

# TOWER HAMLETS COMMUNITY HEALTH SERVICES

Quarterly Newsletter October 2022

Enhanced Primary Care Team | Foot Health | Continence Service |  
Admission Avoidance & Discharge Service | Continuing Health Care



Welcome to the Community Health Services Newsletter. Our aim is to provide you with service updates and information that we hope will be of interest to you.

**Covid-19 and Bank Holidays update: Our services operate and are open as normal.**

## Tower Hamlets CHS Pharmacy Corner



### Keeping well in winter

#### Flu Vaccine

Flu vaccination is available every year through the NHS. It aims to provide protection to those who are at higher risk of flu-associated complications.

#### Covid-19 Booster Vaccination

Covid booster is being offered to those at high risk of complications of COVID-19 infection, who may have not been boosted for a few months.

If you are over 50, fall within a high risk category (or live with someone who does), pregnant or are a health and social care worker you should be offered an appointment between September and December 2022, with those at highest risk being called in first.

#### House bound patients

The house bound patients will receive their covid booster and flu vaccine administered by the Roving team. District Nursing Team (DNS) are not involved with house bound flu vaccination this year.



### Learning Disability Awareness

To mark the Learning Disability (week 20th-26th June) our staff member Phoebe Mooney, delivered a webinar open to all staff on what is a learning disability and how to support someone with a learning disability who is under our care .

The purpose of our joint event with the St Joseph's hospice was to support people with learning disabilities understanding of hospice care, and closing the gap between services.

It was for local residents with learning disabilities in Tower Hamlets in the hope to also help with Advanced Care Planning decisions and reduce any possible fears or worries.

## Meet the Team: The Advance Care Planning (ACP)

The Advanced Care Planning team is a small team of nurses who support patients who are nearing the end of life.

They offer supportive conversations with patients and their families, about their wishes for the end of life. This might include where someone would like to be cared for.

They also help with recording and sharing wishes around end of life, so that these can be respected and followed by other professionals.

They work closely with the District Nurses to ensure that the right care and support is put in place for people receiving end of life care at home.



Employee of the month for August 2022 goes to.....

*Mary Oníkoyí*

Team of the Month for Sept 2022 goes to.....

*Advanced Care Planning (ACP)*

## Feedback from patients in South East & South West Locality



What you told us

You do not always know what time our nurses are coming to visit you.



What we did

We will include the time band for your visit in your care plan and let you know

## Services and contact details for help with mental health issues:

**Tower Hamlets Crisis Line** —24 hour Mental Health Crisis Helpline **08000730003**. Available 24 hours a day including weekends and bank holidays.

**NHS 111:** dial 111

**Sane Line:** **03003047000**. (6pm-11pm everyday) [www.sane.org.uk](http://www.sane.org.uk).

**Samaritans:** **08457909090** (24hours everyday) [www.samaritans.org](http://www.samaritans.org)

## Contact Numbers by Service

### Rapid Response

Open 8am-8pm  
7 days



**0300 033 5000 \***

### Continence Service

Open 9am -5pm  
Mon- Friday



**020 7771 5795**

### Continuing Health Care

Open 9am-5pm  
Mon-Fri



**020 7771 5680**

### Enhanced Primary Care Team

*(Community Health Teams)*

Open 24 hours  
7 days



**0300 033 5000 \***

### Foot Health Service

Open 8.30am—  
5.00pm  
Mon- Fri



**020 7771 5775**

*\*The Single Point of Access (SPA) is the first point of contact for patients and referrers for these services*