Welcome to our Innovation Newsletter with details of all the projects and events the Quality Innovation team are delivering to support Care providers throughout Essex.

Dates for your Diary

The Innovation team are always planning events that offer valuable training opportunities which you are invited to attend some of which are featured in this newsletter but there is more available so please ensure you view the Provider Hub for details and dates https://www.livingwellessex.org/events-provider-hub/forthcoming-events-and-training/

As the Quality Innovation Team work across the care sector please ensure the event is appropriate for your particular sector i.e. Domiciliary Care, Residential Care and Learning Disability.

Dementia Programme

Our Dementia programme is proving to be incredibly successful with 50 leaders or senior care staff attending the Dementia leadership programme with Dementia Trainer Buz Loveday.

So far, a total of 80 care staff have now attended the Dementia Train the Trainer course which enables them to have the skills to deliver the programme to their colleagues. The training has now been cascaded to over 150 individuals.

The Quality Innovation Dementia team have also completed 8 observations with managers or senior staff in homes. The observation reports are sent to the care home with suggestions for improvements to the service. It has been well received by all managers so far.

Up and coming training

Dementia Leadership and Dementia Train the trainer

Dementia Care Leadership course cohort 4 (residential senior staff or managers only): 8th, 9th, 22nd and 23rd January 2019.

Dementia Train the Trainer course for Residential Care staff: This is a 3 day training course, 1 day a week for 3 weeks.

Tendring: 1st, 8th and 15th February 2019

West Essex: 1st, 8th and 15th March 2019

Chelmsford: 12th, 19th and 26th March 2019

Venues to be confirmed and all dates must be attended for each course.

Look out for the Virtual Dementia Tour which is coming up after Christmas!

If you are interested in any of the training or observations, please contact the Quality Innovation team by emailing Quality.innovation@essex.gov.uk

Or visit https://www.livingwellessex.org/events-provider-hub/forthcoming-events-and-training/
Prosper AWD End of Life Training

The Prosper AWD team have teamed up with Havens hospices in Essex to create an End of Life care training course for Adults with Disabilities Providers. We are currently working with Havens to design a cascade training package and we want your input to ensure we meet all learning needs. We have been informed of the below issues by providers and would like to know if you have encountered similar situations.

- How to support people through the EOL process but also to learn how to support and manage their own emotions when dealing with EOL care.
- Delirium
- Issues with hospital discharges into hospice care and issues with discharging home/to supported living.
- Issues around communicating wishes and how to facilitate conversations about death and dying
- Issues with pain management at end of life
- DNACPR conversations – how?
- How to complete the IAM document – even when in Easy Read

We will also be hosting a Managers Day in which the manager of the service will be invited to their training hospice prior to the training commencing. The Managers day will include a detailed overview of the programme, signing up to the charter, discussions about who to send, how to support staff, recognising stress and information on who to call for help. This session aims to support and guide Managers into sending the right individuals to the training. The training is cascade based with the aim those who attend will be prepared to go back to their service and share the information they have learnt. This will be delivered one day a week for three weeks. Delegates must ensure they are able to attend all three dates and are given this authority by their manager. There are spaces for 2 delegates per service, this can be the manager and a fellow member of staff or 2 members of staff who are willing to cascade training and become an End of Life Champion. We will be delivering the training around Easter next year and will be in touch with confirmed details and invitations nearer the time.

Please contact prosperawd@essex.gov.uk to express interest and inform us of your experiences.
Infection Control Workshops

Infection Control is one of the top priorities within all health and social care organisations, and recent research has shown an increase of E-coli bacteria in hospital patients from the community. There is a link between E-Coli and urinary tract infections, therefore the Quality Innovation Team and our colleagues in health recently held Infection Control Workshops for domiciliary care staff. This provided an opportunity to raise awareness and for staff to refresh their knowledge and learn new information directly from our health care partners.

The workshop days were held at the beginning of November in Colchester, Chelmsford and Basildon, in which 118 people attended from 32 different care providers.

The Quality Innovation Domiciliary Team facilitated these workshops collaboratively with East Suffolk and North Essex NHS Foundation Trust, ACE, Provide, Mid and South Joint Commissioning Team, NELFT, Colchester Borough Council, Chelmsford City Council and Basildon Borough Council.

The events included sessions on the following topics; Infection Prevention, Sepsis Awareness, Catheter Care Management, Urinary Tract Infections, Stoma Care, How to Prevent Chest Infections, Food Hygiene & Preparation, Pressure Ulcer Prevention and Application of Hosiery.

We would like to thank our partners in health and the borough/district councils for supporting the workshops and for all who attended.

“I will be using the information learnt in daily advice, decision making and documentation”

“I would like to say biggest thank you on behalf of our staff who attended the training. It was extremely useful!”

“I feel I have gained important knowledge, this will improve how I work with my clients”
Registered Nurses CPD Conference for Nursing Homes

The Quality Innovation team recently held two Continuous Professional Development conferences specially designed for Registered Nurses working in Nursing Homes.

The events showcased the Queens Nursing Institutes recent publication ‘Transition to Care Home Nursing’ which has lots of information and guidance on nursing in the care home environment with links to legislation, CQC regulations and evidenced good practice on relationship centred care. We were very fortunate to have Sharon Aldridge-Bent, from the QNI and author of the publication as our key note speaker.

CPD sessions included PEG, Syringe Pump Theory, Catheterisation, Cannulation, Sepsis and Pressure Ulcers. We also had the support of the NMC, Skills for Care, Dementia UK and Parkinson’s UK who held conference stands.

The days were attended by 93 nurses from Nursing Homes across Essex and feedback evidenced a need for future events like this.

“Keep organising a day like this!”

“Very stimulating and knowledgeable day of training”

“Hope we will be invited to more conferences”

“I enjoyed today’s conference and would like to thank you for holding the professional development courses, they were interesting and well organised”

“It was very impressive training”

“Very helpful towards my revalidation”

“Really good day, staff and speakers all good, what a treat!”

We are currently planning a Leadership programme for Registered Nurses from Nursing Homes with My Home Life, watch out for future communication on how to sign up for it.
Manual Handling:

Are 2 carers needed to use a hoist?

Zoe Barry, ECC Senior Occupational Therapist provides clarity around the myths regrading safe hoisting. The simple answer…no

Guidelines state that all cases should be individually risk assessed to ascertain the number of carers required for each task to reduce risk to the adult and the carers. From our recent Falls conferences, it would appear there has been miscommunication around the number of carers required when using some moving and handling equipment such as hoists or patient turners. Many of you advised you have been ‘told’ by your moving and handling trainers you must have two carers when hoisting. However, this is not the case.

Mobile and standing hoists can both be used safely by one carer but thought still needs to be given to the overall task of transferring somebody including how the slings will be fitted, the level of understanding of the individual and the environment in which the transfer is taking place.

Patient turners are a good interim piece of equipment if someone is finding it more difficult to transfer from sit to stand and again some of these can be used with support from one carer.

A good support guide on moving and handling practice which is used throughout the industry is ‘The moving and handling of People’ which is available via the National back exchange website. This website also has a wealth of moving and handling information some of which is free.

https://www.nationalbackexchange.org/

The key thing to remember is ‘blanket policies’ can be challenged legally as they do not demonstrate that an individual risk assessment has been completed.

If you have any questions around this topic or want to discuss any moving and handling issues you are experiencing, please contact Zoe by emailing Quality.innovation@essex.gov.uk

PROSPER at Community Care Live

Prospers Quality Officer, Rod Manning, was recently asked to present a session about Prosper at the national Community Care Live event in the Business Design Centre at Islington on 25th September 2018. Rod led a one-hour open discussion to social workers, occupational therapists and commissioners from around the country.
The session created some lively debate, around the sustainability of the project and how we engage with care homes. Many of the attendees were both impressed and interested in the tools and resources contained within the PROSPER Toolkit. Whilst at the end of the session one attendee commended PROSPER on reaching issue number forty-two of our monthly newsletter.

All the nominations impressed our judges and there was certainly stiff competition this year so a very well done and Congratulations to all the Winners and those who were Highly Commended.

We will be publishing a Special Awards Edition of the Newsletter soon and all photos and the awards programme, which has details of the winning entries, will be uploaded to the Living Well Essex website!

Essex Care Sector Awards 2018: The Prospers

On 4th December The Quality Innovation team hosted the ‘Prospers’, the Essex Care Sector awards ceremony at the Chelmsford City Racecourse. This was the third year we have held the award event which is a celebration of innovative practice and outstanding achievement across the Essex care sector. We are very grateful to our sponsors who helped to make the event the success it was, so a big thank you goes to....

Secure Haven Funeral Home

Back in June, Paul Yarwood from Secure Haven Independent Funeral Directors, delivered a number of Grief Management Training sessions for care providers in different areas of the county. In that training, he invited all attendees to book a time for them to come and visit the funeral home. His invite stemmed from care providers expressing an interest in the work of a funeral home, and their keen attitude to want to learn the various steps which occur after an individual they support has died, so that they can help inform their families and loved ones.

Paul would like to extend this invitation to all care providers, particularly those who work in or cover Mid Essex and allow an opportunity for individuals to understand the role they play at end of life. Secure Haven is based on Hospital Approach at Broomfield Hospital. They offer a range of services as well as Funeral planning, including: Grief Recovery and Memorial Products. If you are interested in contacting Secure Haven, and booking a time to visit their funeral home, please find their website here:  
https://www.securehaven.co.uk/
A Day to Remember: ‘making moments matter and seconds count’

Held on the 19th September at Chelmsford Race Course this was the second annual celebration for people living with dementia, their family, friends and carers.

Here Sue Warren, Quality Improvement Officer who attended the event shares with us the special afternoon.

The event is organised by Laura Glyde Manager of Stafford Hall in Benfleet and supported by her fellow manager Leigh-Ann from Broomhills. Laura explained that she is passionate about enabling people with dementia to get out and about, socialise and enjoy the simple pleasures in life ‘keeping it simple to enable people to continue to make choices and decisions she believes is the key’

And what a wonderful day everyone had attended by several hundred people from care homes in the south of Essex the pleasure and enjoyment on the faces of all those attending was clear to see. Those attending were treated to music; sing a long, dancing and much, much more. Here are some of the favourite memories from the day

Patricia age 95 ‘being out for the day that was wonderful’
Derek age 76 ‘singing with my wife’
Pat age 71 ‘my son Paul arriving’
Carol age 82 ‘enjoying time with friends’
Tony age 78 ‘meeting new people’
Joyce ‘it reminded me of my honeymoon in Cleethorpes’

Making a difference

Everyone attending left with ‘Forget me Not’ seeds as a reminder of the day.

Laura is now busy planning next year’s event and as well as all those people living in care homes she is keen to reach out and welcome people and their carers living in the community to join the fun.

Dedicated 111 service for Care Homes.

Please note this service is for Mid and South Essex only.

Care homes across Mid and South Essex can gain rapid access to GP support when calling NHS 111, by following the *6 process. The *6 process supports the evidence base that early intervention from GPs can have a positive impact on care home patients. When care home staff call the NHS 111 service they will be given an option to press *6 and

Carers attending said

‘A good day makes all the difference in the world’

‘in the moment it made a difference to people even if they don’t remember it their pleasure in that moment is special’
their call will be answered by a 111 advisor as soon as a call handler is available. By dialling *6 the call handler will be alerted that the call they are about to take is from a care home. The call handler will take the patient’s details, complete a short initial screening process and then pass the caller to a GP for a detailed assessment by telephone.

Following this assessment, the GP will identify the appropriate course of action that should be taken in terms of continued care for the patient. Note: During normal working hours, care homes should continue to contact the residents own GP, or the care homes aligned Practice, in the first instance. If you have any questions, please contact IC24 at Business.development@ic24.nhs.uk.

Sharing Your Stories

A recent television documentary showed the value and outcomes of young children integrating with older people and how this can enhance wellbeing as well as forming special friendships, Corner Lodge care home share their story.

Gemma East, office manager at Corner Lodge care home in Jaywick told us about her 11-year-old daughter who since she was 9 years old has been giving up two hours of her time after school to spend interacting with residents at the home. She plays games, draws, reads and chats to each of the residents. The local newspaper recently featured Lilly’s visits to the care home and this then resulted in her receiving a Golden Award from her school for her amazing caring attitude.

Following the newspaper article, Lilly’s caring act has inspired others and Corner Lodge now has visits from ‘The Little Pals' nursery children who come in to sing nursery rhymes and read to the residents, as well as groups of secondary school children from the local schools come in to do pamper afternoons, reading and chatting to the residents.

Well done to a very caring young lady, we’re sure the residents thoroughly enjoy the time you spend with them.

Want to feedback?

Do you have you a story you would like featured in the Innovation newsletter? Or any comments/feedback, if so please email: Quality.innovation@essex.gov.uk