Welcome to the seventh edition of the Quality Innovation newsletter, we hope that you found our earlier edition informative, thank you for the positive feedback and for those good new stories!

National Awards

We are delighted to have been shortlisted for a National Award! The National Patient Safety Awards will be held in Manchester on 4th July and Quality Innovation have been shortlisted for the ‘Best Patient Safety Improvement Team’ category, there are nine other teams shortlisted in this category and competition is tough.

Prosper Champions Days

April and May saw the Spring PROSPER champion study days take place around the county. There were 4 events held, one in each quadrant and these continue to prove popular with a total of 112 staff representing 42 homes in attendance.

The staff who attended were treated to a packed agenda that offered refresher workshops in a number of different subjects, these where delivered by health professionals and other partners and included: Dysphagia, Wound Care, Infection Control & handwashing, Falls prevention, Catheter Care Management, Diabetes, Medication and Communication

We also had our Innovation Fair consisting of the Wheel of Dignity, Dementia Activities, the Communication Game and a challenge to learn and cascade the 5 principles of MCA to their colleagues.

If this wasn’t enough each event had an appearance from the one and only Mr Potato Head, who was on hand to help teach staff all about PDSA Cycles, and how they can be used as part of PROSPER when the home looks at implementing a small test of change.

Feedback form the events has been really positive;

- Fantastic Day! Really useful, relevant and informative. I would like all our staff to have access to this.
- Very Informative. Good update/reminder
- It was very educational and enlightening"
- Brilliant Day – Brilliant Training
- Would defiantly recommend this to other staff to attend.
Train the Trainer

We told you in our last newsletter about the Train the Trainer sessions for Domiciliary Care Providers in West Essex. Twenty six attendees received training on Catheter Care Management; Hydration, Stoma Care and Oral Healthcare and are now equipped to cascade their knowledge to the staff team. This is an approach we are planning to roll out across the county and are currently planning similar sessions in North Essex.

If you are a domiciliary care provider and deliver care packages in North Essex, and wish to express your interest in attending the proposed training sessions please email us at Quality.innovation@essex.gov.uk we will ensure you are invited once dates are confirmed.

Access to Health Launch

26th April

Wednesday 26th April saw the launch of the Access to Health films made by the Quality Innovation team in partnership with Colchester Institute film students, Health colleagues and Health Access Champions from Essex. The aim of the films is to show the process people go through during various health appointments. They cover giving blood, MRI scans, A&E, Emergency ambulance and the Dentist.

These experiences can be daunting for anyone but for people with a learning disability and/or Autism they can be especially scary. They often involve being touched, confined spaces, noisy environments and the fear of pain all of which can cause anxiety and often put service users off from attending hospital appointments.

We hope that by watching the films on a regular basis that service users will become desensitised to the environment and the process they could go through.
The launch at County Hall in Chelmsford was attended by people who use services, providers, health professionals and ECC’s Health Access Champions where there was an opportunity to view the films.

The films are available on the Essex County Council You Tube page with the following links:

**Dentist**
https://www.youtube.com/watch?v=clmkwuGW6jE

**MRI Scan**
https://www.youtube.com/watch?v=ZOt8tDfvoE4

**Blood test**
https://www.youtube.com/watch?v=lyp_myNGWhw

**Accident & Emergency**
https://www.youtube.com/watch?v=tjey-BUm9Y

**Ambulance**
https://www.youtube.com/watch?v=1qV2GajM12U

They have also been loaded on to a number of rechargeable film brochures that play the films automatically.

The idea behind the video books is to make the information portable, instantly available and suitable for those people who cannot look at computer screens. They are available with two different covers, a standard card cover and a hardback cover which is more durable.

If you think the film brochures would be useful in helping service users to overcome fears around health services and would like to have a copy/copies then please contact Jenny Peckham at jenny.peckham@essex.gov.uk

We would also be grateful for any feedback if you have viewed the films or used the film brochures as this will help us to improve any future support and communication.
National Smile Month - 15th May until 15th June

National Smile Month is organised and run by the Oral Health Foundation (previously British Dental Health Foundation), a leading national charity working to improve oral health. Their goal is to improve people’s lives by reducing the harm caused by oral diseases, many of which are entirely preventable. The campaign hopes to raise awareness of important health issues, and make a positive difference to the oral health of millions.

Whilst we may be able to manage our own oral healthcare many of those that you care and support will need assistance and guidance to maintain good oral healthcare so to support you in delivering good oral healthcare, we are working in partnership with the Oral Health Manager from Community Dental Services to deliver some ‘Train the Trainer’ style sessions to residential homes across Essex.

Train the Trainer Sessions

We will be running four events across the county for Older People Residential Care staff on the following dates;

13th June 2017 - Hamptons Sports and Leisure Centre, Chelmsford

20th June 2017 - Colchester United Football Club, Colchester – FULLY BOOKED

13th July 2017 - Latton Bush Centre, Harlow

18th July 2017 - Watt Tyler Country Park, Basildon

These sessions are suitable for a staff member who would be confident enough to cascade the information back to your staff team. Bookings can be made by requesting a booking form from Quality.Innovation@essex.gov.uk

- The UK spends £5.8 billion a year on dental treatments
- More than a quarter of adults only visit their dentist when they have a problem.
- Only 6% of adults have no natural teeth. In 1978, the figure was as high as 37% in the UK
- 31% of adults have tooth decay
- 29% of us suffer from regular dental pain

For more information on National Smile Month
http://www.nationalsmilemonth.org/
and for top tips on Oral Healthcare
http://www.nationalsmilemonth.org/oral-health-tips/
New Recruits

A group of local unemployed young people have found work in Health and Social Care thanks to a partnership between The Prince’s Trust, TLC Care Homes Ltd and Colchester Institute.

Eight young people have secured jobs at TLC Care Homes, which provides residential care and supported living services for adults with learning difficulties.

The young people were taking part in a six-week course by The Prince’s Trust called Get into Healthcare, which is designed to address the skills gaps that prevent young people from getting into work. The programme is supported by Health Education East of England to help young people into work and encourage them to access the wide range of career opportunities within the health and care sector.

The course included a combination of classroom and practical activities including placements at TLC Care Homes where the young people gained vocational experience to help them make the transition into work. TLC Care Homes were so impressed with their commitment and enthusiasm that they offered every young person a job or an apprenticeship following the programme.

Alan Betts – Director of Operations for TLC Care Homes Limited said, “This programme has supported a number of young people into Adult Social Care, setting them on a clear pathway in terms of their future careers in the sector. It has been a pleasure to work with The Prince’s Trust and Colchester Institute, with collaborative working and the vision that together we can make a difference, being at the heart of the programme. We look forward to working with everyone on similar projects over the coming year”.

Ty Leach from Braintree was unemployed before joining the programme. He said, “With nothing to do, I was spending time out on the streets and at risk of getting into trouble. This course gave me the chance to do something constructive, built my confidence and helped me realise that I want to pursue a career in care. I have done different courses in the past, but this was the first time I was treated with respect and felt people really wanted me to succeed. I would highly recommend The Prince’s Trust to anyone.”

Tracey Macrae, Business Delivery Manager – Health & Education for Colchester Institute said: “We are privileged to be involved in such a positive employability programme. Alongside the delivery of key qualifications needed for a successful career in health and social care, our specialist staff engaged the young learners with a variety of innovative activities including digital media techniques and Mindfulness.” Richard Garnett, Programme Manager for The Prince’s Trust, said, “As well as providing training and
Innovation Newsletter

Issue Seven May 2017.

eexperience, our Get into programmes instil young people with the self-belief they need to find a job and kick-start their careers. We would like to thank our partners Health Education East of England, TLC Care homes and Colchester Institute and we look forward to our next programme in May. Congratulations to the young people on this programme who are now making great strides towards a successful future.”

Youth charity The Prince’s Trust helps unemployed young people to get their lives on track. Three in four young people supported by The Trust move into work, education or training. For more information visit;

www.princes-trust.org.uk

Congratulations to the young participants, we wish them well in their new careers.

North East Essex Diabetes Service (NEEDS) are providing Education to Health Care Professionals and staff working in Residential Care Homes. This is to promote improved patient care, up-skill care staff and increase awareness around all aspects of Diabetes Care for residents. In compliance with Diabetes UK – Good clinical practice guidelines for care home residents with diabetes 2010.* Homes that are trained are required to nominate a Champion, this will involve cascading the training to new staff, leading on the initiative within the home and informing NEEDS of new residents with Diabetes.

Why become a champion? It has its own rewards with advanced diabetes knowledge, recognition from management and peers, sense of achievement, job prospects and ongoing support from our Specialist Team. Champions will get regular updates by coming to meetings and you can meet other champions, giving you the opportunity to discuss issues together?

If you are interested and would like training, please contact Jill Pickard on 01206 879720 or email jill.pickard@nhs.net

For more information about Diabetes please go to the following websites.


Prevention and control of infection in Care Homes

The Department of Health has a very helpful and informative document which gives good guidance around preventing and controlling infection in care homes with clear easy to follow charts and diagrams that are helpful for staff and visitors, to download the document please view via;

To help understand how infections can spread and take action to prevent it happening, refer to this handy table:
What Matters to You? Day
6th June 2017

Ask what matters… listen to what matters… do what matters…..What matters to you?’ day started in Norway in 2014 with the aim of encouraging and supporting more meaningful conversations between people who provide health and social care and the people, families and carers who receive health and social care. On or around 6 June we will be encouraging people to have a ‘What matters to you?’ conversation with people they support or care for. Our aim is to encourage people to keep having these conversations beyond ‘What matters to you?’ day.

The What Matters to you question can be asked in different ways:
- What are the things important to you at the moment?
- What are some of the things you would like to achieve with our support?
- When you have a good day what are the things that make it good?

Join the worldwide event by registering at http://www.whatmattersyotou.scot/ where you can get further materials to support your What matters to you day.

Dementia Awareness Week - 14th - 20th May

14th – 20th May was the Alzheimer’s Society ‘Dementia Awareness Week’, to help raise awareness of Dementia the Quality Innovation team hosted an interactive information stall outside Chelmsford Library in County Hall.

County Council staff and members of the public had the opportunity to speak to us about supporting someone who is living with dementia, learn some facts and test their own knowledge on our dementia Quiz.

With 225,000 people developing dementia this year the equivalent of one every three minutes it is an issue we all need to be aware of and unite to help those individuals who are living with dementia to have a better experience in a community that is dementia friendly, we can all play our part individually by becoming a dementia friend through the Alzheimer’s Society, to find out where you can attend an information session or a training session to become a Dementia Champion please follow the following link;

https://www.dementiafriends.org.uk/
Learning Disability Week

19th - 25th June

Learning Disability week is 19th - 25th June and this year focus will be on employment and raising awareness of the benefits of employing people with a learning disability to tackle the current low levels of employment. Around 8 in 10 working age people with a learning disability have a moderate learning disability but fewer than 2 in 10 are in employment.

During the week Mencap will be sharing

- New research that highlights the benefits of employing people with a learning disability
- Stories from employers about their experience of employing people with a learning disability
- Stories form employees with a learning disability about their experiences in paid work.
- A new series of accessible guides for people with a learning disability about finding work.

If you have a story you would like to share contact Mencap on stories@mencap.org.uk

Or follow the action on Twitter using the #LDWeek2017

More information can be found at; https://www.mencap.org.uk/get-involved/learning-disability-week-2017

A local event is been held at Colchester Library on Wednesday 28th June 10am – 2pm for individuals and their family/ carers, the following companies will be present to provide information and advice

HPFT; Hertfordshire Partnership Foundation Trust
ACE; Anglian Community Enterprise
ECC; Essex County Council
Health Watch; Information on Health and Social Care Services
ECL; Care and Wellbeing Company
CoCo Care; Vocational Day Service for Adults with LD
Essex Carers Network; Website for People Caring for a Person with LD
Bright Lives; Life Skills and Personal Development for LD

There is a café on site providing coffees, teas, sandwiches, cakes and biscuits

Safety Alert

The College of Occupational Therapists in consultation with the NHS and supported by the Royal College of Nursing has created a practice briefing which highlights a situation where a person died from injuries as only 2 of the 4 brakes were applied on a bed (on wheels) and the bed moved. Please read the separate document sent out with this newsletter which details the concerns and appropriate practice.