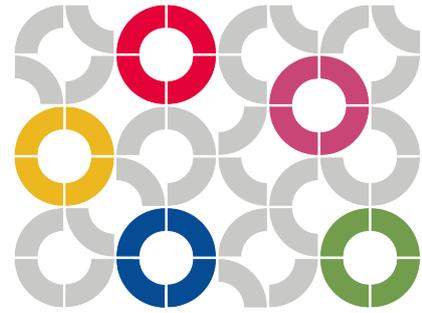


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Issue 132 March 2026

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

Promoting Safer Provision of care for Every Resident.

Champion Study Days

The Prosper team have been busy planning the Summer 2026 Champion study days, as always, the days will be interactive, educational and a great opportunity to connect with other homes on the project. Save the dates:

16th June 2026, 10am to 3.30pm – Colchester Football Stadium

25th June 2026, 10am to 3.30pm – Harlow Hotel

7th July 2026, 10am to 3.30pm – Hylands House, Chelmsford

9th July 2026, 10am to 3.30pm – Princes Theatre, Clacton

The agenda has been set and the following sessions will be taking place:

- Perspectives – seeing things differently
- Sensory & Trauma Informed approaches
- Nutrition and Hydration
- Alzheimer's Society – Lift the Lid on Sexual Behaviours

Keep an eye on your inbox as invites will be coming out soon!

Residents Riddle?

Each month we will provide a riddle for residents to solve. Please email their answers to

prosper@essex.gov.uk

Answer to last month's riddle was of course:

KIWI

Well done to all at **Parkview and Freda Gunton Lodge** who answered the riddle correctly.

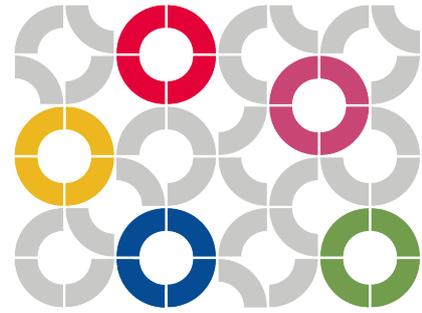
This month's riddle is...

Where does today come before yesterday?

Answer in next month's newsletter



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Essex Care Sector Awards The Prospers 2026 are back!

Celebrating the best of care in Essex demonstrated through innovation, achievement and outstanding contribution.

This is the 9th Annual Awards and is open to all providers who deliver a care service to Adults in Essex County Council's Local Authority Area. We welcome nominations from care staff, managers, seniors, relatives and the people you provide a service for!

The nomination window opens on the 1st June 2026 and closes 5pm 10th July 2026.

You can enter nominations for as many categories as you like.

Winners will be announced at the Award Ceremony, the evening of 2nd December 2026 at Chelmsford City Racecourse, Great Leighs.

The nomination form and award category criteria can be found at [Essex Care Sector Awards 2026: The Prospers | Provider Hub | Essex](#)



There are 15 Award Categories featuring new Awards for 2026!

Outstanding Care/Support Worker

Outstanding Care Sector Nurse

Unsung Hero

Outstanding Leadership

Team of the Year

Prosper Champion Award

Ageing Well for Adults with Disabilities

Provider Quality Mentoring (PQIM Programme)

Community Partnership

Dementia Care

Mental Health and Wellbeing

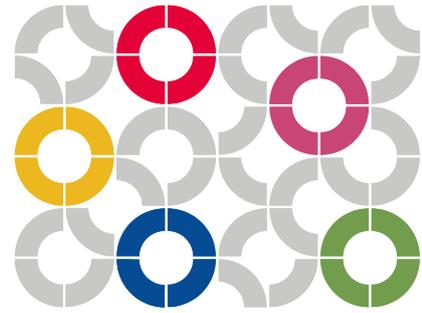
Activities and Wellbeing

Rehabilitation and Reablement (Domiciliary)

Palliative Care

Equality Diversity and Inclusion

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Catheter Care

Effective catheter care focuses on infection prevention through strict hygiene, daily cleaning, and proper drainage bag management.

Key Daily Catheter Care Procedures

- Hygiene: Wash hands with soap and water before and after touching the catheter or bag.
- Cleaning the Site: Clean the area where the catheter enters the body daily with mild, unperfumed soap and water
- Cleaning Technique: For women, wipe from front to back; for men, retract and clean the foreskin.
- Preventing Infection: Do not use talcum powder around the site. Encourage adequate fluid intake to keep urine flowing.

Catheter Bag Maintenance

- Positioning: Always keep drainage bags below the level of the bladder to allow gravity drainage and prevent backflow, which causes infection.
- Emptying: Empty leg bags when they are full (or 500ml).
- Night Bags: Use a larger night bag, attached to the leg bag, and place it on a stand near the floor.
- Changing Bags: Change leg bags every 5–7 days, or as instructed by the manufacturer, ensuring a sterile connection.
- Securing: Use catheter straps or anchoring devices to prevent the tube from pulling or tugging.

When to Seek Medical Assistance

Contact a district nurse or GP if you notice:

- Little or no urine draining.
- Cloudy, smelly, or heavily blood-stained urine.
- Leakage around the catheter.
- Signs of infection: fever, shivering, or pain in the lower back or abdomen.

Do's and Don'ts

DO ensure the catheter is not twisted or kinked.

DO keep the drainage tap off the floor.

DON'T wash out (irrigate) the catheter unless trained and instructed.

DON'T pull or tug on the catheter.

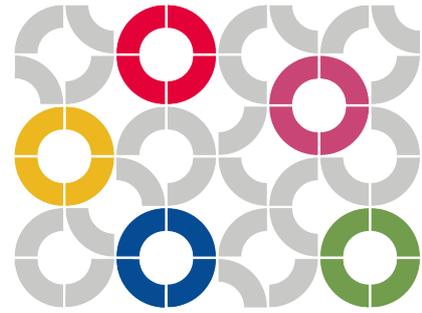
5 Tips for Proper Catheter Care and Reducing Infection Risk



1. Stay hydrated
2. Regular cleaning
3. Avoid kinks
4. Empty the drainage bag regularly
5. Monitor for signs of infection



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Dudbrook House Pizza Making

Residents at Dudbrook House recently donned their aprons and chef's hats to become creative in the kitchen. Maria, their Activity Co-ordinator, supplied an array of topping choices and they set to work making their pizza bases, before each selecting their personal favourites to finish off their culinary creations. There was great enjoyment as they proudly assembled their own delicious pizzas — a wonderful result was the tasty results they all enjoyed!



ECL Free Sensory Training

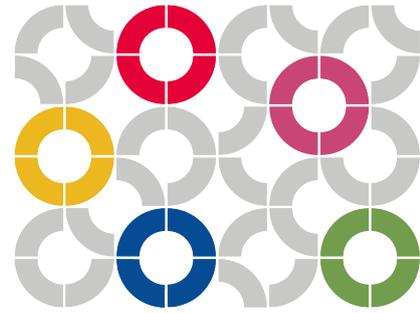
Did you know that ECL provide Free sensory training for care home staff, their team of sensory specialists deliver courses to highlight how sensory loss impacts individuals and outlines how to make the world more accessible for people who are partially sighted, blind, hard of hearing, deaf or deafblind. Why not develop Sensory Champions in your home to support those you care for with a sensory loss.

Sensory ~~impaired~~ Empowered 

To find out more please see
www.ecl.org/sensory
Or scan the QR code



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Methodology Corner

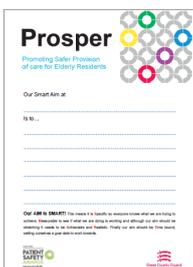
The importance of setting SMART aims

In last month's article I discussed how your runtime dashboard could be used to set **SMART aims**. This month I want to explain why it is important to set a **SMART aim** at the start of any improvement initiative.

Often if I am in a care home talking to a group of staff, as an exercise, I will show them their home's runtime dashboard and ask them what an appropriate **SMART aim** would be for the home based on the data. Regularly at this point I am giving lots of changes that could be made to improve the data, but rarely does anyone suggest a **SMART aim** first. This is totally understandable, but it is important to set a **SMART aim** first, before you start to think about what changes could be made. That way everyone will know exactly what is trying to be achieved and whether progress is being made towards it. Additionally, everyone can celebrate the success if/when a **SMART aim** is reached.

Of course, you could just have a vague statement like 'we need to try and reduce the number of falls'. But nobody will know what kind of reduction is required, or whether the goal is reached. The likelihood with the statement being open-ended, is that nothing will be take place, because 'we will do that next week'.

We have created a **SMART aim** poster which we would encourage you to use in your home to make people aware of your goal:



Provider Quality Innovation

Model for Improvement

Considering the article on the left, this is probably a good time to revisit the **'Model for Improvement'**.

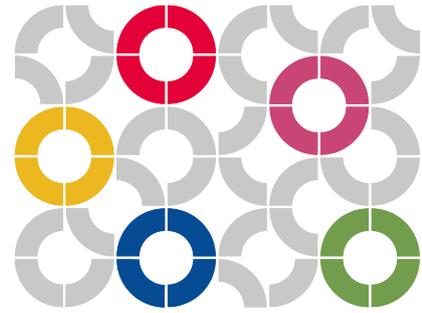
This is the model that PROSPER Methodology is based on.



You can see from this model that if you have not set a **SMART aim** you are not answering the first of the three questions you need to ask as you work through the model.

A full explanation of PROSPER methodology can be found from this link: <https://www.essexproviderhub.org/quality/quality-innovation-team/prosper/prosper-methodology/>

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SMART Aim Success Story

Maitland House, in Clacton, implemented a focused SMART aim to reduce Moisture-Associated Skin Damage (MASD) by 75%, and achieved more than their target reduction across six residents. The home conducted small tests of change using the PDSA cycle methodology which included a range of practical interventions that were person centred to the resident's individual circumstances and needs, including:

- Switching from flannels to disposable dry wipes for those residents who agreed.
- They used a no-rinse skin cleanser (for some residents), which is an effective alternative to traditional soap and water during personal care, especially at toileting times, helping cleanse and protect the skin without causing further skin irritation.
- Daily showers, with consent, to maintain regular skin hygiene.
- Ensuring staff are aware of individuals needs and continence support to reduce the risk of prolonged exposure to moisture.
- Interactions added to the homes electronic care management system, guiding staff through consistent care routines.
- Engaging activities and gentle movement exercises to promote mobility and reduce time spent sitting for long periods.
- Improved application of barrier creams alongside the introduction of suitable skin-care products.

Through these combined approaches, the home exceeded its SMART aim, achieving over a 75% reduction in MASD, and demonstrating excellent teamwork, thoughtful product selection, and consistent person-centred care.

Moisture Associated Skin Damage (MASD)

MASD is inflammation and erosion of the skin caused by prolonged exposure to moisture, including urine, faeces, sweat, or wound exudate. It typically presents as painful, red, or macerated (white) patches, often in skin folds.

MASD has four main types which are classified by the source of moisture

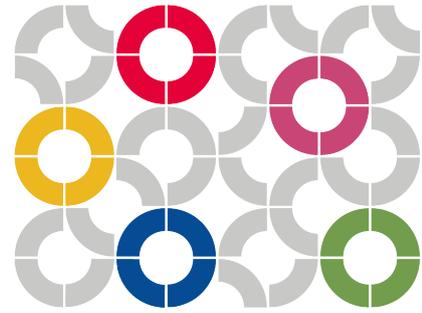
Incontinence-associated dermatitis – Caused by urine or faeces

Intertriginous dermatitis – Caused by perspiration trapped in skin folds

Peristomal moisture-associated dermatitis – Caused by sweat or body waste leaking around a stoma.

Peri wound moisture-associated dermatitis – Caused by leakage from a heavily draining wound.

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Mother's Day Poem

We wanted to share this lovely poem from Nicky Cook, registered manager at A1 Homecare about Mother's Day.



SHE MAY BE CALLED MOTHER, MUMMY OR MUM
OR KNOWN AS STEP MUM TO SOME
WHAT EVER YOU CALL HER MAKE IT HER SPECIAL DAY
WHATEVER SHE WANTS LET HER HAVE IT HER WAY.

SHE IS THE ONE YOU TURN TO FOR COMFORT AND LOVE
IF SHE'S HERE ON EARTH OR UP ABOVE
SHE'LL ALWAYS WANT THE BEST FOR YOU
AND SUPPORT AND LOVE YOU WHATEVER YOU DO.

WHEN YOU'RE JUST A CHILD YOU DON'T UNDERSTAND
THE SECURITY AND SAFETY FROM HOLDING HER HAND
AS OUR MUM'S GROW OLDER IT'S OUR TIME TO CARE
TIME IS PRECIOUS SHE MAY NOT ALWAYS BE THERE.

IT'S NOT ABOUT PRESENTS OR HOW MUCH YOU SPEND
TO HER IT'S ABOUT BEING WITH HER BEST FRIEND
THE BABY SHE NURTURED FROM THE VERY START
WITH THE SPECIAL PLACE WITHIN HER HEART.

MUM THANK YOU FOR YOUR DEVOTION AND SELFLESS CARE
FOR ALLOWING ME TO CARRY YOUR LOVE EVERYWHERE
I CARRY YOU IN MY HEART EVERY DAY
YOU KNOW HOW LOVED YOU ARE I HOPE AND PRAY.

WRITTEN BY - NICKY COOK (REGISTERED MANAGER)

Top 20 Rated Care Homes East of England

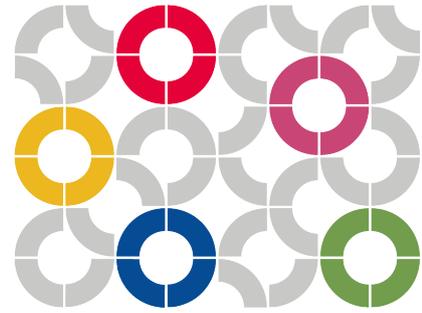
We wanted to take this opportunity to congratulate both Cherrywood Grange and Eastham on achieving the top 20 rated care homes in the East of England for 2026!

These rankings are determined by published reviews from residents, family and friends visiting the homes, and is a fantastic achievement and true reflection of the outstanding care and dedication shown by the homes entire team.

Awards like this don't just recognise excellence, they help reassure families searching for care that they are choosing a home they can trust.



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Poetry Corner

After finding out about the homes achievement we tasked Sue Smith, Manager at Cherry Wood Grange to write a Poem about achieving a top 20 rated care home.

East of England's best, a prestigious prize

At Cherry Wood Grange, where hearts entwine.
Sue and Jo lead with kindness, a true care divine.
With a team of stars, they guide the way.
Delivering great care, every single day.

Compassion and skill, a perfect blend.
Residents thrive, with love they tend.
Sue and Jo's leadership shine a beacon bright.
Inspiring their team, making care a delight.

The staff are great, with hearts so true.
They give their all, because they care for you.
We all love our residents, it's plain to see.
Cherry Wood's a home, where love is key.

Together we work, with hearts as one,
Top 20 rated, their achievement is won!
East of England's best, a prestigious prize.
Cherry Wood Grange shines, with care in their eyes.

With recognition and pride, they can now celebrate.
A testament to care, that's truly great.
Thank you, Sue, Jo, and team for all that you do.
Inspiring excellence, every day anew.
Here's to great success, and more to come.
Cherry Wood Grange, a care home that's number one!

Provider Quality Innovation

Done Something New and Exciting?

Do you have a top tip, an amazing new idea to share or an event that is different to any other and would like it published in the newsletter?

Don't forget to wear your badge with pride!



Prosper Contact

Would you like a prosper support visit, or can't find something you are looking for on the provider hub then email

Prosper@essex.gov.uk