

Quality Innovation Newsletter

Issue 48 February 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/

Care Workforce Training Fund – Don't forget to claim!

If you have ECC funded residents you may be able to claim back the hourly pay of your staff to attend training organised by the Provider Quality Innovation team, this is a limited time fund which runs from the 1st of April 2023 to 31st March 2024. Further information, criteria and the claim form can be found via the link below

<https://www.essexproviderhub.org/quality/quality-innovation-team/care-workforce-training-fund/>

For further support and guidance on the training fund please contact:

careworkforcetrainingfund@essex.gov.uk A list of current training can be found on the Provider Quality Innovation section of the care provider hub; <https://www.essexproviderhub.org/quality/quality-innovation-team/current-programme-of-training-and-events/> this is regularly updated as and when new training opportunities are added.

Claims can be backdated to 1st April 2023.

A booking system is in place for all training sessions and a named staff member must be booked on prior to the start of the session, this is to ensure maximum delegate numbers are not exceeded. The Provider Quality Innovation team manages all bookings and can be contacted via quality.innovation@essex.gov.uk

Registered Nurses CPD Conference

The CPD conferences for Registered Nurses working in Nursing Homes are back in 2024 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.

27th March 2024, 9.00 – 16.30, Hamptons Sport & Leisure Centre, Chelmsford

Workshop sessions will include participatory elements which can be used as evidence for revalidation of registration. Attendees will be able to choose 2 workshops from both option 1 & 2

- | | |
|----------|--|
| Option 1 | Tracheostomy
PEG Feed
NMC Code of Conduct/registration |
| Option 2 | IV Cannulation
Stoma Care
Nutritional Supplements/ Dysphagia |

To book email quality.innovation@essex.gov.uk stating the date and workshop choices.

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Cultural Diversity & Equality, Diversity & Inclusion training

We have facilitated several virtual Cultural Diversity and Equality, Diversity & Inclusion training courses which have proved very popular with all dates been fully booked, in view of this we are currently arranging more sessions, these will also include an opportunity to attend face-to-face training, dates and venues will be circulated once confirmed.

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 To receive the link email quality.innovation@essex.gov.uk

Magic Moments Workshops

We are holding 4 Magic Moments workshops across the county which will provide Care Professionals with knowledge and resources to deliver new creative approaches that support the wellbeing of all residents (including people living with complex needs). The day will be led by Professional Artists working across Magic Me's Care Home Projects - [Artists' Residencies in Care Homes](#) and [Magic Moments](#).

The day will include Artist-led workshops where you will test out creative activities and explore approaches.

An opportunity to share your skills with a cohort of Care Professionals and learn from one another, giving you a space to consider how you might adapt or try these approaches in your care home.

At the end of the day, you will take away two resources:

- A toolkit to bring 'everyday creativity' to your Care Home
- The Magic Moments Activity Booklet

28th Feb 2024, 9.30am to 3.30pm, Chelmsford

6th Mar 2024, 9.30am to 3.30pm, Colchester

13th Mar 2024, 9.30am to 3.30pm, Epping

20th Mar 2024, 9.30am to 3.30pm, Basildon

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

Palliative Care and End of Life Care

We are holding End of life Care training that is based upon the findings from the Leadership Alliance for the Care of Dying People 'One Chance to get it right' report.

This course will view end of life care on 2 levels: -
The individual whose condition means that they are likely to die within the next year-The individual who is likely to die within the coming days and hours.

22nd May 2024, 9.30am to 4.30pm –Clacton

12th June 2024, 9.30am to 4.30pm – Colchester

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

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Prosper Celebrates its tenth year!

The Prosper project will reach its tenth anniversary in February 2024, over the last decade the team have worked with residential and nursing homes to reduce falls, UTIs and pressure ulcers.

The project has grown and developed from its early days when it was initially a pilot scheme and has since won three National Patient Safety Awards, but Prosper wouldn't exist without the hard work and dedication of all the wonderful 'Prosper Homes' continually striving for improvements and better outcomes for the individuals they care for.

The Prosper Team will be holding a very special **Community of Practice on Thursday 18th April** at Colchester Football Stadium and invite all care homes that have been a part of Prosper, past and present to join them in celebrating the creative, innovative practice and wonderful achievements.

Guest speakers will be sharing their journeys and successes having implemented Prosper in their care home and the team will share their new initiatives for 2024.

The event will be held from **9.30am – 2pm** which includes a networking lunch.

If you would like to attend the Community of Practice please email Prosper@essex.gov.uk to book your place.

PROSPER Champions Days

The Prosper team are busy planning the Spring 2024 Champion study days, as always, the days will be interactive, educational and a great opportunity to connect with other homes on the project. The focus for this Champions Day is Fall's Prevention, so come and join us or book your staff to find out how Prosper can support you to reduce falls in your home.

This time the team are trailing half day sessions to make attendance easier for more care staff so each study day will run from 9.30am – 1pm

7th February 2024 at Latton Bush Centre, Harlow

13th February 2024 at Princes Theatre, Clacton

14th February 2024, 12.30 – 4.30pm at Princes Theatre, Clacton

9th February 2024 at Colchester Football Stadium, Colchester

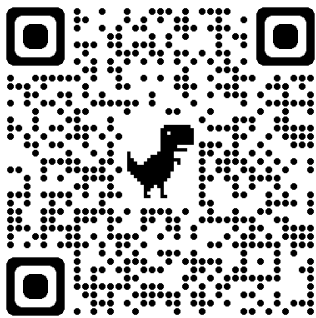
7th March 2024 at Hylands House, Chelmsford

To book email prosper@essex.gov.uk

For more information about Prosper scan the QR Code

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Prosper Wellbeing Walk

The Prosper team are organising a Wellbeing Walk for residential care and nursing homes to help promote mental, physical, and social wellbeing. Participants can walk, run, or ride their section of the route in a relay format and connect with others from nearby care establishments. The challenge is to try and collectively travel the distance of the Essex coastline, a staggering 350 miles. So, get your walking shoes on, pump up the wheelchair tyres and book your place to join Prosper in the Wellbeing walk, the more the merrier!

To book email Prosper@essex.gov.uk



Manual Handling Train the Trainer

We have another opportunity for both Residential Care homes and Domiciliary Care Agencies to train a person in their organisation to be a Manual Handling trainer. This accredited 5 day train the trainer course will equip attendees to be able to deliver Manual Handling training to staff in their organisation.

All 5 days must be attended, and an assessment completed to be accredited.

Domiciliary Care Course

1st, 2nd, 3rd, 7th & 8th May 2024 – Earls Colne

Residential Care homes Course

4th, 5th, 6th, 11th & 12th June 2024 – Earls Colne

To book please email

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quality.innovation@essex.gov.uk

Oliver McGowan Part 2 in Person Training

We are offering an opportunity for Domiciliary Care staff who support a person with a Learning Disability to attend the Oliver McGowan Part 2 training.

10th April 2024, 9.30am to 4.30pm, Chelmsford

8th May 2024, 9.30am to 4.30pm, Basildon

28th May 2024, 9.30am to 4.30pm, Colchester

To book please email

quality.innovation@essex.gov.uk

Neurological & Chronic Conditions

We have another opportunity for care staff to attend a series of 2hr virtual sessions provided by a consultant occupational therapist who specialises in Neurological conditions.

Epilepsy

6th February 2024, 9am to 11am

19th March 2024, 9am to 11am

Motor Neurone Disease

13th February 2024, 9am to 11am

26th March 2024, 9am to 11am

Parkinson's

20th February 2024, 9am to 11am

2nd April 2024, 9am to 11am

Chronic Fatigue

27th February 2024, 9am to 11am

9th April 2024, 9am to 11am

Chronic Pain

5th March 2024, 9am to 11am

16th April 2024, 9am to 11am

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Chronic Confusion

12th March 2024, 9am to 11am

23rd April 2024, 9am to 11am

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

The Essex Care Sector Awards 2024

We are delighted to announce the Essex Care Sector Awards are back for 2024. Celebrating the best of care in Essex demonstrated through innovation, achievement, and outstanding contribution. The Awards, hosted by Essex County Council are open to all Residential Care Homes, Nursing Homes, Domiciliary Care Agencies, Supported Living services and Day Centres, who deliver a care service to Adults in Essex County Council's Local Authority area. Criteria for each award will be sent out at the beginning of March and the nomination window will open on Monday 3rd June 2024, closing on Friday 2nd August 2024. In the meantime, get your thinking caps on and see which of the 15 awards you might like to enter. The Award Categories are:

1. Team of the Year
2. Outstanding Leadership
3. Outstanding Carer/Support Worker
4. Unsung Hero
5. Prosper Home of the Year
6. Dementia Care
7. Outstanding Care Sector Nurse
8. Intergenerational – All Age Friendly Award
9. Equality, Diversity & Inclusion
10. Climate Action: Towards Net Zero

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11. Community Partnership and Collaboration
12. Empowering Workforce
13. Activities & Wellbeing
14. Palliative Care
15. Ageing Well for Adults with Disabilities

Those shortlisted will be invited to the Awards Ceremony on the 4th December 2024, held at The Chelmsford City Racecourse.

Enquiries to Theprospers@essex.gov.uk

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Prosper Accreditation

The Prosper accreditation is a mark of achievement and demonstrates a home's level of commitment to the PROSPER project. There are 4 levels which can be awarded.

This month both **Freda Gunton Lodge** and **Belmont Lodge** (below) care homes have achieved their Bronze accreditation. Congratulations to everyone for their hard work implementing Prosper in the home. Prosper uses quality improvement methodology in the prevention of falls, pressure ulcers and UTI's



If your home is interested in applying for a level award or want to find out more about Prosper or the accreditation criteria please visit:

[Prosper Accreditation](#)



Strategic Hate Crime Partnership

Your views are important!

Research is being carried out in Essex to better understand hate crime in the county. The research is being led by the Strategic Hate Crime Partnership (SCHPP) and findings will set the focus and direction for the group going forward.

The survey will help improve the understanding of people's experience and perceptions of hate and direct the work as a partnership for the next few years. We know that hate crime is under-reported and that police recorded incidents don't give us the full picture which is why this research is so important.

Please could you help by completing the survey and share with your networks. The survey closes 18 February and is available on this link -

<https://consultations.essex.gov.uk/equalities-and-partnership/fc025905/>

The press release about the survey can be found here - <https://www.essex.gov.uk/news/2024/have-your-say-about-hate-crime>

We would also like to take this opportunity to speak with some carers, either in a group or individually, either by teams/zoom or phone, unfortunately we won't be able to talk to everyone, but are offering a £25 voucher for those we do speak with. Thank you for your support and if you have any questions please contact Maura.O'Malley@essex.gov.uk

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Accredited Positive Behaviour Support for AWD

The Provider Quality Innovation Team are excited to offer the next level of accredited PBS training via Supporting Positively - part of the PBS Cooperative, this follows the Informed level courses.

We are offering two courses of the Functional Assessment & Equipped as a combined course. Please see course details on [this flyer](#) along with [FAQ's](#). Please note that attendees must have completed the Informed level to book on.

Please be aware that all dates must be attended to receive CPD certification.

To book a space please email quality.innovation@essex.gov.uk with the attendee first and last name, name of company, name of service/s covered, email and telephone.

Epilepsy Awareness for AWD

Wednesday 7th February 2024, 9.30am to 12.30pm
Hamptons, Chelmsford

Gastrostomy Awareness for AWD

Wednesday 7th February 2024, 1pm to 4pm
Hamptons, Chelmsford

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

Ageing well for adults with a disability and/or autism

This is a two-day course and participants will be expected to attend both days to gain their certificate. We can accept applications from any provider who works in the geographical boundaries of Essex County Council.

It is aimed at staff working with adults who have a learning disability and/or Autism and who may be considered ageing. We are aware we are supporting a generation of adults who are living to a greater age due to better living conditions and healthcare. They will be experiencing signs of ageing such as Dementia and frailty and this may happen earlier than the general population.

The course aims to look at areas such as identifying the signs of ageing, healthcare, recording and future planning.

8th & 15th February 2024, 9.15am to 4.30pm,
Hamptons Sports & Leisure, Chelmsford CM2 9FH.

Car parking costs £1 for the day. Lunch and refreshments will be provided.

Places are limited to two per service although we will take people on the waiting list in case people cancel. To book please email quality.innovation@essex.gov.uk .

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Dysphagia Awareness for AWD

The Provider Quality Innovation Team have collaborated with Hertfordshire Partnership Foundation Trust to deliver Dysphagia awareness training for services that are registered to support adults who have learning disabilities and or Autism. The day will cover the following aims and learning outcomes. Attendees will receive a certificate of attendance.

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

Date: Thursday 15th of February 2024, 10am to 3pm

Venue: Colchester Football Stadium, Colchester

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

Makaton for AWD Providers

Makaton is the UK's leading programme for adults with learning or communication difficulties. It is a language programme that combines signs, symbols and speech to give different options for people to communicate.

We are offering face to face Makaton training aimed to kick start your Makaton communication journey.

26th February 2024, 10.30am to 1.30pm. Clacton
29th February 2024, 10.30am to 1.30pm, Basildon

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

Acquired Brain Injury for AWD - Virtual

The Provider Quality Innovation Team are pleased to offer two **fully funded** virtual sessions focusing on acquired brain injury provided by nurse specialists from Training2Care.

The session will cover what an acquired brain injury is, planning and support for a person with an acquired brain injury

Date: 20th February or 11th March 2024
9.30am to 11.30am

Two spaces per registered service are available. To book please email quality.innovation@essex.gov.uk

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Autism Reality Experience

The Autism Reality Experience is an innovative, immersive and hands on training which has been developed to give non-autistic people an experience of the sensory processing difficulties faced by people on the autism spectrum.

There will be 2 sessions during the day and spaces are limited. There is a max of 3 staff per day, per provider.

Monday 4th March 2024

10am to 1pm or 1.30pm to 4.30pm

Hamptons Sports and Leisure, Chelmsford

Record Keeping Awareness for AWD Providers

This session provides an in-depth look at record keeping within the care work environment. Delegates will also learn about confidentiality and legislation that needs to be taken into consideration when keeping records.

15th March 2024, 10am to 12pm - Virtual via Microsoft Teams

20th March 2024, 1pm to 4pm - In person Colchester Football Stadium, Colchester

To book either of the above courses please email quality.innovation@essex.gov.uk

Person Centred Care Planning for AWD Providers

This workshop is designed to equip health and social care staff with the skills and confidence to deliver high quality person-centred care that meets the diverse and holistic physiological, psychological, social, and educational needs of individual service users. The session will provide you with the tools and confidence to plan for and deliver person centred care that meets the diverse individual needs of service users with complex needs.

13th March 2024, 10am to 12pm – Virtual via Microsoft Teams

20th March 2024, 9.30pm to 12.30pm - In person Colchester Football Stadium, Colchester.

MCA & DOLS for AWD providers

The Provider Quality Innovation Team have collaborated with ECC MCA & DOLS Team to deliver a 3-hour session covering the Mental Capacity Act and its principles, assessing capacity and decision making and Deprivation of Liberty Safeguards

Thursday 7th March 2024, 9.30am to 12.30pm Old Chelmsfordians Association, Chelmsford.

To book any of the above courses email quality.innovation@essex.gov.uk

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This is Me – Making Memories for AWD Providers

Adults with a learning disability have often moved around and had support from various sources which may include family, long stay hospital and residential care. Gathering their memories and life history can be difficult but is so important, especially as they age and may have difficulty in remembering for themselves. We would like to invite you and someone you support to an event aimed at looking at how we can gather memories, write life histories, and potentially start making a memory box or writing a life history document.

6th March 2024, 10am to 2.30pm
Hamptons Sport & Leisure, Chelmsford

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

Cerebral Palsy Awareness for AWD

This 2hour virtual training session will focus on Cerebral Palsy, what it is and how to support an individual with Cerebral Palsy.

1st March 2024, 9.30am to 11.30am

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

Hospital Passport

A hospital passport is a document that that can hold life-changing source of information during hospital admissions, particularly in emergencies. Hospital passports hold information such as current health needs, health history, risks, interests, likes, dislikes, communication needs and reasonable adjustments that an individual may require.

Reviews of admissions and deaths highlight the importance of these passports being clear, concise, and current. Having this information available allows hospital staff to support individuals in the way they like/need/want to be supported, failure to have them could delay life-saving investigations and treatment.

You know your adults better than anybody, you support them every day. So please help others to help them.

The Quality Innovation team are more than happy to support you if you have any questions or require any advice on which is the best template to use for your area and your adults needs.

Please email quality.innovation@essex.gov.uk for help and advice.

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Pressure Ulcers: How to Safeguard adults – new guidance.

How to respond to individuals at risk of developing pressure ulcers, prevent harm where they occur and raise a safeguarding concern was published on 16th January 2024 by Department of Health and Social Care.

To read the new guidance please see [Pressure ulcers: how to safeguard adults - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/pressure-ulcers-how-to-safeguard-adults)

Government announces career path for Care industry.

On 10th January the government announced plans to improve the career prospects of the domestic care workforce through training, qualifications and a clearer, care career path which will mean for the first time there will be a national care career structure, with defined roles and professional development including a new, accredited qualification that will be introduced to help recognise the work being done by 37,000 care workers.

The Level 2 Adult Social Care Certificate qualification will be delivered in conjunction with Skills for Care and launch in June, the qualification will be accredited to ensure its quality and will be recognised by employers when care workers move

roles, reducing the costs and burden of repeat training.

To find out more please see [Government sets out plans to develop the domestic care workforce - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/government-sets-out-plans-to-develop-the-domestic-care-workforce)

Nutrition & Hydration Week

11th – 17th March 2024

Nutrition and Hydration Week aims to bring people together to create energy, focus and fun to highlight and educate people on the value of food and drink in maintaining health and wellbeing in health and social care, promoting key messages:

- The 10 Key Characteristics for Good Nutritional Care
- Protected Mealtimes
- Nutrition Advocates for each health or social care setting
- The minimum standards for good nutrition in the respective settings
- Highlighting Good Nutrition and Hydration Practices
- Continued Education for professionals on good nutrition and hydration

The highlight of the week is the annual Global Tea party on Wednesday 13th March and they invite all those working in health and social care to arrange a tea party with those they care for, for more information and free resources please see www.nutritionandhydrationweek.co.uk/resources/

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Acorn Village celebrates accreditation.

Acorn Village is a residential care charity supporting adults with Learning Disabilities in Mistley, they recently achieved Working Well Level 3 Accreditation demonstrating their commitment to supporting workplace wellbeing. Throughout 2023 they have adopted a holistic approach toward wellbeing by introducing a wide range of on-site provision to support service users and staff including:

- A Wellbeing Pod, set in a secluded location, where staff & volunteers can take a moment, relax with a cuppa, access information resources, attend pre-booked or drop-in confidential appointments or for MHFAs to use for listening support &/or signposting.
- Twice weekly Pilates & Relaxation classes for service users and support staff to enjoy which proved to be a popular activity, supporting both the physical and mental wellbeing.
- Staff undertook Mental Health First Aid training and are now able to provide direct effective mental health support, benefitting all those that live and work within the organisation.
- They used Stress Awareness Month and World Suicide Awareness Day as opportunities to share information of how to spot warning signs of stress in self and others, how to start a conversation with someone who is struggling, how to increase resilience and supporting someone in crisis. Both internal and external

sign-posting information was made readily available throughout.

- Introducing Unconscious Bias, Mental Health Awareness and Anti-Bullying & Harassment training as mandatory for all staff.
- Self-Care Week staff were joined by their Wellbeing Mascot dog 'Pip' in the wellbeing pod for a pampering afternoon where 25 staff enjoyed a range of self-care lotions and potions.

The village also had a Summer Fun Day, a celebratory Pride Exhibition from '1970's to Today', a Pension Awareness Day with information/support & signposting, on-site free Health Check opportunities, access to free counselling on site, free massage opportunities for staff which has aided better sleep, reduced pain', 'increased ability to relax', stress reduction. They continue to tailor policies and procedures with Wellbeing in mind.

Acorn Village acknowledge the support from Active Essex, Tendring Community Fund, Colchester Catalyst & PHAB public health accelerator bid in being able to offer the wonderful array of wellbeing support for their service users and staff.

The village are looking forward to an equally full timetable in 2024, with a focus on positivity and communication, building on their culture of kindness and introducing an outdoor 'Little Library' resource, Walking and Talking Sessions, Reiki and Meditation, sounds like another busy year for everyone at Acorn village, well done to all on receiving your accreditation!

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Poetry Corner

‘Christmas All Packed Up’

by Sue Smith, Manager of Cherry Wood Grange, Chelmsford

The Christmas season is over the presents all UNWRAPPED, decorations taken down tidied up and PACKED!

Parents have gone back to work while children back to SCHOOL, excitement as they do their ‘show and tell’ in the assembly HALL!

The weather has got colder with Jack Frost nipping at your FEET, we begin to see the daffodils bloom, it’s such a lovely TREAT!

Robin Red Breast is in the garden chirping his sweet TUNE, a sure sign for us that spring is coming SOON!

Days are getting longer now the nights are not so DARK, giving family’s extra time to play and for longer walks in the PARK!

Winter turning into Spring we can feel it in the AIR, smiling faces and happiness I can see it EVERYWHERE!

So, embrace the new seasons as your year UNFOLDS and look forward to new stories waiting to be TOLD!

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.

For more information about the Provider Quality Innovation team’s programme of work visit the Essex Provider Hub:

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

