



Latest news for our members and stakeholders

February 2023

This newsletter has been written to update you, our members and stakeholders, with the latest news from across the Royal Devon University Healthcare NHS Foundation Trust.

Key updates

- Changes to mask-wearing and visiting on our sites
- Final call for COVID-19 boosters
- Industrial action update

Collaboration and partnerships

- Devon Carers helping with hospital discharge
- Creating an integrated care strategy for Devon

A great place to work

- Nurse recruitment success across the region
- Upcoming recruitment events
- Working together to improve recruitment in Devon
- Supporting our staff to help money go further

Recovering for the future

- Help us to get your loved one home when they are ready

Excellence and innovation in patient care

- Royal Devon launches Transformation Strategy
- Digital transformation – new app MY CARE improves patient information
- Acute Hospital at Home (AHAH)
- Take part in our latest study - E.mbrace

Key updates



Changes to mask-wearing and visiting on our sites

Following a robust review of our infection prevention and control measures across our sites, our visitors, staff and patients are no longer routinely required to wear face coverings unless it is their personal preference.

To help keep our most vulnerable patients safe, there are some exceptions to this, which can be found [on our website](#).

We have also been able to ease the visitor restrictions for our Northern services sites. Adult inpatients being cared for at one of our Northern services may now have two visitors, seven days a week, 10am to 8pm in most wards, (11am to 8pm in Critical Care with a rest period 1-2pm).

There is no change to visiting across our Eastern services at this time.

Maternity visiting

To ensure new mums and their partners have plenty of time to bond with their baby and can receive feeding support and rest we have reduced the Bassett Ward visiting times.

Two people can now visit from 3pm-6pm only, plus siblings of the newborn. One person can continue to visit 9am-8pm as before.

If you have a loved one in hospital, please help us to help you and keep them safe by not attending if you are showing any symptoms of COVID-19, flu or any other infection (such as diarrhoea and vomiting).

For more information on visiting, [please click here](#).

Final call for COVID-19 boosters

Sunday 12 February will be the last chance for anyone who has been invited for a COVID booster to receive their vaccination. We urge anyone who is eligible and who has not yet received their booster to make an appointment as soon as possible.

Industrial action update

We have received confirmation that the Royal Devon will be impacted by further planned Royal College of Nursing industrial action on 6 and 7 February 2023.

As before, colleagues and union representatives are working very closely together to ensure that patient safety and staff wellbeing are maintained as much as possible.

Please keep an eye on our website for further information.



Devon Carers helping patients leaving hospital

We're working closely with community partners like Devon Carers to improve patient experience and help manage flow across our hospitals. As well as providing a wide variety of support and advice to unpaid carers, Devon Carers can arrange six weeks of support after a patient is discharged from hospital if they are a carer or need support from a family member or friend.

Their support helps us ensure safe and timely discharge and provides a better discharge experience for patients and carers. The Devon Carers team regularly visit our inpatient wards across the Royal Devon and talk to teams about their service, helping to build greater awareness of the ways they can help.

To find out more about how the Devon Carers hospital service can support you, and how to request help, visit their website: devoncarers.org.uk/support/hospital-services

Creating an integrated care strategy for Devon

Key health and care partners across Devon have been invited to share their views on a draft strategy that will set the direction for health and care services across the region.

The One Devon Partnership is producing the health and care system's integrated care strategy and has recently shared a draft with local NHS organisations, local authorities, voluntary groups and community and social enterprise organisations.

The Five-year Joint Forward Plan, which sets out how this strategy will be delivered, is due to be published by the end of June 2023. These two documents are together known as the Devon Plan and we will share this with our stakeholders when available.



Newly registered nurses - recruitment boost

Recruitment has been a major issue for NHS trusts across the country and we have been working hard to make sure that we are able to recruit and retain the very best. Following two hugely successful recruitment events for final year student nurses, we are pleased to have offered roles to 54 candidates. We're looking forward to welcoming them to the Royal Devon team once they have received their NMC registration in the summer.



Upcoming recruitment events

We're on the lookout for even more caring and compassionate people to join our Royal Devon team! We're recruiting healthcare support workers, which includes healthcare assistants, theatre assistants, rehab assistants, therapy support workers and urgent community response workers. We're also looking for people to join us as allied healthcare professionals. If you, a friend or a family member would like to find out more about the opportunities on offer, please come along to our recruitment events - please follow our

Royal Devon Careers social media accounts for more information, including how to sign up for an interview!

Save the date!

- Healthcare Support Workers recruitment event:
Saturday 18 February, RD& E Wonford, Exeter
- Allied Healthcare Professionals recruitment event:
Saturday 11 March 2023, North Devon District Hospital, Barnstaple

Working together to improve recruitment in Devon

NHS organisations in Devon have come together to produce a series of recruitment films and a new website to promote medical careers across the county. The six films feature staff in who work across NHS services, including [Juliet, an oncology consultant at the Royal Devon](#). Over the next few months, the films will be promoted online and through social media so please like and share them if you see them. For more information, [visit the One Devon website](#).

Supporting our staff to help money go further

We know that things are really tough for so many people, including our staff of all roles and grades, and so we're doing what we can to support them with financial difficulties. We have a range of widely-available financial wellbeing support, information and ideas to help colleagues make their money go further, and following their feedback, we've also set up staff food larders across the Trust.



Help us to get your loved one home when they are ready

Our top priority is to help our patients get better and support them to leave hospital when the time is right, but we need the help of the public to do this.

No one wants to be in hospital for longer than they need to be. There is growing recognition that a lack of physical activity during hospital stays can be harmful for patients, especially in older people, and can lead to them being able to do less, as well as worsening any cognitive decline.

We want to do everything we can to ensure that our patients can leave hospital in a timely, comfortable and well-planned way, as we know that once people are well enough, the best place for them to recover is in the comfort of their own home. Our patients are only discharged when they no longer need hospital care and it is safe to do so.

If you have a loved one in hospital, please have a read of our [open letter](#), or please share this with anyone who would find it useful.



Royal Devon launches transformation strategy

Our new transformation strategy has launched! 'Our recipe for transformation' is a key part of our Trust 'Better Together' strategy. It sets out our plan for how we're going to transform and improve our services across Northern and Eastern Devon by engaging our staff, supporting and celebrating their ideas, using new technologies and continuing to learn together.

The transformation strategy will:

- Help foster a culture of innovation by harnessing staff and volunteers' ideas for improvement and celebrating success
- Improve patient care by delivering more appointments per year through smarter working and digital technologies
- Help make our care greener - supporting our Green Plan, which launched in the Spring of 2022

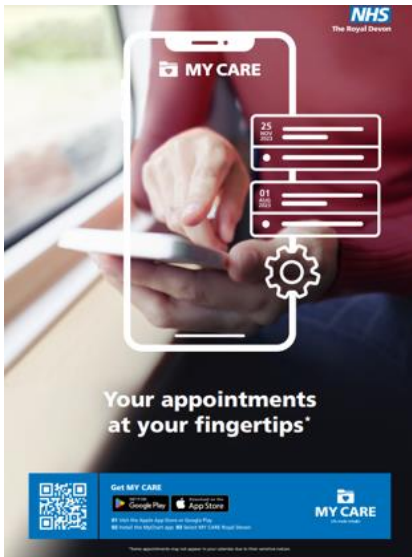
You can read the full transformation strategy under 'supporting strategies' on our [website](#).



Digital transformation – new app MY CARE improves patient information

You may have noticed that we've replaced the paper files and folders we used to keep for our patients with a new digital patient record system.

It means that every care team our patients visit will have quick, convenient and up to date access to their medical information – and this same information system is now available for our patients with our new MY CARE app.



MY CARE sits on a mobile phone or tablet through an app but can also be accessed via a computer. It brings a patient's medical information and interactions with their care team into one place. MY CARE allows patients to:

- See the results of most tests when they are available
- View their calendar for upcoming appointments
- Search for information on past appointments and clinical information provided by their care team
- Send a message directly to their care team if they have any questions
- Allow family members and loved ones access to healthcare and appointment information.

Find out more about the app and how to sign up [here on our website](#).

Acute Hospital at Home (AHAH)

Our Acute Hospital at Home (AHAH) service, which is nationally referred to as the 'Virtual Ward' programme, is a safe and efficient alternative to receiving care as an inpatient on a hospital ward.

It is currently running across our Eastern services and will be rolled out across our Northern services in a phased way over the coming weeks.

Anyone referred to our AHAH service will receive the same care, monitoring and treatment that they would from a hospital bed or from a local community service, but from the comfort of home.

Our AHAH team, which includes doctors, nurses, pharmacists, physiotherapists, paramedics, clinical support workers and occupational therapists, are in touch with patients on a regular basis throughout the day, and can be contacted 24 hours a day.

See what our patients have to say about their experience of AHAH [here](#).

Take part in our latest study E.mbrace

The Patient Research Centre Exeter are looking for people to take part in a clinical research study to assess the effectiveness and safety of a new vaccine to prevent bloodstream infections.

People aged 60 years or older with a history of urinary tract infection (UTI) are at an increased risk of developing a bloodstream infection caused by E. coli bacteria.

If you are interested, or you know someone who might be, you can find [more information here](#).

Follow the Trust on social media

Follow our Facebook, Twitter, Instagram, and LinkedIn pages for all of our latest updates as they happen.



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NHS and CARE working with communities and local organisations to improve people's lives

