Welcome to the April edition of the PROSPER newsletter, designed to keep you updated with the progress of the PROSPER project.

‘Hands on Care’

Have you ever noticed how often hands are used as a training aid or a means to remember various aspects of care? Well care is definitely hands on so we thought we’d feature a different ‘hand’ in each issue, becoming a regular feature. Below are some of the hands and topics we will be looking at covering over the coming months.

Top Tips For Safer Swallowing

Have residents sitting in an upright position for all meals and drinks

Remain sitting upright for at least 30 minutes after eating and drinking

Reduce distractions around residents whilst eating and drinking

Avoid talking whilst eating and drinking

Give residents plenty of time so meals are not rushed

Encourage small bites of food and small sips of drinks

Follow SLT recommendations
‘Hands on Care’

This Month’s ‘Hands on Care’ is The 5 Key Principles of MCA. This is a simple but effective way for all staff to learn the key principles around MCA. By getting staff involved by using their own left hand and explaining each principle with a different finger, even using things like wedding rings and the “under the thumb” motion to explain the principles, making it really sink in and stick in your mind.

We have currently been using this training method at the ongoing PROSPER Champion study days, and the hand has received very positive feedback from the staff who have attended.

If you would like a copy of the Hands MCA training pack please email Prosper@essex.gov.uk

‘Handy’ Pocket Guide

Skills for Care have created a ‘handy’ pocket guide that has “What is the Mental Capacity Act” on one side and the “5 Key Principles” on the other.

To get your ‘hands’ on a copy click on the link below:

Manning’s Methodology Corner

By Rod Manning, Prosper lead

We are currently running a series of PROSPER Champion Study Days where we are introducing carers to Mr Potato Head, who is fast becoming a social media sensation (see @ProsperHF), to demonstrate the purpose of PDSA cycles. Consequently we felt it would be a good time to remind you all of the concept of using PDSA cycles as part of quality improvement.

PROSPER uses Quality Improvement methodology of PDSA cycles (plan, do, study, act) which means plan your idea, try it out and look back and see what worked. You then either keep on doing it or may need to tweak the idea and retest, starting the PDSA cycle again.

First of all you have to know what it is you are trying to achieve and a SMART aim will help to clarify this. This means it needs to be Specific so everyone knows what you are trying to achieve, Measurable to see if what you are doing is working and although your aim should be stretching it also needs to be Achievable and Realistic. Finally your aim should be Time bound, set yourself a goal date to work towards.

The Monthly data tool and safety cross will help you to measure your aim and show everyone how well you are doing!

Completed worksheets can always be referred to during future projects, and additionally provide very good evidence of continual improvement.

To request one of these worksheets please Email: Prosper@essex.gov.uk
Or ask Karen or Rod when they next visit.
Highfields Nursing home, in Saffron Walden, have come up with a fantastic new idea. The home have been focusing on falls since starting cohort 2 of Prosper, and had some real success with staff engagement by using the Falls Safety Stick from the PROSPER toolkit. Nicola Rand, Manager, decided to help staff to become more aware of the analysis side of why a fall may happen and created the Falls Clock.

The clock is split into different coloured rings representing each part of the home i.e lounge etc, and has the 24hour clock round the outside. When a fall happens the staff will then put a gold star on the colour where the fall took place and the time it happened.

A new clock is used daily, but at the end of the week the staff can then look back at the clocks and visually see if there are any trends happening. The trends can also be split into whether falls are happening mainly at a certain time of the day, which could mean things like more staff could be needed, or that the falls are happening mainly in a certain part of the home i.e the Lounge and this could be because of hazards like wheelchairs in the pathway of residents when walking. Nicola advised that the new innovation is working well at the home, we interested to see what the staff do with the information and the actions they will put in place to look at reducing falls further in the home.

Visual aids are always good to engage people, and the Falls clock is a great way of giving staff further empowerment to make a difference.
Other News…

National Smile Month 2017

Oral Healthcare is really important for the elderly especially if they are living with Dementia as it can impact their health and have knock on effects such as not eating or drinking.

More than half of people living in care homes have tooth decay.

Help promote the importance of Oral Healthcare during National Smile Month from 15th May to 15th June.

The campaign aims to promote three key messages which will help all of us maintain good oral healthcare:

- Brush your teeth last thing at night and on at least one other occasion with a fluoride toothpaste.
- Cut down on how often you have sugary foods and drinks.
- Visit your dentist regularly, as often as they recommend.

More information on this initiative can be found at National Smile Month 2017 - National Awareness Days Calendar & Download 2017

If you organise an event to coincide with the campaign remember to send us your photos to be included in a future newsletter

All residents should have an oral health assessment when they move into the home which asks key questions.

Download an Oral Health Assessment tool from the NICE Improving oral health for adults in care homes quick guide https://www.nice.org.uk/about/nice-communities/social-care/quick-guides

Key Questions on Assessment

- How do you usually manage your daily mouth care and what help would you like?
- What dental aids do you currently use? For example, manual or electric toothbrush, mouthwash, floss.
- Do you have dentures, and if so are they marked with your name? If not, would you like them to be marked?
- When did you last see a dentist, and who did you see? If you don’t have a dentist would you like help to find one?
Oral Healthcare training

Watch out for the Oral Health Care for Older People ‘Train the Trainer’ sessions we will be hosting for Residential Care & Nursing Homes coming up in June & July. The sessions will last approx. 2hrs and venues will be confirmed when booking opens.

13th June – Mid Essex
20th June – North Essex
13th July – West Essex
18th July – South Essex

What Matters To You? Day 6th June

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 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.whatmatterstoyou.scot/ where you can get further materials to support your What matters to you day.

What you can do to support residents with daily mouthcare:

Brush their natural teeth at least twice a day with fluoride toothpaste.

Use their choice of cleaning products for dentures.

Clean their dentures (brushing, removing food debris, removing dentures overnight).

Use their choice of toothbrush, either manual or electric/battery powered, and mouth care products.
Prosper was proud to be displayed at the International Forum on Quality & Safety held in London Last week. The 3 day event showcases improvement projects from across the world and PROSPER was up there with the best!

We spoke to delegates from Singapore who were interested in our work on pressure ulcer care, to take back to their hospices, a GP from Germany who wanted to know more about the Model for Improvement we use and we met those involved in Salford’s Safer Care Homes Collaborative who have been looking at the work you have all done in Essex with a view to implementing in the Manchester area, they played Angela Donlevy’s you tube video about decorated walking frames, implemented at Chalkney House, during their launch event back in January!

We in turn picked up on some interesting projects also focusing on Pressure Ulcer care, Falls, UTI’s and medicines management which we will be exploring further to see if there are any good tips we can share with you. We have already shared the What Matters to You campaign from Scotland!