust

Comments or compliments

Please tell us about the care you received today. All replies are anonymous and strictly confidential.

How likely are you to recommend this service to friends and family if they needed similar care or treatment?

Extremely likely Likely Neither likely or unlikely
Unlikely Extremely unlikely Don't know

Do you feel your privacy and dignity were respected?

Yes No

Do you feel you received your care in a way that was right for you?

Yes No

Please turn over.

Welcome from the medical director



Welcome to the latest issue of HRCH news. You'll see the latest newsletter has a new look and is full of even more news and updates from us.

It's been a busy few months for HRCH. Since our last newsletter, nationally we have seen the launch of the 6Cs (see the news in brief story on page 1). This national strategy reinforces our focus of providing high quality care to our patients and we have taken the time to consider and meet with our staff to see how we can further embed compassion into our services.

We are also in the process of recruiting a permanent chief executive, with Mark Millar in the role at the moment on an interim basis. We will update you on any appointment in due course.

We remain committed as an organisation to becoming a Foundation Trust as this would give us greater autonomy and hold us fully accountable to our local community. As we progress further down this pathway we will be looking for people to become elected governors. We hope to be able to update you on the exact timetable of this in the next issue.

You may have seen the government recently confirmed its commitment to integrating health and social care for the benefit of patients. We agree that this is the best way to support vulnerable people and we are currently working with the local councils of London Boroughs of Hounslow and Richmond and our Clinical Commissioning Groups (CCGs) to make this a reality for our local adult population. On the front page you can read about a pilot of this, the Richmond Response and Rehabilitation Team, which has health and social care staff from Richmond working together to provide integrated care to patients. We will update you further on this in future issues and on our website.

Finally, we have recently created a facebook page, please take the time to 'like' us and follow us on twitter @hrch_nhs_trust for our latest news, as it happens.

Rosalind Ranson, Medical Director

A day in the life of Inge Kievit, Advanced Nurse Practitioner

The Walk-in Centre (WiC) at Teddington Memorial Hospital is staffed by experienced nurses and offers advice and treatment for adults and children with minor injuries and illnesses. The team also has access to an X-ray department and pharmacy at the hospital.



10.30am

It's the start of my shift. I ask my colleagues how their morning has been so far and get ready to see some patients, the first of which presents with a problem to her foot, having dropped a heavy chair on it. I assess her and decide she needs an X-ray which shows a small fracture of her third metatarsal. I reassure her that it is a very small fracture that she can manage herself with ice, rest and elevation.

11.30am

I assist my colleague with a patient who is having problems with her big toe, she has a large haematoma, which is a collection of blood outside the blood vessels, usually in liquid form within the tissue. The patient requires a local anaesthetic for us to be able to lift the nail off, which we do and then treat a laceration.

The rest of my morning is spent seeing and treating patients with different conditions and injuries.

2.30pm

I have some lunch and return at 3pm, where I take over as the shift lead, which involves coordinating the shifts, allocating tasks to staff, supervising the Health Care Assistants (HCAs), answering telephone enquires, dealing with enquires from reception and prioritising patients treatment. It is fairly busy today; we aim to see all patients within 15 minutes of arrival, therefore I speak to patients in the waiting room, where I give them information about the waiting time and ask if they need any pain medication whilst waiting.

One of the patients is a little boy who has hit his head against a coffee table and has a cut to his forehead. I take him in the triage room and make sure he has no significant head injury symptoms, which he doesn't, so we clean and glue his wound together. I provide his mother with head injury advice and what to look out for, and I discharge him (with a sticker for bravery of course!).

6pm

The Walk-in Centre GP has arrived for their shift (the centre has a GP between 6.30pm-10pm on a weekday). I update him about the patients on his waiting list to be seen. I then continue seeing more patients into the evening, including a patient with a dog bite, a laceration to a finger, a chest infection and lots of insect bites and bee stings (it is summer after all).

By 9.30pm I am able to clear the department and write the board ready for tomorrow's shift. The Walk-in Centre closes at 10pm.

Today the WiC has seen 115 patients, all of which had an initial assessment within 15 minutes, and were seen, treated and discharged within four hours.

10.30pm

It's the end of my shift, so I leave to go home.

Staff members: Would you like to feature in 'A day in the life'? Email communications@hrch.nhs.uk

Norwegian minister visits FNP service



Norwegian Minister, Inga Marte Thorkildsen, meets a young mother to be on the FNP scheme

The Norwegian Minister for Children, Equality and Social Inclusion, Inga Marte Thorkildsen, saw first-hand the difference a Hounslow service is making to young mothers and their babies when she visited the service in June.

The Family Nurse Partnership (FNP) service is a health visiting programme that supports first time parents under the age of 19. The Family Nurse Partnership provides young mothers with one-to-one support to bring up their babies. They receive visits from nurses from early pregnancy until the child turns two.

At the event the Minister met with staff and mothers who have been using the service, to learn more about how the programme works and is being led and implemented in England.

The visit was organised for the Minister to see how the service runs, as the Norwegian government considers implementing the scheme in the country.

The Minister said: "I'm very pleased to be here finding out about the Family Nurse Partnership programme which I hope to implement in Norway. The experience has been very valuable to me, in particular meeting the young parents and their children who are taking part in the programme."

Siobhan Gregory, Director of Quality and Clinical Excellence, said: "We're delighted to welcome the minister here. This service provides vital support for many parents in Hounslow. It's clear the difference it is making here and we're pleased to be able to show how this scheme is giving new babies the very best start in life."

The service, which is jointly run by Hounslow and Richmond Community Healthcare and Hounslow Council, has been very successful, in particular seeing a reduction in mothers who smoke, higher levels of breastfeeding, more babies receiving their vaccinations and meeting development milestones.

Recently the government announced an extension to the FNP scheme following its success in services such as ours in Hounslow. This extension will provide more young and disadvantaged mothers with support and guidance from trained clinicians.

We need wool!

We are setting up a new kind of pain management group.

Knitting has long been associated with health benefits, alongside being an enjoyable, effective and innovative approach to pain management.

The group will provide vital support for people who suffer with pain and is being set up based on scientific and clinical evidence. It will be based in a community setting and bring pain sufferers together, therefore having the benefit of meeting and sharing other sufferers, further adding to the mental and physical benefits of knitting.

But we need your help to get it up and running. We are looking for people and businesses to support us in setting up this new group.



How you can help:
We need yarns, needles and patterns. Both new materials and those that have been sitting unused in cupboards.

Send them or drop them into:
Urgent Care Centre (UCC) reception or the pain clinic, both at West Middlesex Hospital.

Stoptober, it's like October but without the cigarettes.

Did you know that if you stop smoking for 28 days, you're five times more likely to stay smokefree?

For free help and support to quit in Hounslow call 020 8630 3255 or email: stop.smoking@hrch.nhs.uk

For help in Richmond visit www.stoptober.co.uk



Our thank you letters

We receive many thank you letters, here are a few of them:

To the Richmond physiotherapy team:
I just wanted to write to say thank you for great treatment at your Centre House (Sheen). It was very professional and gave me more efficient treatment that got me back on my feet relatively quickly. I could not ask for more.

To the Urgent Care Centre (UCC) team:
Yesterday we visited the UCC as our son had a very high fever. All the staff from reception through to nurses and doctors were really excellent, very friendly and attentive. Thank you for providing a great service.

To the Teddington intermediate care team:
We would like to thank each and every one of you for the marvellous care and attention we received during my husband's illness. Without your tremendous support he wouldn't be doing so well now – it is true progress is slow but the advice and care received from the team have made life so much easier.

If you would like this information in large print please call 020 8973 3143

www.hrch.nhs.uk



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