

Quality Innovation Newsletter

Issue 51 August 2024

Welcome to our Innovation Newsletter, with information about opportunities available, training and information we hope you will find useful. All our events are listed on the Provider Hub website where you will find further details of the events and how to book, please visit the News and Events page:

www.essexproviderhub.org/provider-hub-news-and-events/

The Provider Quality Innovation team plan and offer a variety of different training opportunities for staff across the Essex Care Sector, in the year 2023-2024 we offered training on **83 subjects** and delivered training to **over five thousand care staff**. We hope that you and your staff have benefitted from the training provided which in turn improves the wellbeing and outcomes for those you care and support.

Sector	Number of people attended training	Number of Providers who have taken up training
OP Residential Programme	2572	158
Domiciliary Care Programme	1850	102
AWD Programme	1014	81
TOTAL	5436	341

Residential/ Nursing Home Training Opportunities

These courses are only open to Residential Care Homes and Nursing Homes who are in the Essex County Council Local Authority area.

Nursing CPD Conference

The CPD conferences for Registered Nurses working in Nursing Homes and are open to all registered nurses from Nursing Homes and or agency nurses who work in Nursing Homes in the Essex County Council Local Authority area. Workshop sessions will include participatory elements which can be used as evidence for revalidation of registration.

Workshop sessions will include:

- Spotlight session on Frailty
- Spotlight session on Compassion Fatigue
- Venepuncture
- Wound Care
- Buccal Midazolam/ Rectal Diazepam

Dates & Venues

6th November 2024, 9.15 to 4pm, Colchester football stadium

12th November 2024, 9.15am to 4pm, Hamptons sport & Leisure, Chelmsford

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D.I.E.T Dining Immersive Experiential Training

The care industry, whether in residential or community-based settings, is massively successful at designing and preparing superb meals for the people that they support, but we still experience major challenges when encouraging people to eat and drink enough.

The newly launched D.I.E.T course transports delegates on a journey into what the world may be like for people living with dementia and allows them to experience first-hand the challenges that are faced in this important, and sometimes taken for granted, area.

As part of this 1-day course, delegates will experience a variety of sensory and physical barriers that may be experienced by people living with dementia and feel how this may impact upon people's dining experiences. Delegates will also have the chance to try for themselves the latest adaptive equipment, understand how to dress dining tables, design menus, effectively use colour spectrums and so much more.

But what makes this course different? Simply put, having the opportunity to truly understand, first-hand, the barriers that we unintentionally put in place around dining for dementia, is something that will stay with delegates forever. Promoting a positive dining experience through new knowledge will improve the lives of both staff and the people

that we support and will change the dementia landscape forever.

Dates & Venues

12th September 2024, 10am to 4.30pm, Earls Colne

16th September 2024, 10am to 4.30pm, Colchester Football Stadium

27th September 2024, 10am to 4.30pm, Chelmsford

4th October 2024, 10am to 4.30pm, Basildon

To book please email

quality.innovation@essex.gov.uk

Virtual Dementia Tour Bus

We still have some spaces on the Virtual Dementia Tour Bus on the following dates/locations.

Dovercourt

27th August 2024

10am to 1pm or 1.30pm to 4.30pm

Walton on the Naze

5th September 2024

10am to 1pm or 1.30pm to 4.30pm

6th September 2024

10am to 1pm or 1.30pm to 4.30pm

To book email quality.innovation@essex.gov.uk

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H.E.A.R.T.S- Hands on, Empathy. Aromas, Relaxation & Sound

This new half day course is designed to give you 'easy' approaches that can be utilised when working with distressed and vulnerable people, by developing an understanding of touch, aromas, and the sound of the human voice, it will help residents achieve a state of relaxation and calm as quickly and easily as possible. An ideal accompaniment to the Namaste Care approach. The course will be delivered by St Helena Hospice.

HEARTS Process for carers in Care home:

- What is HEARTS?
- Benefits of HEARTS
- Engaging family and friends
- Dementia focus
- Practical elements to include hands-on input, evoking aromatic guided imagery, use of textures and using the voice.

Dates & Venue

11th September 2024 -Colchester Football Stadium, Colchester CO4 5UP

18th September 2024 - Colchester Football Stadium, Colchester CO4 5UP

To book email quality.innovation@essex.gov.uk

Training Opportunities for Domiciliary Care Providers

Mental Health Awareness– Virtual training

18th July 2-4pm

7th August 10am -12pm

27th August 10am-12pm

17th September 10am -12pm

Hoarding Awareness – Virtual training

This virtual course is to raise awareness of Hoarding Disorder and will include what is hoarding disorder, the contributing factors, and potential triggers, how to support someone with long term hoarding tendencies, the do's & don'ts & decluttering.

5th September – 9am -12pm

2nd October 1pm - 4pm

Mental Health First Aid - This is a 4-day virtual course, all dates MUST be attended.

19th, 26th Sept & 3rd & 10th October 2024, 9.30am to 2pm

Mental Health First Aid – Refresher

(Virtual) - Attendees must have previously attended the 4-day Mental Health First Aid course.

Wednesday 23rd October 2024 9.30am-2pm

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Autism Awareness

This virtual course is aimed at all Domiciliary care staff who may have responsibility for the day-to-day care and support of an individual diagnosed with autism. This course will provide an understanding of the different autism spectrum conditions and the presentations associated with the conditions.

3rd Sept 2024, 9.30am to 11.30am

25th Sept 2024, 12pm to 2pm

Continence Care

This virtual course covers the reasons for incontinence and the products available in order to support individuals.

4th Sept 2024, 9.30am to 11.30am

12th Sept 2024, 12pm to 2pm

2nd Oct 2024, 12pm to 2pm

Stroke Awareness

This virtual course will raise awareness of the different types of strokes, and the different treatments and support that is available.

24th Sept 2024, 9.30am to 11.30pm

9th Oct 2024, 12pm to 2pm

Oliver Mc Gowan – Part 2- attendees

must have completed part 1 e-learning prior to the training.

Dates & Venues

17th October 2024, 9.30am-4.30pm, Hamptons Sports & Leisure, Chelmsford

24th October 2024, 9.30am to 4.30pm, Colchester Football Stadium

20th November 2024, 9.30am to 4.30pm, Colchester Football Stadium

14th November 2024, 9.30am to 4.30pm, Hamptons Sports & Leisure, Chelmsford

Bariatric Manual Handling

This face-to-face course is aimed at Domiciliary Care Staff working in the Health and Social Care sector who have the day-to-day responsibility of caring and supporting a bariatric resident and will include a practical session.

10th Sept 2024, 10am to 4pm, Earls Colne

Due to demand this session is fully booked! If you would like to add your details to the waiting list please email quality.innovation@essex.gov.uk

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OT Bitesize – Virtual Sessions

These sessions are open to all care providers.

Falls prevention part 1 – leading causes of falls and best practice in prevention.

16th Aug 2024 1pm to 3pm

1st Oct 2024, 1pm to 3pm

6th Dec 2024, 10am to 12pm

31st Jan 2025, 10am to 12pm.

Falls prevention part 2 – falls retrieval and bed safety.

21st Aug 2024, 10am to 12pm

11th Oct 2024, 10am to 12pm

10th Dec 2024, 1pm to 3pm

4th Feb 2025, 10am to 12pm

Seating and Sleeping positioning – keep it symmetrical.

30th Aug 2024, 10am to 12pm

16th Oct 2024, 1pm to 3pm

17th Dec 2024, 10am to 12pm

12th Feb 2025, 1pm to 3pm

How to unlock meaningful activities

4th Sept 2024, 1pm to 3pm

24th Oct 2024, 10am to 12pm

10th Jan 2025, 10am to 12pm

27th Feb 2025, 10am to 12pm

Safer handling part 1 – manual handling people with dignity protocol, active & passive hoisting, and plus sized handling

19th Sept 2024, 10am to 12pm

13th Nov 2024, 1pm to 3pm

15th Jan 2025, 1pm to 3pm

18th Mar 2025, 10am to 12pm

Safer handling part 2 – risk assessments, handling plans, bed movement & equipment to support standing.

6th Aug 2024, 1pm to 3pm

26th Sept 2024, 1pm to 3pm

19th Nov 2024, 1pm to 3pm

23rd Jan 2025, 1pm to 3pm

25th Mar 2025, 1pm to 3pm

OT Monthly Advice Clinic

Our Senior Occupational Therapist, Caroline Robinson is running a virtual monthly advice clinic, an opportunity to ask any OT questions in relation to any person you are supporting. 2nd Wednesday, every month, 10am to 11am

This is open to all care providers.

To receive the link email

quality.innovation@essex.gov.uk

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CPD Accredited Positive Behaviour Support for AWD Providers

We are pleased to offer another PBS Functional Assessment and Equipped CPD accredited course. We have commissioned Supporting Positively to deliver a practice-based 6-day course over 10 weeks. The outcomes-assessed course focuses on PERMA (quality of life), environmental and least restrictive reactive planning, teaching new skills and practice leadership.

Bookings will open on the 1st of August 2024. Further course and booking information can be found via the link below.

[Events – CPD Accredited PBS Functional Assessment & Equipped for AWD Providers | Provider Hub \(essexproviderhub.org\)](https://essexproviderhub.org)

PBS Funding

Eligible adult social care employers in England will soon be able to claim reimbursement for training costs for qualifying staff through the new [Adult Social Care Training and Development Fund](#).

PBS is [included on the Government's list of eligible training courses and qualifications](#).

You can find a [list of training providers](#) reviewed by Skills for Care to provide PBS training. Further information can be found via [Positive behavioural support \(PBS\) \(skillsforcare.org.uk\)](#)

Makaton Sing -a-Long

On 21st June our Quality Innovation team organised a virtual Makaton Sign-A-Long for providers and the adults they support. It was wonderful to see so many of you involved and ending the session able to sign along to “I’m Walking On Sunshine”, by Katrina & The Waves.

As the session was so successful, we plan to offer the fun all over again with new songs! Keep a look out for the next dates on the provider hub.

Makaton for Frontline workers

A four hour in person Makaton session for providers of learning disability registered services presented by Makaton Tutor, Debby Avauche. This workshop has been designed to equip participants with the skills to utilise Makaton effectively to check on general wellbeing and put Makaton Users at ease talking about their mental health, feelings and wishes.

Date & Venue:

10th September 2024 9am – 1pm at Barleylands Farm, Billericay CM11 2UD

Due to demand this session is fully booked! If you would like to add your details to the waiting list please email quality.innovation@essex.gov.uk

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Epilepsy & Buccal Midazolam Training

In June we offered two virtual Epilepsy and Buccal midazolam awareness sessions as part of Learning Disability Week. The sessions were well attended with 45 people taking part. The 2-hour accredited training provided staff with a full understanding of epilepsy, the different seizure types and the impact epilepsy can have on learning and behaviour.

Attendees also learnt a variety of strategies to support a person with epilepsy.

Training included the use of emergency medication for prolonged seizures (buccal midazolam) and set out the principles and safety aspects that relate to administration. The next virtual session will take place in October and details will be released nearer the time.

Acquired Brain Injury & Associated Neurological Conditions

In July we offered a full day in person training on Acquired Brain Injury and Associated Neurological conditions. The session aim was to develop an understanding of Acquired Brain Injury (ABI) and explore examples, with a view to applying therapeutic to the care of the people you support.

Our next session will be in February and details will be released nearer the time.

Learning Disability Associated Conditions

In June we offered virtual drop-in awareness sessions on conditions commonly associated with learning disabilities as part of Learning Disability Week.

The conditions covered:

- Angelman syndrome
- Down syndrome
- Fragile X syndrome
- Turner syndrome
- Prader-Willi syndrome

Over 30 people dropped in throughout the day and below is some of the feedback we received.

"I attended all of the sessions, and all were very informative".

"It was very interactive and actually learnt a lot"

"Good job and very interactive session"

If you would like to see these sessions offered again, please email an expression of interest to quality.innovation@essex.gov.uk

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Learning Dementia for Adults with a Learning Disability and/or Autism

In July we held another awareness session covering Dementia in Adults with a learning disability and/or Autism. This is a one- day workshop to look at how you can identify potential dementia in adults with learning disabilities with or without Autism.

We will also look at how you can evidence your concerns to share with health professionals and then continue to support the individual with dementia to lead a healthy and positive life.

If you would like to see this session offered again, please email an expression of interest to quality.innovation@essex.gov.uk

Sepsis Awareness for AWD Providers

Data from LeDeR reviews has shown us that there are some common themes involved in the often-avoidable deaths of people with a learning disability. Sepsis is one of the health factors that is not always understood and contributes to poorer health and, at times, death. Sepsis is a common and potentially life-threatening condition triggered by an infection which causes the body's immune system to go into overdrive and could result in multi organ failure.

We are offering the opportunity for providers to attend a virtual a with Training for Health on Sepsis awareness.

Date & Venue Monday 9th September 2024,
10:am - 12:30pm
Platform: Microsoft Teams

Please use the link to access the booking form.
[Events – Sepsis Awareness for AWD Providers | Provider Hub \(essexproviderhub.org\)](#)

Oliver McGowan Tier 2 AWD Providers

We are pleased to offer tier 2 of the Oliver McGowan Training. The training is for people who may need to provide care and support for autistic people or people with a learning disability. The training is named after Oliver McGowan. Oliver was a young man whose death shone a light on the need for health and social care staff to have better skills, knowledge and understanding of the needs for autistic people and people with a learning disability.

We have four dates on offer but due to high demand, all are fully booked! If you would like to add your details to the waiting list, please email quality.innovation@essex.gov.uk.

Details of dates and locations can be found on the booking form on this link [Events – Oliver McGowan Tier 2 Training for AWD Providers | Provider Hub \(essexproviderhub.org\)](#)

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Ageing Well for Adults with Disabilities Award

This year's Essex Care Sector awards has a special category which recognises a person or team who have demonstrated a proactive and person-centred approach to supporting individuals with a learning disability (with or without Autism) who have been identified as ageing. The nominees should be able to evidence a good understanding of the challenges the adults face because of growing older, including health and social issues. They should also demonstrate what actions they have put in place to support them at this time in their life and how this has improved their wellbeing.

The nomination form and criteria for the category can be found on care provider hub, along with details of the 15 awards up to for grabs!
<https://www.essexproviderhub.org/quality/quality-innovation-team/essex-care-sector-awards-2024/>

Nominations must be emailed to Theprospers@essex.gov.uk by 5pm Friday 2nd August 2024.

Those who are shortlisted will be invited to the Awards Ceremony on the evening of 4th December 2024 at the Chelmsford City Racecourse, where guests will be wined and dined!

'Arts in Care Home' Exhibition

This summer, residents from Runwood Homes and Sanders Senior Living will showcase their creativity in a special exhibition titled "No Art Without Heart - Arts in Care Homes." The National Artistic Theme for this year's Arts by NAPA (National Activity Providers Association) is "HOME." This project aligns perfectly with Runwood Homes September Dignity theme, "No Art Without Heart," which emphasises cherishing each resident's journey and fostering creativity to honour their lives.

What is Art? Art is a diverse range of human activity and its resulting product that involves creative or imaginative talent. It can express technical proficiency, beauty, emotional power, or conceptual ideas. There's no one definition of art, and its interpretation can vary greatly throughout history and cultures.

You can view the resident's art at:

Colchester Library from 13th – 22nd August
Harlow Library 6th – 29th September



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Ron's Poem

Stafford Hall, shared with us a poem that Resident, Ron Jackson, wrote to go with his painting which is part of the Runwood Art Exhibition.

Ron won the All-England poetry competition in senior school at 14 years old and he has always been good at poetry. He created the poem after the painting.

Ron has come from a creative family; his daughter and former wife were both interested in creative / art pursuits.

The painting came from Rons imagination, and he then wrote the poem around it.

Ron said he has a love for the outdoors and would always spend as much time as possible; he loves watching the trees blowing in the wind.



Home

A beating heart that is home,
Dwelling peacefully in flowers and light,
Where dancing clouds freely roam,
And glitter rainbows in the light,
Sigh soft breeze.
Balloons bubble and move in the air,
Reflecting the smiling sun,
Sheep still chew and stare,
The shoot swings with gentile fun,
Sigh soft breeze,
O let it be home for me, my dreams reflect the
tone,
Fields move aside for trees,
Secure in my beautiful home,
Sigh soft breeze

Poem by Ron Jackson

Stafford Hall
Runwood Homes Senior Living Home

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Dementia Carousel Experiential Learning

This month we launched a new experience called The Dementia Carousel, the idea was initially created by a Student OT who was on placement in the Provider Quality Innovation team and is drawn upon national research. We tested the training with a focus group made up of Care home managers and staff and then ran the first sessions for care staff in July, with 42 people going round the carousel.

The experience takes staff through a series of experiential booths, designed to create cognitive challenges, confusion, and sensory overload, giving a person with a healthy brain empathy towards what a person with Dementia may feel and experience.

The Dementia Carousel is about evoking an emotional response to foster empathy and understanding of the feelings, emotions, and behaviours a person with Dementia may experience.

Attendees said:

"It was a real eye opener to dementia & taught me a lot more on how to deal with certain situations or why a resident might be feeling or acting a certain way in the scenario."

"Focused on feelings/perceptions that you don't often think about."

"The Sensory overload cafe made me more aware of behaviours shown by residents at mealtimes and why they show them."

"It was such an eye opener to how they must feel and why sometimes they react how they do, also how to be more mindful in how you treat a situation."

We will be taking the Dementia Carousel on tour around the county in the coming months so look out for the invites and get booked on.



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Supporting local communities

Jamie Hepburn, manager at The Canons, an extra Care housing scheme in Colchester shared with us all the brilliant work they have undertaken around social valuing and supporting the local community. Jamie and his team have

- Been supporting students from the colleges to complete their work experience with a view to having the opportunity to join the team, enabling them to commence their personal career path.
- Supporting Nursing Students from Anglia Ruskin University to have a three week placement to help towards their degree studies.
- Food bank baskets out for collection and delivered to the salvation army every month.
- Recycle and energy Champions to encourage staff and service users to help the environment.
- Working with the local job centre, creating a presentation, and giving talks on career paths within the care sector.
- They've also planned to attend the Local colleges in October to give a talk to the students on what a career path in care can lead to.

They're also looking ahead to the winter months and considering how they can support the homeless with keeping warm, they're currently looking at the possibility of offering use of their facilities like a

bath or shower, this is in the planning stages but sounds like a great idea.

We know many of you are becoming more community and environmentally minded, introducing creative initiatives, if you'd like to share your story email us at

Quality.innovation@essex.gov.uk

Congratulations!

Jamie Hepburn who manages both The Cannons and Canters Meadow Court, has just been awarded Registered Manager of the Year by Agincare.

Jamie won the category out of six finalists!

Fantastic achievement Jamie, well done!



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Granting a residents wish

Dudbrook Hall, residential care home in Brentwood have previously shared with us examples of how they grant wishes for their residents, including taking two residents for a session on an ice-skating rink!

This time it was Charles who had a wish granted with the planning and support of the staff at Dudbrook Hall. Lauren who works at Dudbrook Hall explained that Charles had expressed a wish to revisit the Kenneth Moore Theatre in Ilford.

Lauren further informed us that Charles had helped create the building, and the reason the theatre has 365 seats was because Charles had said he wanted one for each day of the year. Charles was also one of the first people to produce content for the theatre, as well as conducting musicals beside his wife, who was an opera singer. Charles was accompanied on his visit to the theatre by care staff member Conrad.



Following the trip Conrad said "The trip was beautiful a lot of nostalgia for Charles. The manager welcomed us and gave us a tour of the place, she spent the whole time with us conversing with

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Charles about the theatre. Thank you for planning this, Charles and I both enjoyed it very much."

What a magical experience that must have been for Charles to revisit such a special place to him and bring back such fond memories which he no doubt cherishes, well done Dudbrook Hall !

Your Good News Stories

If you would like to share your ideas or good news stories, please email us at

Quality.innovation@essex.gov.uk

Eligibility

All our events and training opportunities are fully funded by Essex County Council and are available to Care providers who provide a service in the Essex County Council Local Authority Area.

Provider Quality Innovation

More information about the ways in which we can support care providers can be found on the care provider hub

<https://www.essexproviderhub.org/quality/quality-innovation-team/>

