

# Quality Innovation Newsletter

Issue 40 August 2022

**Welcome** to the Quality Innovation Newsletter, with information about opportunities available, training and events. All our events are listed on the Essex Provider Hub Events page where you will find further details of how to book, please see;

<https://www.essexproviderhub.org/provider-hub-news-and-events/>

## Essex Care Sector Awards Winners Announced!



On Friday 8<sup>th</sup> July 2022 the winners of the Essex Care Sector Awards: The Prosperers, were announced at an awards ceremony held at Cressing Temple Barns in the historic Barley Barn.

Those shortlisted, and their guests, were treated to afternoon tea and a glass of bubbly, the winners were presented their trophies by Amanda Waring, Actress, Filmmaker, and champion of Dignity in Care.

There were over 130 nominations for the 8 award categories and the high standard of nominations meant the judges had some difficult decisions to make. The judging panel was made up of professionals from Health and Social Care.

Congratulations The Winners are:

### Outstanding Carer/Support Worker Award



Winner: Gaby Kershaw, Bluebird Care West



Highly Commended: Grace Morgan, Bluebird Care Southend & Rochford

Commended;

Chrisanto Mediola, Godden Lodge

Luliana Botoc, Bluebird Care Mid Essex

Karen Smith, Hamelin Trust The Bungalow



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## Dementia Care Award



Winners: Cherry Wood Grange & Marmora

Highly Commended: Rosedale Court

Commended: Odelia De Oliverira, Okeley



Winners: Edensor & Rosedale Court

Highly Commended: Marmora

## Activities & Wellbeing Award



## Team of the Year Award



Winner: Home Instead Chelmsford



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**Team of the Year** Highly Commended:  
Longfield & Swan Care Rapid Response North.



Commended: St.Luke's Hospice and Dudbrook Hall



**Unsung Hero Staff Award**



Winner: Annesta Horrocks, Edensor



Highly Commended:  
Faye Longmuir,  
Bluebird Care Mid  
Essex

Commended – Costel Dascalu, Millard House





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## Prosper Champion of Champions



Winners: Shammy Dube, Howard Lodge & Samantha Potter, Maldon Lodge

Highly Commended: Mundy House



Commended:

Pepa Georgieva & Dale Gould, Edensor



## Outstanding Leadership



Winner – Muhammed Neeliyath, Edensor

Highly Commended: Lisa Welsh, Marmora & Joan Sirrett, Sonnet Care Homes



Essex County Council



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## Making a Difference Award

Winner – Edensor

Highly Commended – Marmora

## Unsung Hero Volunteer Award



Winner: John Hayles, Rosedale Court



Highly Commended: Ann Davies, Corner Lodge

For more information about the winning entries please download the Awards brochure at

<https://www.essexproviderhub.org/quality/quality-innovation-team/essex-care-sector-awards-2022>

## Namaste Care for Advanced Dementia

We have teamed up with St. Helena's Hospice to offer another chance to attend the Namaste Care for Advanced Dementia training for care homes.

The Study day run by St. Helena's Hospice will address the key elements of the Namaste Care, a multi-dimensional sensory program, designed to improve quality of life and enrich the lives of care home residents, in particular those living with advanced dementia. The program delivers a mixture of care and compassion, with specific activities, on a daily basis, for people with advanced dementia.

Attendees will be given a copy of Nicola Kendall's book 'Namaste Care for People Living with Advanced Dementia' and 'A Namaste Care Activity Book'

There are two courses available.

**20<sup>th</sup> September 2022**

or

**15<sup>th</sup> November 2022**

Both are **09:15 – 16:30** at the Colchester Football Stadium.

To book please email  
[quality.innovation@essex.gov.uk](mailto:quality.innovation@essex.gov.uk)



Essex County Council

## Dementia Interpreter for Residential Care Homes

The fully funded Dementia Interpreter course is a three hour session which will give delegates the opportunity to experience the same communication barriers that a person living with dementia may experience.

Delegates will take part in a series of tasks where they will be asked to communicate with other delegates while having the abilities that they would normally rely on to communicate impaired. This will build empathy and understanding of how someone living with dementia will communicate differently to others.

### Learning Outcomes

- Understand the effects communication barriers may have on individuals
- Identify how dementia can impact upon an individual's ability to communicate
- Demonstrate empathy and understanding of how it may feel to communicate if you were living with dementia
- Demonstrate a range of new skills and techniques that can be utilised to better communicate with people living with dementia
- Understand how to investigate and interpret behaviours and what these actions may be communicating to us
- Be able to gain access to the Dementia Dictionary and start to improve the care and support received by people living with dementia

### Dates:

**27<sup>th</sup> October 2022, 10:00 – 13:00 or 13:30 – 16:30, Cressing Temple Barns, Braintree**

**2<sup>nd</sup> November 2022, 10:00 – 13:00 or 13:30 – 16:30, Colchester Football Stadium**

**9<sup>th</sup> November 2022, 10:00 – 13:00 or 13:30 – 16:30, Wat Tyler Country Park, Pitsea**

To book

email [quality.innovation@essex.gov.uk](mailto:quality.innovation@essex.gov.uk)

## Chair Based Exercise 2 Day Course

This is a two-day workshop which encompasses best practice in chair-based exercise for older adults.

The course run by Move it or Lose it! aims to train care home staff/activity co-ordinators to be able to safely deliver chair-based exercise for older adults to promote independence and enhance their physical and mental health.

The chair-based exercise programme aims to improve strength, mobility and confidence. The exercises include functional movements to aid everyday living such as washing and dressing.

The course is on the 28<sup>th</sup> & 29<sup>th</sup> September, 09:15 – 16:30 at The Hamptons Sport and Leisure Centre, Chelmsford.

To book email [quality.innovation@essex.gov.uk](mailto:quality.innovation@essex.gov.uk)



## Behaviours That Challenge for Domiciliary Care Staff

This highly practical workshop will help delegates to assess and begin to put plans in place to manage behaviours that challenge in a uniquely complex and demanding work setting.

The aim of the workshop is to give you the confidence as well as a range of practical skills and techniques for managing behaviours that challenge in people and their family members with complex conditions in a positive and professional way

This virtual course lasts 1hr, there are 3 dates to choose from, all are at 2pm – 3pm.

28th September 2022

19th October 2022

27th January 2023

To book please email  
[quality.innovation@essex.gov.uk](mailto:quality.innovation@essex.gov.uk)

## Hoarding Awareness

The aim of this virtual training is to support frontline Domiciliary Care staff with the knowledge, confidence and understanding that enables them to engage with people who are displaying a complex clutter lifestyle in relation to hoarding tendencies.

Tuesday 13th December 2022, 10:00 – 13:00

Tuesday 28th February 2023, 10:00 – 13:00

To book email [quality.innovation@essex.gov.uk](mailto:quality.innovation@essex.gov.uk)

## The Deteriorating Patient

This virtual course is aimed at Domiciliary Care Staff and covers:

- CQC Essential Standards of Quality & Safety
- Safeguarding
- The Dignity Challenge
- The importance of effective observation
- The Care Planning process
- How we observe: What we observe
- The consequences of missing vital changes
- Recording observations and reporting concerns
- Action Planning.

There are 3 dates to choose from, all dates are at 2pm – 3pm

11th October 2022

8th November 2022

17th February 2023

## Person Centred Dementia Care

This one day course aims to improve care staff understanding of dementia and enable them to offer person-centred support and to promote positive communication with people with dementia and enable staff to minimise causes of distressed behaviour.

20<sup>th</sup> Sept, 09:30 – 15:30, Colchester

29<sup>th</sup> Sept, 09:30 – 15:30, Chelmsford

To book email [quality.innovation@essex.gov.uk](mailto:quality.innovation@essex.gov.uk)



## Best Practice Webinars for Care Homes



### Bitesize

We have commissioned My Home Life to deliver a series of monthly workshops exploring the Best Practice themes of the My Home Life ethos.

For over 12 years, My Home Life Essex has blended evidence-based frameworks and practical know-how to support quality of life across hundreds of care settings within Essex.

In addition to the My Home Life Leadership Support Programme, Tom Owen, Director of My Home Life England, is offering 1-hour on-line workshops for anyone in a leadership role in care homes. You do not need to have any previous experience of My Home Life to attend.

The workshops are informal and welcoming – We are confident that you might pick up a few things that could help! For more information about My Home Life visit

[www.myhomelife.org.uk](http://www.myhomelife.org.uk)

Virtual Workshop Dates:

#### **Best Practice: Helping people adjust to life in a care home**

**30<sup>th</sup> September 2022, 10:00 – 11:00**

Focusing on the theme 'Managing Transitions' for those living, working and visiting care homes.

#### **Best Practice: Promoting voice, choice and control in Care Homes**

**28<sup>th</sup> October 2022, 10:00 – 11:00**

Focuses upon the best practice theme of 'Sharing decision-making' for those living, working and visiting care homes.

#### **Best Practice: "Creating a person-centred Christmas**

**25<sup>th</sup> November 2022, 10:00 – 11:00**

Focuses upon the best practice theme of 'Maintaining Identity' for those living, working and visiting care homes, with a particular focus on the festive period.

To book email [quality.innovation@essex.gov.uk](mailto:quality.innovation@essex.gov.uk)

## My Home Life Leadership

### For Residential & Domiciliary

In the Autumn we have two new cohorts of the My Home Life Leadership programme starting:

**Cohort 31 for Residential Care homes** (older people and AWD)

Initial 3 day workshops on 22<sup>nd</sup> Sept, 4<sup>th</sup> & 11<sup>th</sup> Oct,

**Cohort 12 for Domiciliary Care Agencies**

Initial 3 day workshops on 12<sup>th</sup> & 18<sup>th</sup> Oct, 2<sup>nd</sup> Nov.

All 3 day initial workshops must be attended, thereafter you meet monthly for action learning and reflective practice with other managers on the course.

To book or for further information email [quality.innovation@essex.gov.uk](mailto:quality.innovation@essex.gov.uk)





## Complex Needs Virtual Training Programme

This Autumn we are launching a series of Virtual training sessions aimed at supporting Domiciliary care staff to manage complex needs and Neurological conditions.

### Introduction to Neurological Conditions

Friday 23rd Sept 2022, 14:00 – 15:00

Thursday 3rd Nov 2022, 10:00 – 11:00

Thursday 5th Jan 2023, 14:00 – 15:00

Wednesday 1st Mar 2023, 14:00 – 15:00

### Advanced Communication Skills – Having Difficult Conversations

Tuesday 28th Sep 2022, 10:00 – 11:00

Friday 4th Nov 2022, 1:00 – 15:00

Wednesday 11th Jan 2023 14:00 – 15:00

Tuesday 7th Mar 2023, 14:00 – 15:00

### Mental Health Awareness

Friday 30th Sept 2022, 14:00 – 15:00

Wednesday 9th Nov 2022, 10:00 – 11:00

Wednesday 18th Jan 2023, 14:00 – 15:00

Wednesday 8th Mar 2023, 14:00 – 15:00

### Suicide Awareness

Wednesday 5th Oct 2022, 10:00 – 11:00

Thursday 17th Nov 2022, 14:00 – 15:00

Wednesday 25th Jan 2022, 14:00 – 15:00

Thursday 16th Mar 2023, 14:00 – 15:00

### Self-Harm Awareness

Thursday 6th Oct 2022, 10:00 -11:00

Tuesday 22nd Nov 2022, 14:00 -15:00

Tuesday 31st Jan 2023, 14:00 – 15:00

Wednesday 22nd Mar 2023, 14:00 – 15:00

### Depression

Friday 7th Oct 2022, 14:00 – 15:00

Tuesday 29th Nov 2022, 14:00 – 15:00

Thursday 9th Feb 2023, 14:00 – 15:00

Friday 24th Mar 2023, 14:00 – 15:00

### Motor Neurone Disease

5<sup>th</sup> Sept or 28<sup>th</sup> Oct, 10:00 – 12:00

### Multiple Sclerosis

6<sup>th</sup> Sept, 14:00 – 16:00 or 22<sup>nd</sup> Nov, 10:00 – 12:00

### Stroke and Acquired brain Injury

12<sup>th</sup> Sept or 28<sup>th</sup> Nov, 10:00 – 12:00

### Epilepsy

27<sup>th</sup> Sept or 14<sup>th</sup> Dec, 14:00 – 16:00

### Peripheral Neuropathy

17<sup>th</sup> Oct or 15<sup>th</sup> Dec, 10:00 – 12:00

To book email [quality.innovation@essex.gov.uk](mailto:quality.innovation@essex.gov.uk)



## GEM Stone Challenge for Residential Care Homes



We have launched a new challenge for Residential care homes as part of our Find Your Active Programme of work.

The challenge helps to prevent deconditioning and improves physical, psychological, and functional ability whilst having some fun at the same time.

It is something the whole Service can get involved in. Each Gemstone represents a series of activities that you work your way to collect, the more Gemstones you have will enable you to reach the most coveted of Diamonds – the Blue Diamond!

You will be awarded with a certificate for each Level you achieve.

For more information and to receive your Gem Stone Challenge activity pack including poster chart and stickers email

[quality.innovation@essex.gov.uk](mailto:quality.innovation@essex.gov.uk)

## Arts in Care Homes National Day 24<sup>th</sup> September 2022

The Arts in Care Homes project, which is managed by NAPA, are encouraging care homes to get involved in the National Day of Arts in Care Homes. The aim is to champion, promote and encourage arts engagement in care settings and highlight the health and wellbeing benefits for all involved.

This year we are inviting other countries to join our celebrations and help develop a global network of arts in care settings.

Go to [National Day of Arts in Care Homes – Arts in Care Homes](#) and download their 'Get Involved' pack for ideas, inspiration, and resources.

## Living Well in Care Homes

The Royal College of Occupational Therapists has an A-Z directory of activities for Adults living in Care Homes. The resource sheets are categorised into different areas such as Cognitive Stimulation, Relaxation, Exercise and Physical Activities to name a few.

If you are taking part in the Gemstone Challenge this will give you lots of ideas to help you complete the challenge.

<https://www.rcot.co.uk/about-occupational-therapy/living-well-care-homes-2019/a-z-activities>





## Dementia in People with Learning Disabilities

Providers of adult social care are invited to attend a one-day course to focus on Dementia in adults with a learning disability.

The course will look at how we can identify the potential signs of dementia in someone who has a learning disability and may have other characteristics that mask the onset of dementia. We will also look at some methods that can help the individual to continue to lead a good quality of life.

**16<sup>th</sup> August 2022**, 9:00 for a 09:15 start, finishing at 16:30.

Venue: Hamptons Sport & Leisure, Tydemans, off beehive Lane, Great Baddow, Chelmsford, CM2 9FH. Car parking costs £1 for the whole day

To book two spaces per registered service, please follow this link for further details and booking form [Events – Dementia in People with Learning Disabilities | Provider Hub \(essexproviderhub.org\)](https://essexproviderhub.org/Events-Dementia-in-People-with-Learning-Disabilities-Provider-Hub)

### Did you know?



Around 1 in 5 people with a learning disability who are over the age of 65 will develop dementia. People with learning disabilities who develop dementia generally do so at a younger age. This is particularly the case for people with Down's syndrome: a third of people with Down's syndrome develop dementia in their 50s.

## End of Life Training for AWD Services

Co-delivered by ECC Provider Quality Innovation team and Essex Hospices

ECC, Farleigh Hospice, Saint Francis Hospice and St Lukes Hospice are pleased to announce the 5<sup>th</sup> cohort of End of Life training for adults with disabilities.

This is a three day fully funded course, and the learning outcomes are all aligned to the CQC Key Lines of Enquiry. All three days must be attended to gain your certificate

The dates are:

**Day 1: Tuesday 13<sup>th</sup> September 2022**

**Day 2: Tuesday 20<sup>th</sup> September 2022**

**Day 3: Tuesday 27<sup>th</sup> September 2022**

Each day will start at **09:15** and finish by **16:00**.

**Venue:** The Hamptons Sports and Leisure, Tydemans, off Beehive Lane, Great Baddow, Chelmsford CM2 9FH --There is plenty of car parking which costs £1 for the whole day

To book two spaces per registered service, please follow this link for further details and booking form [Events – End of Life - Three-Day Training for Providers Who Support Adults with Disabilities - Cohort 5 Day 1 | Provider Hub \(essexproviderhub.org\)](https://essexproviderhub.org/Events-End-of-Life-Three-Day-Training-for-Providers-Who-Support-Adults-with-Disabilities-Cohort-5-Day-1-Provider-Hub)



## An Introduction to Relationships & Sexual Wellbeing

The Provider Quality Innovation Team are collaborating with Hertfordshire Partnership Foundation Trust to deliver a two-day event



which will look at Relationships and Sexual Wellbeing. The event is designed for support workers and carers to attend with a person they support.

The Team is still busy planning the event for September and confirmed dates will be sent out soon. The two days will look at areas such as the difference between friendships & relationships, understanding feelings & emotions and, the importance of self-worth.

Please keep an eye on your emails and the events page on the provider hub for further information.

## Positive Behaviour Support

The Team is working with the PBS Co-operative to deliver two dates of a one-day CPD accredited PBS course. The day will be based around the 10 key components & PBS Academy standards. Please be aware that this is not an introductory level course. The course is at an informed level and is designed to increase knowledge and further develop team capabilities.

The course dates are currently being confirmed for October / November. Please keep an eye on

your emails and the events page on the provider hub for further information.

### Did you know?

Positive Behaviour Support aims to understand what behaviours that challenge tell us so the person's needs can be met in better ways. It is an approach that puts the person at the centre to make systems work for the person.

## Quality Innovation AWD Mailing List

If you are a registered LD, Autism or PSI provider and would like your work email added to our mailing list, please email [quality.innovation@essex.gov.uk](mailto:quality.innovation@essex.gov.uk) with the address you would like to add. Please provide the service name, location, and company that you work for.

## Here for You Service

'Here for You' is a service set up by Essex Partnership University NHS Foundation Trust (EPUT) and Hertfordshire Partnership University NHS Foundation Trust (HPFT) offering psychological support services to anyone working in healthcare, social care, the voluntary sector or not-for-profit sector in Essex or Hertfordshire.





## Mental Health First Aid

The Provider Quality Innovation Team are pleased to be able to offer Mental Health First Aid training to Managers and Senior staff.

Mental Health First Aid (MHFA) is an internationally recognised training course, designed to teach people how to spot the signs and symptoms of mental ill health and provide help on a first aid basis. In the same way as learning physical first aid, MHFA teaches people how to recognise those crucial warning signs of mental ill health and feel confident to guide someone to appropriate support. Embedding MHFA training within any organisation or community also encourages people to talk more freely about mental health, reducing stigma and creating a more positive culture.

There are two courses available:

**Thursday 22<sup>nd</sup> & 29<sup>th</sup> September & 6<sup>th</sup> & 13<sup>th</sup> October 2022**

or

**Thursday 17<sup>th</sup> & 24<sup>th</sup> November & 1<sup>st</sup> & 8<sup>th</sup> December 2022.**

Each session will run between 9am to 1.30pm. Attendees must attend **all four sessions** to receive their certification.

To book email [quality.innovation@essex.gov.uk](mailto:quality.innovation@essex.gov.uk) for the application form.

## PROSPER Champion Study Days

The PROSPER OP team are busy planning the next round of PROSPER Champion Study Days. These will take place in October/November 2022.

We will be holding 5 Champion days at central locations including Clacton, Colchester, Harlow, Basildon and Chelmsford.

The days will include sessions on Team Building and recognising the different characteristics of a team and how differing perspectives can help you on your Prosper journey of preventing Falls, Pressure Ulcers and Urinary Tract Infections.

Our Occupational Therapist, Caroline Robinson will be providing a session on Falls prevention and the importance of Physical and Meaningful activity with lots of ideas which will also help you with the Gemstone Challenge.

We will also be holding a session on Urinary Tract Infections, Ecoli and Hydration with information on how you can help prevent UTI's from occurring.

Invitations will be sent out from the PROSPER team in the coming weeks.

If you would like more information on the PROSPER programme please email [Prosper@essex.gov.uk](mailto:Prosper@essex.gov.uk) or visit our webpages at <https://www.essexproviderhub.org/quality/quality-innovation-team/prosper/prosper/> where you will also find lots of useful resources.



## Enhanced Health in Care Homes Framework



The **North East Essex** Health and Wellbeing Alliance have produced information on how

the Enhanced Health in Care Homes Framework can work for you and your GP Surgery.

### How the Enhanced Health in Care Homes Framework can work for you

- Your home will be aligned to a PCN (a PCN is a group of surgeries working collaboratively to support their patients)
- You will be provided with a weekly ward round by your surgery, carried out by a GP, nurse practitioner or a paramedic
- You will be part of a multi-disciplinary team (MDT) of professionals working together to achieve the best outcomes for your residents through timely interventions and proactive care
- Within seven days of readmission to a care home, a resident will undergo a holistic health assessment (this will include assessing their physical, psychological, functional, social and environmental needs and will draw on existing assessments that have taken place outside of the home, as long as it reflects their goals)
- Within seven days of readmission to a care home, a resident will have personalised care and support plan(s), in place, based upon this holistic assessment

- Where appropriate your residents will receive a Structured Medication Review from a clinical pharmacist or GP

### Working in partnership with your surgery – how you can help

- By identifying residents to be seen during the weekly ward round and notifying your surgery of the list in a timely manner – usually a minimum of 24 hours prior to the round
- By using established channels of communication to contact your surgery – this may be via email or a designated phone line - if you're unsure of the best method of contact please speak to your surgery
- By contacting your surgery outside of peak times for non-emergencies - these are generally mid-late morning and early-mid afternoon
- By considering whether the problem can wait to be addressed on your ward round
- By ensuring a member of staff is available to answer any call backs from your surgery
- By supporting your residents to register with the surgery that carries out your ward rounds - this will ensure they receive the same level of care as all other residents in your home.

### The different professionals within a GP surgery

- advanced nurse practitioners
- clinical pharmacists
- paramedics
- health care advisors
- social prescribers





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## Good News Stories!

### Sweyne Court Care Home Open Week

Sweyne Court care home, in Rayleigh, recently held a Care Home Open Week, the theme was Mary Poppins, they had events throughout the week, including Hydration Day, Wimbledon Tennis in the garden followed by strawberry meringue nests, Exercise Day, Reminiscence Day, Afternoon Tea with bone china cups and plates and homemade cupcakes and fancies.

A staff member, Wendy Nixon, dressed as Mary Poppins, we also had a visit from Liam Kinsella whom professionally is known as the Chimney Sweep.

Families and friends were invited to participate and look around the home.

A very successful and busy week!



## Belmont Lodge going the extra mile!

Staff at Belmont Lodge, in Chigwell, went the extra mile to raise money for the Care Workers Charity.

Members from Belmont lodge and Forest Health care have collectively raised money with a 5-mile charity walk.



Ten team members took, this included the homes CEO, Amanda Scott and her Husband, Management, seniors, carers and the Activities team who all decided to take on the 5 mile walk for the Care workers charity after experiencing first hand within their roles.

All the staff said: "We are absolutely delighted to have raised this tremendous amount." We are very proud to raise funds for this charity.

## Your good news stories

If you would like to share your ideas or good news stories in the newsletter please email us at [Quality.innovation@essex.gov.uk](mailto:Quality.innovation@essex.gov.uk)

## Poetry Corner

### Summer Poem

By Sue Smith, Manager, Cherry Wood Grange

Summer pleasures, ice lollies, flip flops,  
buckets and spades!

Shorts and bikinis sun cream and shades!

Chatter and laughter games and fun, with a  
summer breeze under clouds & sun!

Ice cold drinks, picnics galore, lay out the  
blankets and eat some more!

Walks along the beach, swimming in the cool  
blue sea, a beach ball for you and Snorkel for  
me!

Family making memories that will live on and  
on, triggered by a fragrance or a favourite song!

As you watch the sun set at the end of the day,  
remember to pack all your things away!

Live life to the max and give it your all, as  
Summer happiness is wished for you all!

## Quality Innovation Team programme of work

Our courses and events are open to Residential  
Care Homes, Nursing Homes, Domiciliary Care  
Agencies and Supported Living providers in the  
Essex County Council Local Authority area, if  
you are unsure what Local Authority you come  
under your CQC registration will state this.

Some courses are specific to type of service  
and this will be stated in the course information.

All our training and events are listed on the  
Provider Hub Events page;

<https://www.essexproviderhub.org/provider-hub-news-and-events>

For more information about the Provider Quality  
Innovation team and the range of work we  
undertake please visit:

[www.essexproviderhub.org/quality/quality-innovation-team/](http://www.essexproviderhub.org/quality/quality-innovation-team/)

