

Quality Innovation Newsletter

Issue 61 April 2026

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.

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

The Provider Quality Innovation Team have been bringing you training opportunities and support since 2014, visit our pages on the Essex Provider Hub <https://www.essexproviderhub.org/quality/quality-innovation-team/>

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.

OT Weekly Advice Clinic - Virtual

Our Senior Occupational Therapist, Caroline Robinson is running a virtual weekly advice clinic, an opportunity to ask any OT questions in relation to any person you are supporting.

Every Wednesday, 10.30am to 11.30am.

To receive the link email

quality.innovation@essex.gov.uk



PROSPER Champions Study Days

The Prosper team are 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.

The agenda will include the below sessions.

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

Dates & Venues

- 16th June 2026, 10am to 3.30pm – Colchester
- 25th June 2026, 10am to 3.30pm – Harlow
- 7th July 2026, 10am to 3.30pm – Chelmsford
- 9th July 2026, 10am to 3.30pm – Clacton

If you're not part of Prosper and would like to find out more, please go to

<https://www.essexproviderhub.org/quality/quality-innovation-team/prosper/prosper/> or email the Prosper Team at Prosper@essex.gov.uk

*The Prosper Project is open to all older people's residential care and nursing homes that are within the Essex County local Authority Area.

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Dignity Champions Training with Amanda Waring -Virtual

This 2hr virtual training session is aimed at staff who want to become a Dignity Champion in their organisation and will support them to promote the Dignity Principles.

Delivered by Amanda Waring who was instrumental in setting up the Governments Dignity in Care Campaign and the 10 Dignity Do's. Her award winning 'What do you See' film is used around the world to awaken compassion for elders and to improve care. Amanda is a staunch campaigner for Dignity in Care

This training is open to both Residential Care Homes and Domiciliary Care providers.

21st April 2026, 9.30am to 12pm

21st April 2026, 2pm to 4.30pm

12th May 2026, 2pm to 4.30pm

14th May 2026, 9.30am to 12pm

These sessions are fully booked but please email quality.innovation@essex.gov.uk to be put on the waiting list for future sessions

End of Life Care Support & Wellbeing with Amanda Waring -Virtual

We have been working with Amanda Waring to bring you a virtual support session for care staff who often feel underprepared and, in many cases, overwhelmed when working with those at end of life. There is a strong need for emotional care training to enhance their connection and communication to the people they support at end of life. The session will explore:

- Common reactions of fear and feeling unprepared or helpless when dealing with those at End of Life
- Understanding of Relatives perspective
- Tools to alleviate panic and emotional distress.
- When to use touch and when not to use touch and how to touch
- Providing physical and emotional support reassurance techniques
- Tips to make the person being cared for more comfortable.
- How to address any spiritual needs
- What to say and what not to say.
- What is an emotional care tool kit
- How to care for oneself emotionally, physically and spiritually

These sessions are fully booked but please email quality.innovation@essex.gov.uk to be put on the waiting list for future sessions

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AWD Training Opportunities & Updates

Please see details of our upcoming offers for learning disability registered services from April to June 2026.

Introduction to Multiple Sclerosis

This introduction to Multiple Sclerosis training is live online training provided by a consultant occupational therapist covering:

- An Overview of Multiple Sclerosis
- An Overview of the MS process in relation to daily functioning
- A person's general care needs
- Manual handling
- Personal Care
- Hoisting needs
- Positioning needs
- Environmental needs

Click link for further information and booking form [Events – Multiple Sclerosis | Provider Hub](#)

CPD Accredited Epilepsy & Buccal Midazolam Training

This 3-hour CPD accredited training course is for anyone who supports a person with epilepsy and may be required to administer buccal midazolam for prolonged seizures.

The course will provide delegates with a full understanding of epilepsy and seizure management, and in the safe administration of buccal midazolam. A practical demonstration on how to give emergency medication will be carried out.

Click link for further information and booking form for April's virtual offer [Events – CPD Accredited Epilepsy Awareness Including Buccal Midazolam | Provider Hub](#)

Please use this link for June's in person offer [Events – CPD Accredited Epilepsy Awareness Including Buccal Midazolam | Provider Hub](#)

Capable Environments – Communication Domain

The course will cover the Communication domain of Capable Environments including

- Communication plans, including content and resources
- Implementing communication systems
- Communication and behaviours that challenge (how communication can influence behaviours of concern, going over ABC's etc)
- Communication accessibility
- Developing a communication profile for an individual the participant supports

Click link for further information and booking form [Events – Capable Environments Communication Domain | Provider Hub](#)

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Sepsis Awareness

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, and one of these is early Sepsis recognition. We are offering the opportunity for providers to attend a fully funded virtual session on Sepsis awareness. This course is aimed at care assistants and support workers and will increase knowledge and raise awareness in the recognition and management of Sepsis.

Click link for further information and booking form for the April offer [Events – Sepsis Awareness | Provider Hub](#) please use this link for the June offer [Events – Sepsis Awareness | Provider Hub](#)

Makaton for Frontline Workers: General Wellbeing Workshop

A robust session promising to unlock your communication potential. Designed to meet diverse communication needs and enhance your organisation's accessibility.

- Proficient in everyday Makaton signs and symbols.
- Competent in specialist signs and symbols designed to improve communication and reduce anxiety during appointments.
- Promote inclusion and awareness.

Click link for further information and booking form [Events – Makaton for Frontline Workers: General Wellbeing Workshop | Provider Hub](#)

Introduction to Motor Neurone Disease

This introduction to Motor Neurone Disease training is a live online training provided by a consultant occupational therapist covering:

- An Overview of Motor Neurone Disease
- An Overview of the MND process in relation to daily functioning
- A person's general care needs
- Manual handling
- Personal Care
- Hoisting needs
- Positioning needs
- Environmental needs

Click link for further information and booking form [Events – Motor Neurone Disease | Provider Hub](#)

Mental Health First Aid

Delivered by MHFA England instructor & ECC Quality Improvement Officer Stacey Milton.

- A deeper understanding of mental health and the factors that can affect people's wellbeing
- Practical skills to spot the triggers and signs of mental health issues

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- The confidence to step in and support someone in the workplace by guiding them to appropriate support
- Three years access to the MHFAider Support App® with 24/7 digital support
- Access to exclusive resources, ongoing learning opportunities, and the benefit of joining England's largest community of trained MHFAiders®

This is a very sought after course and both our May and June offers are fully booked. If you would like to go on the waiting list for either sessions or express interest in future courses, please email quality.innovation@essex.gov.uk.

Dates for the fully booked 2-day courses are May 15th & 22nd and the 29th of May and 5th of June.

Sexual Expression, Sexuality & Relationships

Delivered by Enhance the UK

- Understand what sexual expression is and why it is important.
- Understand the rights of service users regarding their sexual expression.
- Understand the obstacles disabled people can face regarding their sexual expression, sexual pleasure, and ways these can be overcome.
- Know the support they can offer supported people within the legal frameworks.

Click link for further information and booking form [Events – Sexual Expression, Sexuality & Relationships | Provider Hub](#)

Dysphagia Awareness

The Provider Quality Innovation Team have collaborated with Essex Learning Disability Partnership to deliver Dysphagia awareness training for services that support adults who have learning disabilities and or Autism. The day will cover the following aims and learning outcomes.

Aims:

- To be able to assist in the recognition of dysphagia.
- To be able to participate in the management of dysphagia.
- To be aware of your professional responsibility in the role of dysphagia management.

Learning outcomes:

- To understand the structures & processes involved in the normal swallow
- To be aware of the signs & symptoms of dysphagia
- To understand commonly made recommendations & why they're made
- To know the different individuals' roles in managing dysphagia
- To know who to refer to & the roles of the MDT

Click link for further information and booking form [Events – Dysphagia Awareness | Provider Hub](#)

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Peg Awareness

Delivered by Teach Health Ltd. The session will cover.

- Indications for a gastrostomy
- Types of gastrostomy tubes
- Basic principles of care of gastrostomy tubes
- Infection control including environment preparation
- Care and preparation of feeding equipment
- Administration of feeds – bolus and pumps
- Safe administration of medication (if required)
- Recognising, dealing with and reporting complications
- Emergency management if a gastrostomy tube comes out
- Competency framework
- Roles and responsibilities
- Legislation and record keeping

Click link for further information and booking form
[Events – PEG Training | Provider Hub](#)

Quality Essentials

This training has been developed by drawing together key learning and priorities from Ageing Well, LeDeR outcomes, safeguarding themes, and recent CQC inspection findings across Essex. By combining insights from these areas, the session aims to strengthen understanding, improve practice, and support high-quality care delivery for Provider Quality Innovation Newsletter

adults with learning disabilities and/or autism. It is a compact session that brings together a large amount of information in a short space of time, designed to highlight the most important points and spark reflection and improvement across services.

Reasonable Adjustments

- Inequalities
- Social Model of Disability
- Medical Model of Disability
- Hospital Passports
- Annual Health Checks & Health Action Plans
- Vaccinations & Screenings
- Essex Learning Disability Partnership (ELDP)
- Diagnostic Overshadowing
- Nutrition & Hydration
- Exercise & Mobility
- Condition Specific Health Action Plan
- STOMP
- Positive Risk Taking

Click link for further information and booking form
[Events – Quality Essentials | Provider Hub](#)

Essex Care Association PBS Community of Practice

Are you in a Positive Behaviour Support (PBS) role and looking to connect with fellow professionals? Join our vibrant Community of Practice Network for an engaging session focused on support, learning, and growth! This is a fantastic opportunity to learn

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from each other, share experiences, and strengthen our collective impact within the field of Positive Behaviour Support.

This is not PBS training. In order to attend, you must be actively involved in PBS in your day-to-day role, have a PBS qualification, or be working towards a PBS qualification. This network is not suitable for support staff. You should currently support an Essex-based resident commissioned via the ECC Complex Care Framework.

The next meeting will be held on the 15th of April, please use this link for further information and booking. [PBS Community of Practice Network - 15th April 2026 | Essex Care Association](#)

Domiciliary Care Provider Training Opportunities

Mental health First Aid

This two-day course will give attendees:

- A deeper understanding of mental health and the factors that can affect people's wellbeing
- Practical skills to spot the triggers and signs of mental health issues
- The confidence to step in and support someone in the workplace by guiding them to appropriate support

Cohort one: 9th & 11th June 9.30-4pm **Fully Booked**

Cohort two: 7th & 9th July 9.30-4pm **Fully Booked**

Whilst the above dates are fully booked, please email quality.innovation@essex.gov.uk to be put on the waiting list for future sessions.

Domiciliary Care Champions Days

We have some exciting new champion days coming up in June, aimed at Domiciliary Care Agencies and is open to any staff member. The days will cover bitesize sessions with some interesting guest speakers.

The Champions Day will include sessions from:

- Tech Team
- Decluttering Service
- Physiotherapist (falls prevention)
- Alzheimer's Society
- Senior O/T Sensory & Trauma informed approaches to moving & supporting a person.

Dates & Venues

Tuesday 16th June – 9am – 4.30pm JobServe Community Stadium, United Way, Colchester CO4 5UP (North Essex)

Tuesday 23rd June – 9am – 4.30pm Hamptons Sports and Leisure Centre, Tydemans, Great Baddow, Chelmsford CM2 9FH

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

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Dementia Day

As part of Dementia Action Week, we are holding a **Dementia Day on 20th May 2026 at Colchester Football Stadium**

The day is open to all staff from Domiciliary Care Agencies and Residential Care Homes in the Essex County Council Local Authority Area and will consist of interactive training looking at person centred Dementia Care and Managing Behaviours, there will also be stalls with useful information on how to support people with dementia and resources from Dementia UK.

To book your places, please email quality.innovation@essex.gov.uk

Alcohol-Related Brain Damage (ARBD) and Wernicke-Korsakoff Syndrome

We are often asked on our Dementia training for more information on Wernicke- Korsakoff Syndrome and Alcohol Related Brain Damage.

ARBD is a condition which can be easily confused with dementia as the symptoms are very similar. However, they differ in that Dementia is a progressive condition which will always get worse and ARBD can get better if the person can be supported with the right treatment.

The symptoms of ARBD include difficulties with:

Thinking – Focus, planning and organising, not understanding consequences of continuing to drink

Memory – forgetting recent conversations, problems with long term memory, mixing up memories.

Mood & Behaviour – Apathy, Depression, impulsive or risky behaviour, lack of social awareness

Movement & Coordination – more likely to fall or stumble, slurred speech.

Those with ARBD will usually be addicted to alcohol meaning they are physically and psychologically dependent on it and will feel very ill if they stop drinking suddenly. They require medical support to stop drinking.

It is estimated that one in three people with alcohol dependence have some level of ARBD. Those diagnosed are usually aged between 40 and 60 years which is generally younger than those diagnosed with Dementia. Wernicke-Korsakoff Syndrome is a severe type of ARBD which is being seen more within the community.

Wernicke-Korsakoff is caused by a lack of an essential vitamin called Thiamine (Vitamin B1) which can no longer be absorbed in the body due to the excessive alcohol consumed damaging the gut. This vitamin deficiency causes permanent damage to the persons nervous system and their brain, similar to those seen with a dementia diagnosis, but it is NOT a type of dementia.

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Wernicke-Korsakoff syndrome has 2 stages:

Stage 1: Wernicke's encephalopathy

The person's brain swells intensely causing symptoms of being disorientated, drowsy, confused, vomiting, hallucinating, poor balance and losing weight.

Stage 2: Korsakoff's Syndrome

If the first stage of Wernicke's encephalopathy is not noticed and treated quickly enough, then the person may develop Korsakoff syndrome. This is the condition which can mimic dementia.

Initial treatment should be in a hospital setting so regular injections and medical alcohol withdrawal can be monitored. About half of those diagnosed with the condition will recover to some extent and will require support to manage their lives. For some the damage to the brain is too extensive and they will require specialist residential support.

Supporting a person with ARBD (including Wernicke-Korsakoff Syndrome) can be challenging and they are at a high risk of relapsing and drinking alcohol again. It is important once they are living back at home they continue to receive support from the local alcohol services to reduce this risk. They will also need to take their medications regularly.

Tips from the Alzheimer's society for supporting a person with ARBD include:

- A regular routine can help to give structure to daily activities
- Encourage the person to eat a balanced diet to ensure they receive all the required vitamins for their brain function.
- If they are struggling with tasks, break them down into smaller steps.
- When talking, be patient and use short sentences, not giving too much information at one time, also need to give them time to respond.
- Put labels on cupboards and arrange rooms so that essential and everyday items are easy to find.

People with ARBD can have problems getting a good night's sleep. Putting a healthy night-time routine into place may help.

Sources:

Alzheimer's Society:

<https://www.alzheimers.org.uk/about-dementia/types-dementia/alcohol-related-brain-damage-arbd>

Dementia UK:

<https://www.dementiauk.org/information-and-support/types-of-dementia/alcohol-related-brain-damage/>

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Staying Safe in Warm Weather

With the clocks having changed last weekend to British Summer Time we look forward to the longer, brighter days. Whilst many people enjoy the warmer temperatures it can also pose potential risks and it's important to be aware of these and what actions might help reduce such risks.

Did you know

- 2,985 people died due to the heat in England in 2022
- Heat increases the risk of heart attack, stroke, lung problems and other diseases
- Mortality risk increases significantly when temperatures exceed 22 degrees



Spot The Warning Signs

Dehydration - Initial Fluid Loss

- Extreme thirst, dry mouth, or dry skin.
- Dark-coloured urine or decreased urination.
- Tiredness, fatigue, and dizziness.
- Headache.

Heat Exhaustion - Significant Fluid/Salt Loss

- Heavy Sweating
- Cool, moist (clammy) skin with pale colour
- Muscle cramps (legs, arms, or stomach).

- Fast, weak pulse and rapid breathing
- Nausea, vomiting, or diarrhoea.
- Severe headache, dizziness, or fainting.

Heat Stroke - Medical Emergency

- Extremely high body temperature (above 40°C)
- Hot, red, or flushed skin (may stop sweating).
- Confusion, disorientation, or slurred speech.
- Loss of consciousness or seizures.
- Rapid, strong pulse.

We know that supporting and encouraging those you to care for to increase their hydration can be a challenge so you may wish to consider some of the tips below.



“Drink with me” approach - Sit and have a drink alongside the person, people are far more likely to join in than be told



Little and often - Offer drinks every 30-60 minutes, set hydration reminders if need be to prompt your team.



The “Always in Reach” rule Keep drinks within arms reach at all times. Out of sight out of mind

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Use personal preferences- Some people prefer hot drinks even in heat. Offer tea, coffee or milk if this means more intake.



Think beyond drinks -Use alternatives to water if need be - Fruit slices, smoothies, jelly, ice lollies, ice cream, cucumber, yoghurt, oranges, soups.



The quick checks -Allocate a heat risk champion on each shift doing the three main risk checks.

1. Has the drink level gone down?
2. Is the urine dark?
3. Any confusion or fatigue?



Cool down fast (safely) -Focus on wrists, neck and face for quick relief. These areas cool the body effectively.



Beat the heat early Close curtains/blinds before the rooms heat up, not after.



The “lighten the load” trick- Remove excess bedding, cushions, and unnecessary layers to reduce trapped heat.



Freshen up rounds -Offer a quick cool wash, flannel, or spray at regular intervals.



Watch behaviour, not just temperature

Sudden confusion, agitation or drowsiness can be early signs of dehydration.



Keep it visible -Use a simple whiteboard.

Who is at high risk? Who has not drunk much today? Who is currently on close monitoring?

Basic Heat Kit

In addition to taking the actions above you could also consider some of the many items, now available to purchase, designed to help keep you cool.

- **Rechargeable Portable Neck Fan**, bladeless so can be used safely and many feature low noise levels.
- **Cooling Pillow** which helps to relieve the symptoms of overheating and supports the user to a cooler night's sleep.
- **Cooling Towels** which are made from high-density cooling mesh microfiber, these can be reused by soaking, wringing out and then applying to neck / face to help cool the person down.

As with any new item you introduce to those you are supporting, we would recommend that you assess the individual's needs and risk assess the use of any new products.

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Poetry Corner

Hydration, poem by Sue Smith, Manager Cherry

Wood Grange   

Grab a drink, don't pass it BY, water's the way to
make us all feel HIGH!

Young or old, we know Hydration is KEY, feeling
refreshed, with your mind clear & FREE!

Drink up daily, don't wait till LATE, at least 8 glasses
a day, is what we all ADVOCATE!

Drinks hot or cold, keep it FRESH, your body will
thank you, as you'll feel your BEST!

At work, you're always on the GO, don't get
dehydrated as you will start to feel LOW!

Headaches fade, skin starts to GLOW,
When you're hydrated, you'll feel your mojo
GROW!

Keeping our residents hydrated TOO! is what all the
team at cherry wood DO!

So grab a bottle, or a CUP, and make sure you that
we all drink UP!

Your Good News Stories

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

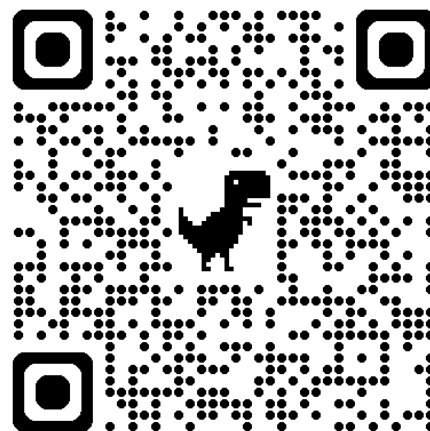
Quality.innovation@essex.gov.uk

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 Team

More information about our programme of work can
be found on the Essex Provider Hub.



www.essexproviderhub.org/quality/quality-innovation-team