

Community

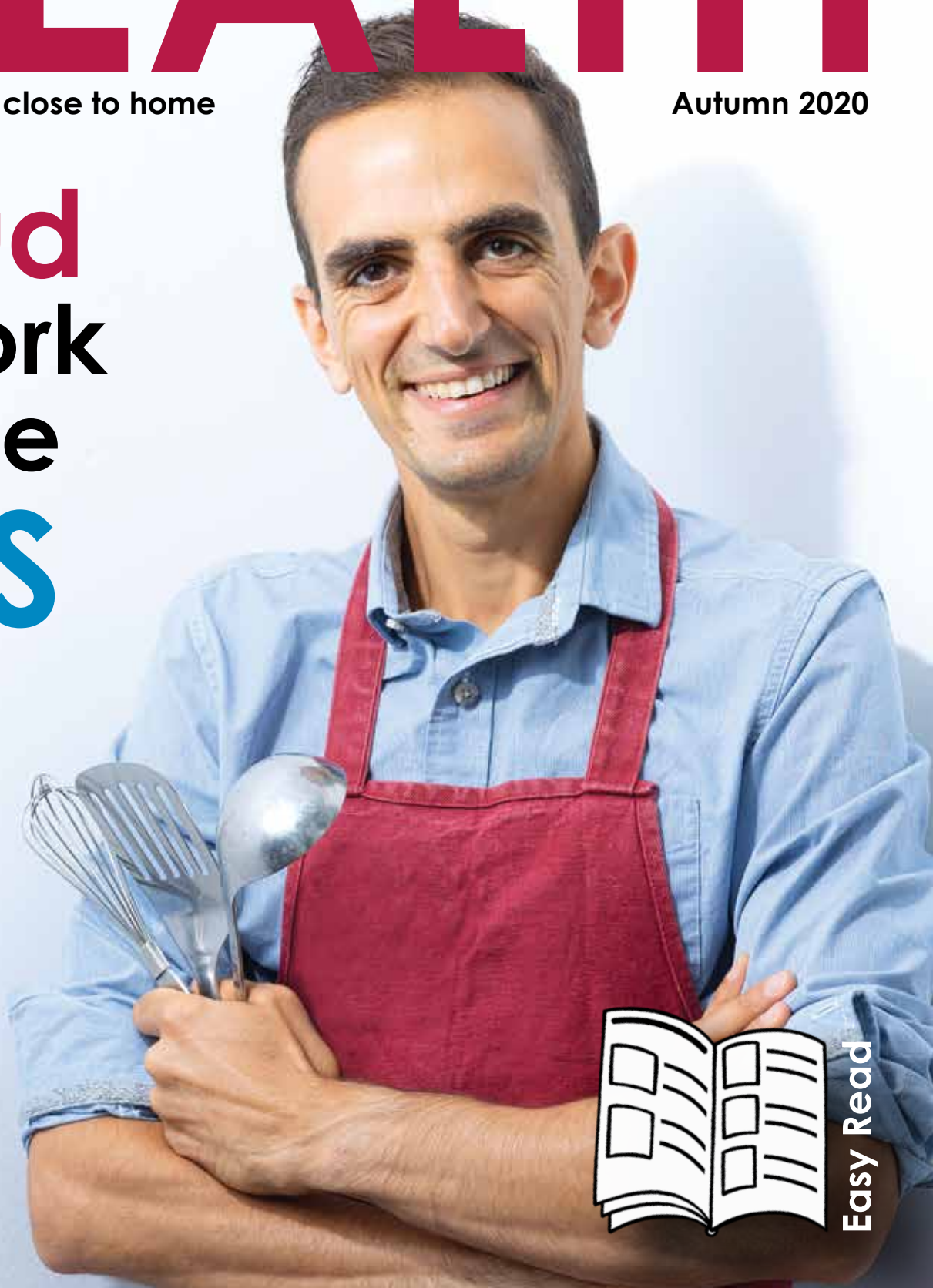
HEALTH

Caring for you, close to home

Autumn 2020

Proud to work for the NHS

How Yiannis
helped in
the hospital
kitchen during
COVID-19



Hello!



This magazine is made by Kent Community Health NHS Foundation Trust.



The magazine is full of stories about people we have helped. It has information about our NHS services and how you can contact us or get involved.



We hope you like it.



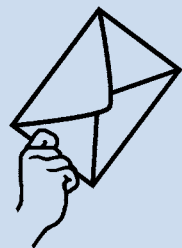
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Get involved!

Do you want to...



...have your say or ask a question?

Contact our Patient Advice
and Liaison Service (PALS)



Phone 0800 030 4550



Text 07899 903499



Email kentchft.PALS@nhs.net



...volunteer for us and help out?



Phone 01233 667810



Email kentchft.engagement@nhs.net



become a member?



Website

www.kentcht.nhs.uk/membership
and fill in the form



Phone 0300 7900 506



Email kchft.comms@nhs.net



YOUR SHOUT



We love hearing what you think. This is what some people said about us during COVID-19.



Sharon Burchell-Lovell said:
 "Thank you to Caroline Essenhig and the nurses at Tonbridge Cottage Hospital who gave such great care to my mum during the last few weeks of her long and happy life."



"Our family cannot thank you enough for helping us to FaceTime mum as this was the only way we could connect with her."



"Thank you to nurses Sharon Weeks and Wendy Willmore. In addition to clinical skills, the care, empathy, kindness and reassurance they provide is outstanding."

Our COVID-19 heroes



"Lee Moore came to install two grab rails and a step into our garden. I wanted to commend him for the efficiency with which he carried out the work, the care he took to abide by COVID-19 rules and his kind and helpful manner."

South East DriveAbility



"I felt safe because they were always in personal protective equipment (PPE); always friendly and doing their best. The nurses are great and I am impressed with the care; patient care is their priority."

Community Nursing Team, Folkestone



"I attended minor injuries first thing due to an infected bug bite. I was very concerned, but the restrictions in place for COVID-19 are very safe and the staff could not have been more wonderful."

Sevenoaks Minor Injury Unit

Tonbridge Cottage Hospital **reopens**



4 months ago, a water pipe burst at Tonbridge Cottage Hospital. The ceiling came down and there was lots of damage.



The patients were all okay and were moved to other hospitals for their care. The nurses also moved to help at other hospitals.



The damage at Tonbridge Cottage Hospital has been fixed now. There are also 2 new wet rooms and a better nurses station.

Val.



The hospital is now open again. Staff Nurse Val Matthews said: "There's no place like home and it's great to be back."

Dental team helping people to **smile**



We usually give out 800 toothbrushes and toothpaste every month to families who need help. Because of COVID-19, a lot more people needed help.



Surjeet Jhheent, who works for KCHFT, said: "When families are struggling with money, obviously food is a necessity, but so is oral health."



Luckily, a company called GlaxoSmithKline donated lots of toothpaste to KCHFT so we could help more people.



We have sent more than 5,000 toothbrushes and toothpaste to families, with help from food banks and the Salvation Army.

Thank you to our volunteers



We have more than 500 volunteers who help in our hospitals, do office work or go to meetings and groups. 25 new volunteers joined us during COVID-19.



Jess Webster volunteered in the kitchen at Edenbridge and District War Memorial Hospital, making food and tea for patients.



Mark Vooght volunteered at Faversham Cottage Hospital, delivering letters to patients and making patient note packs.



Joanne Wigginton volunteered before and during COVID-19. Joanne helps our Health Visiting Team in Gravesend.

Thank you to our community



During COVID-19, we were given lots of kind donations from people and companies in the community.



The Salvation Army cooked free bacon rolls and gave out teas and coffees to NHS staff at hospitals and offices.



Sewing groups around Kent made scrubs and washbags for NHS staff so they could stay safe and clean.



Lots of people donated to our charity, i care. For example, Olly Pitt raised £531 by playing games and shaving his head.



Covid-19 heroes

Julie



Julie Caddock is a clinical services manager. During COVID-19, she also helped the cleaning team at Edenbridge District War Memorial Hospital.

Julie helped with cleaning and handing out tea, coffee and lunches. She said: "I volunteered as I wanted to help out and welcomed the opportunity for a totally new experience."

Eilidh



Eilidh Kessack is an apprentice healthcare assistant at Whitstable and Tankerton Hospital. During COVID-19, Eilidh sat with her patients so they were not alone.

She also helped patients speak to their families on the phone. Eilidh said: "I care for these patients a lot, so it's very sad. But I have just had to get on with it and show them we are there to care and support."

Yiannis



Yiannis Christodoulou is usually a market and information analyst. During COVID-19, he helped in the kitchens at Whitstable and Tankerton Hospital.

He said: "I was helping to prepare food for patients, nurses and doctors. It was a completely different job and skill set, but I knew I had to help our frontline colleagues and make a difference."

Olivia



Olivia Tengende is usually a nurse at Queen Victoria Memorial Hospital but had to shield at home because of COVID-19. Olivia was moved to the staff resourcing team and was able to work from home.

She said: "I missed nursing and wanted to be on the ward with my colleagues, but it wasn't possible. At least I was doing my bit and helping in some way."

Our choir



Our choir sung a special version of the song 'This is me' from the Greatest Showman. It is called 'Stay at home' and is about supporting the NHS and our community.



KCHFT staff like nurses, healthcare assistants, directors and administrators are in the choir.

The song has been seen 54,000 times on social media.



You can watch it here:
<https://vimeo.com/403657372>

Back to work at KCHFT

Ollie Gray used to work at KCHFT as a physiotherapy assistant. He left in 2018 to go back to university.

Ollie is now back at KCHFT. He said: "I am over the moon to be back, back with the learning disability team and working as a physiotherapist."

Because of COVID-19, Ollie has to work a bit differently. He said: "I never thought the first patient I would visit in my new role in the community would require me to be dressed in personal protective equipment (PPE)."

Ollie



We are
outstanding

We are the third community trust in England to be rated outstanding.



70% of our staff would tell other people to work at KCHFT.



#BesideYou Kent and Medway started. It helps mums and families with breastfeeding support.

We help three million people.

1.5million
in Kent

1.5million
outside Kent

Our budget for 2019/20 was £240million.



We saw over 2.2 million patients.

A snap shot of our year 2019/20

We have more than 500 volunteers who support services.

Our South East DriveAbility Service and Fire and Rescue East Sussex worked together to make people safe at home and on the road.



Our mobile dental unit has been helping patients in London for a year.

We want to look after the environment. We have electric car charging points and sustainability champions across the trust.

One You lifestyle advisors saw 2,594 new patients.



100 Time to Change champion colleagues.

We now have a KCHFT football team and over 100 Time to Change champions.

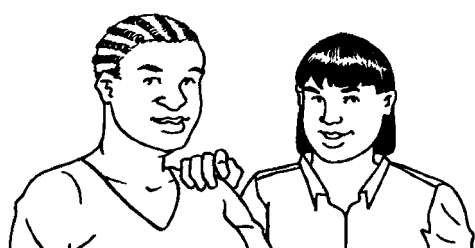
We have over 138 quality improvement projects helping to make our services better.



Kent and Medway Clinical Commissioning Group was created on 1 April 2020.



Can you help us to make things better?



If you are a patient or carer,
you can join our **People's
Network** or **Patient and
Carer Council**.



You will be able to:

- join in groups and meetings
- help give training to our staff
- interview new staff.

Contact us if you would like to help:



Email kentchft.engagement@nhs.net



Phone 01233 667810



Text 07880 700529