

TOWER HAMLETS COMMUNITY HEALTH SERVICES

Quarterly Newsletter September 2023

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.

Advice & Information

Using Emollient and skin creams safely.

Emollient and skin creams come in a many forms including soap alternatives and are an

effective treatment used to prevent or treat dry skin conditions like, Eczema, Bed sores,

Ulcers and Psoriasis.

It's important to be aware of the fire safety risks if you or a person you care for needs to use emollient and skin creams.

Emollient/skin cream residue on fabrics such as bedding, clothing and dressings can increase flammability, even from just one application.

How can you use emollients more safely?

- Anyone using emollients or skin creams regularly should keep well away from fire, naked flames or heat sources. A build up of residue on bedding, clothing and dressings can increase flammability.
- Don't smoke
- Loose clothing can easily catch fire – take care not to lean over a hot hob and roll up your sleeves if possible when cooking.
- Keep candles away from your clothing, including when lighting them.



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. Please contact your GP practice for further information.

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. Please contact your GP practice for more information.



Patient Feedback, Frailty (Older Person's Clinic)



What you told us

100% Positive feedback on the service- Nil Negative feedback given for June.



What we did

We've done great. Thank you for your positive feedback

Important Updates

Congratulations...

Welcome to the Team...



Liz Young recently joined the Advance Care Planning Team in Tower Hamlets and we are really delighted to have her in the team.

She is a highly experienced learning disability nurse who is passionate about supporting people with learning disabilities and their families especially as they near the end of life.

Employee of the month for September 2023 goes to...

**Janine Myers,
Quality & Compliance Lead**

Announcements

HSJ Patient Safety awards.

The South East Locality Safety Huddle attended the finals of the HSJ Patient Safety awards on 18th September, having been nominated for their integrated working in relation to safeguarding.

Although they did not win, it was a great celebration of the benefits of partnership working between district nursing, social care, home care and mental health.



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.

Samaritans: **08457909090** (24-hour everyday) 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



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*