

Quality Innovation Newsletter

Issue 50 June 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 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/

Cultural Diversity & Equality, Diversity & Inclusion training

We have facilitated several virtual Cultural Diversity and Equality, Diversity & Inclusion training courses which have proved very popular so we have now combined these two sessions to create **a full day's face to face training** opportunity which will provide comprehensive insight into Equality, Diversity and Inclusion and Cultural Diversity. This training is open to all care provider settings.

Face to face

Tuesday 9th July at Latton Bush Centre, Harlow, CM18 7BL

Thursday 11th July at Wat Tyler Centre, Pitsea, Basildon, SS16 4UH

Virtual sessions

Equality, Diversity & Inclusion - Tuesday 2nd July
2pm – 4pm

Cultural Diversity - Thursday 4th July 2pm – 4pm

OT Monthly Advice Clinic

Our Senior Occupational Therapist, Caroline Robinson is running a virtual monthly advice clinic, an opportunity to ask any OT related 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

Bespoke Falls Retrieval Session by Senior OT *For Residential Care homes

Preventing & Responding to Falls.

Our Senior OT is offering a new course entitled “Preventing and responding to Falls” which is a CPD session **specifically for managers**. This will cover some of the physiological impacts that happens to the human body when a person falls. It will explore how policies can support or inhibit good practice. It also focuses on best practice in regard to falls prevention, by exploring what makes a falls risk assessment robust as well as other preventative practices.

- 9th July 2024, 10am to 12.30pm, Princes Theatre, Clacton
- 18th July 2024, 10am to 12.30pm, Wat Tyler, Basildon

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

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LGBTQIA+ Dementia Workshops –

Face to Face -- open to all care provider settings.

How much do you really know about the psychological and physical needs of Lesbian Gay Bisexual and Transgender (LGBT) people, particularly those living with dementia? Do you know how to support a trans woman who may need a prostate check? Do you know about douching and dilation?

Are you aware that “outing” your LGBT service users without their consent could breach GDPR and other legislation? These 3hr, in person **workshops are open to care staff from any setting**, and will cover:

- Cultural competence.
- Words and language.
- LGBT community statistics, and its aging population.
- The lived experience of LGBT People Living with dementia.
- Interactive Case studies.
- Health needs and hidden risks.
- Legal issues and obligations.
- Health passports -end of life planning.
- Loss of LGBT identity in death and bereavement

6th June 2024, 9.30am to 12.30pm or 1pm to 4pm – Chelmsford

19th June 2024, 9.30am to 12.30pm or 1pm to 4pm – Colchester

10th July 2024, 9.30am to 12.30pm or 1pm to 4pm - Harlow

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.

Palliative Care and End of life Care – Face to Face

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 training is open to Residential Care homes in the Essex County Council local authority area and is delivered by St. Helena Hospice.

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.

Dates & Venues

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

To book any of these courses please email quality.innovation@essex.gov.uk

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Dementia Carousel

The Dementia Carousel is a new experience initially created by a Student OT who was on placement in the Provider Quality Innovation team and is drawn upon national research. The Provider Quality Innovation team have been testing the training with a focus group made up of Care home managers and staff and we are now ready to launch the experience, which aims to provide Care Staff with a hands-on understanding of the challenges individuals with dementia face daily.

It will take 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 experience is about evoking an emotional response which will provide empathy when caring for a person with dementia.

The Seven booths of the carousel are:

- Orientation Booth
- Memory Maze
- Communication Carousel
- Sensory Overload Café
- Puzzle Odyssey
- Spatial Perception
- Empathy Lounge

The first sessions are on the 16th & 17th July at Colchester Football Stadium.

The whole experience lasts 3hrs and there are several timeslots across the day at 9.15am, 10.15am, 11.15am, 12.15pm and 1.15pm.

Please be aware spaces are limited to 4 Staff per home and cannot all be on one session.

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

Namaste Care for Advanced Dementia

This popular face-to-face course, delivered by St. Helena Hospice Complimentary Therapy Team is returning in the Autumn.

A study day to address the key elements of the Namaste Care, a multi-dimensional sensory program, designed to improve quality of life and enrich the lives of care home residents, in particular, those living with advanced dementia. The day will consist of information presentations, and videos, activities and discussion, practical learning of a hand massage and other non-pharmacological interventions, planning and review.

- 3rd September 2024, 9.30am to 4.30pm
- 27th November 2024, 9.30am to 4.30pm

Both sessions are held at the Colchester Football Stadium, Colchester.

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

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Dementia Resources on the Essex Provider Hub

There is a new Dementia resource section on the Essex provider Hub which has a range of information and resources to support individuals caring for someone with dementia, it includes videos which you may find helpful with staff training.

To explore please see [Dementia | Provider Hub | Essex \(essexproviderhub.org\)](https://essexproviderhub.org)

Virtual Dementia Tour

We are currently organising more opportunities for care staff to undergo the highly acclaimed virtual dementia tour which is a worldwide, scientifically and medically proven method of giving a person an experience of what dementia might be like.

This training is face to face and our next stops, coming in the Autumn, on the Virtual Dementia Tour will be Walton on the Naize, Saffron Waldon and the Harwich area. Look out for the invites!

Empowered Menopause Support with Amanda Waring

These unique, supportive, and caring sessions will provide opportunities for those in care to share any issues they may be experiencing at their time of peri menopause or menopause.

Whilst caring for others it is vital that we learn how to nourish ourselves and receive care and these sessions allow the space and time for this.

These sessions provide a safe space for women to share experiences, off load, revive and receive inspirational and truly effective hints and tips to help their individual needs.

We will examine the power of positive female community and empowerment strategies.

These sessions will provide a much-needed hub, haven, sanctuary to all who need to destress and decompress and Amanda will provide cutting edge relaxation techniques proven to help minimise many symptoms of menopause.

- Learn how to release anger and frustration in a helpful way.
- Learn how to tone the vagus nerve.
- Experience how to use the voice to calm and soothe.
- Experience ways to recover confidence.
- Learn techniques to help prevent hot flushes.
- Experience unique relaxation tips and a powerful meditation to feel empowered through menopause.

These sessions are virtual and take place on:

- 11th September 2024, 9.30am to 11am
- 16th September 2024, 9.30am to 11am

To book please email

quality.innovation@esex.gov.uk

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Prosper celebrates its tenth year!



The Prosper team hosted a special PROSPER Community of Practice on 18th April at the Colchester Football stadium to celebrate 10 years of PROSPER. The event was attended by over 60 people from care homes involved in the project over the last decade all working towards reducing Falls, UTI's and pressure ulcers.

The morning reflected on how the project has grown and developed from its early days when it was initially a pilot scheme funded by The Health Foundation, part of the closing the gap in patient safety programme and was the first ever Social care funded project with all previous projects having been within the health sector. PROSPER has since won three National Patient Safety Awards, all credit for which goes to the hard work and dedication of all the wonderful 'Prosper Homes' continually striving for improvements and better outcomes for the individuals they care for. Lesley Cruickshank, Quality Innovation Manager and Prosper lead shared the highlights and amazing innovative ideas that homes had implemented to reduce falls, UTI's and pressure ulcers some of which have been featured on regional BBC news.

There were five special guest speakers who were all care home managers initially involved in the first two cohorts of the project, they all shared their experience of implementing PROSPER within the care homes they managed and reported reduction in the three key areas and improvements for the wellbeing of those they care for. Some of these managers are now working outside of ECC, have become regional directors but still promote and implement PROSPER in their areas.

The morning was rounded up by a special poem written and recited by Sue Smith, Manager at Cherrywood Grange and a networking lunch.



If you would like to get involved in Prosper or want more information, please email prosper@essex.gov.uk or have a look at our pages on the Care provider hub.

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

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Prosper 10th anniversary Poem

By Sue Smith, Home Manager at
Cherrywood Grange

Congratulations Prosper on your 10th anniversary, let's celebrate your achievements & SUCCESS, it's without a doubt that we all agree, you really are the BEST!

Continuously providing us with training, champion days and awards throughout the YEARS! Bringing us together with quality standards and excellent IDEAS!

Rod's mapping and methodology and collaboration between the teams and the services we PROVIDE, shows we have improved which feels us with PRIDE!

Preventing hospital admissions, reducing accidents & UTI's all with the support of using the Prosper tools and their GUIDES!

Prosper leading by example and sharing plans and resources with us ALL, has truly made a difference, we can all stand TALL!

Collecting our data and analysing our trends and THEMES, explaining the percentages and what it actually MEANS!

Paying us visits and spending time with our TEAMS, sharing Prosper's focus and listening to our journey and our DREAMS!

We all have the same goals and values, we want to provide the highest quality in all we DO, caring for our residents & Staff all achieved with the help from YOU!

So thank you Prosper for your leadership, support, commitment and CARE, it's a great partnership, and such a comfort knowing you are THERE!!

Prosper Champion Study Days

The Prosper OP team are busy planning our Autumn Prosper Champion Study Days, these will be extra special champion days celebrating Prosper's 10-year Anniversary.

The Prosper Champion Study days are aimed at care home staff, in all roles as we believe everyone in the home can play a part in Prosper, including Residents!

Watch this space for upcoming dates.

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. Congratulations goes to **Springfield Residential Care home** in Colchester who have been awarded their Bronze Accreditation.

[Prosper Accreditation](#)



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Prosper Wellbeing Walk

The Prosper OP team organised a Wellbeing Walk as part of Dementia Action Week. The walk was created for care home staff, residents, and relatives to walk, run, wheel, drive to another care home for refreshments and activities together with the host home. We set up a target of trying to walk the Essex Coastline (virtually) which is a total of 350miles.

Throughout the week 18 Homes travelled 388 miles! Staff and residents have walked, wheeled, scooted, rode bikes, driven, took the bus and were even joined by babies and dogs. They have visited local garden centres, visited Duxford, went to Southend for a day out, they have visited other homes for sing-alongs and refreshments and joined other homes at local parks. Some homes went all out with balloons, banners and even high vis jackets on their walks so they would be noticed, and this meant there were a lot of locals in the area stopping and asking what they were up to, which meant the walk was spread word of mouth around the county.



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Prosper Wellbeing Event – Tendring

In Clacton, as there are several homes near each other, the Prosper OP team decided to organise an event at the Princes Theatre, where the residents and staff could all come together as part of the walk, and have a fun afternoon of games, refreshments and a chance to interact with a number of different residents and staff from a number of different homes.

The event took place on the 15th May and saw 5 local homes come together, there were over 50 Staff, Residents and some family members who attended the event. All the homes walked some residents to the theatre including a home that is situated in Holland on Sea. The overall event went well with all the residents, staff and relatives stating how much fun they had, and we had multiple residents ask if we would be doing another event like this soon. One individual was so happy with the experience it brought tears to their eyes, as she said they were happy tears!



The Oaks in Great Bentley

The Oaks Care home in Great Bentley are in a semi-rural location and unable to attend the Wellbeing event in Clacton. Sarah Cadge, who is the homes Prosper support officer, contacted the home to see if residents would be interested in a walk around the block with members of the Prosper & Quality Innovation team.

They were greeted by 7 staff and 6 residents who joined them for the walk. It was a lovely sunny day and several residents enjoyed feeling the sun on their face, with lots of conversations had about dogs' people have had and admiring the gardens and houses as we walked round.



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AWD Update

Our AWD team have been busy planning and delivering a range of training courses for providers, here's an update with links for more information and opportunities to book future events.

Positive Behaviour Support Functional Assessment & Equipped

April saw the end of our two PBS Functional Assessment and Equipped CPD accredited courses. 'Supporting Positively' delivered a practice-based 6-day course over 10 weeks to 18 attendees. The outcomes-assessed course focuses on PERMA (quality of life), environmental and least restrictive reactive planning, teaching new skills and practice leadership. A huge congratulations to those who took part and are now able to write low level PBS Plans. We are very lucky to be able to offer a further two dates of the PBS Informed (must be attended for higher level) and one of the Functional Assessment and Equipped 10-week course. For further course and booking information please follow the links below.

[Events – PBS Informed Course for AWD Providers | Provider Hub \(essexproviderhub.org\)](#)

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

Ageing Well with a Disability

On the 10th & 11th of April we ran another two-Day Ageing Well for Adults with Disabilities training event. The course is aimed at staff working with adults who have a learning disability and/or Autism and who may be considered to be ageing. We are aware that 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. Click on the link to find out more about the ECC Ageing Well programme [Overview | Provider Hub | Essex \(essexproviderhub.org\)](#)

End of Life Champions Day

On the 17th of April 20 of our End-of-Life Champions came together for a day of good practice sharing with the Quality Innovation Team, Farleigh Hospice, St Lukes Hospice and Saint Francis Hospice. The day offered further end of life education on topics such as clinical frailty and life history. Click here to book a space on our next End of Life training date [Events – End of Life Training with Essex Hospices for AWD Domiciliary Providers | Provider Hub \(essexproviderhub.org\)](#)

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Ageing Nutrition & Hydration for Health - Virtual session

This virtual session covered understanding the fundamental components of a nutritious diet, the effects of poor nutrition and hydration on health, how to identify the common signs and symptoms of dehydration and malnourishment and, how to identify and apply fundamental interventions to prevent and treat dehydration and malnourishment.



Our next nutrition & hydration for health virtual session will be held in November. Bookings will open later in the year.

Remember! The [Eatwell Guide](#)

recommends that people should aim to drink 6 to 8 cups or glasses of fluid a day. Water, lower-fat milk and sugar free drinks, including tea and coffee, all count.

Pica, ARFID & Polydipsia

On the 30th of April we hosted a 3-hour training on Pica, ARFID & Polydipsia at Colchester United Stadium delivered by TEACH HEALTH. The course provided delegates with a full understanding of the causes, symptoms and impact of Pica, ARFID, and Polydipsia on individuals' physical and mental health. The group explored intervention techniques and management approaches to support individuals affected by these conditions. Our next session on Pica, Polydipsia and ARFID will be held in October. Bookings will open later in the year.

Aspiration Pneumonia Prevention Event

On the 16th of May colleagues from various health and social care disciplines came together to deliver the Aspiration Pneumonia prevention event to over 40 professionals who work across registered adult social care settings.

Laura Lowndes, Paediatric Respiratory Physiotherapist opened the day with a speech on what Aspiration Pneumonia is and the impact it has on the people that experience it. A variety of sessions ran through the day including 'Are you sitting comfortably?' Why good postural care is everybody's business delivered by Rachel and Sarah (Born at the Right Time & Simple Stuff works), Oral Health Care from Community Dental Services and a practical choking demonstration from Green Cross.

During break and lunch times delegates were able to explore the marketplace which hosted a variety of organisations offering resources. This included, ECC LeDeR Team, Oakhouse Kitchen, Essex Carers Association and Nestle.

The delegates also had the opportunity to take part in immersive sessions using sensory blocking equipment and trying drinks that had been thickened. Please click on link for more information on Aspiration Pneumonia [Aspiration pneumonia | Hertfordshire Community NHS Trust \(hct.nhs.uk\)](https://www.hertfordshirecommunitynhs.uk)

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Pneumococcal Vaccine

The pneumococcal vaccine helps protect against some types of bacterial infections that can cause serious illnesses like:

- [meningitis](#) (an infection in the brain and spinal cord)
- [sepsis](#) (a life-threatening reaction to an infection)
- [pneumonia](#) (an infection in the lungs)

It can also help protect against other illnesses such as sinusitis and ear infections. The pneumococcal vaccine is recommended for babies, older people, and people at higher risk of getting seriously ill from pneumococcal infections.

For further information on how to book a vaccination please click on the link [Pneumococcal vaccine - NHS \(www.nhs.uk\)](#) Please also see [Easy read guide to the pneumococcal vaccine \(swallownesthealthcentre.co.uk\)](#)

Upcoming Training & Events for AWD Providers

Please click the link to access our June – July offer for learning disability registered residential, supported living and domiciliary providers.

[essex-county-council-provider-quality-innovation-team-adults-with-disabilities-programme-for-may-july-2024.pdf \(essexproviderhub.org\)](#)

Care Home Open Week

24th to 30th June 2024

This annual event is dedicated to showcasing the warmth, care, and vibrant communities that care homes provide to residents across the country. The Care home open week is about connecting communities, engaging them to meet residents and the exceptional care professionals that care for them.

What will you be doing for care home open week?

Register your events with

<https://www.championingsocialcare.org.uk/care-home-open-week/>

Tells us about the events you host and we can feature them in our next Quality Innovation Newsletter.

Your Good News Stories



If you would like to share your ideas or good news stories, and feature in our newsletter, please email us at Quality.innovation@essex.gov.uk

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The Essex Care Sector Awards 2024



We are delighted to announce the Essex Care Sector Awards: The Prosperers, 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.

The Criteria for each award and the nomination form can be found on the Care provider hub: <https://www.essexproviderhub.org/quality/quality-innovation-team/essex-care-sector-awards-2024/>

The nomination window opens **Monday 3rd June 2024** and close at **5pm Friday 2nd August 2024**.

All nominations must be emailed to theprosperers@essex.gov.uk

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
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 the evening of 4th December 2024, at the Chelmsford City Racecourse

Enquiries to theprosperers@essex.gov.uk



Photo: Essex Care Sector Awards 2023

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Poetry Corner

We have some very talented, creative individuals working in the care sector who have shared with us their amazing poetry .

Our first poem is penned by Nicky Cook , A1 Homecare who wrote this poem for Dementia Week.

I get confused and may forget,
It makes me frustrated, and I can get upset.
Sometimes I don't even know me,
I hope beyond the dementia you can see.

I look in the mirror and it's not me there,
Can you imagine the total despair.
I see an image I don't recognise.
Not my face, my mouth or my eyes.

I remember the past when I was small,
My mum and dad, playing ball.
I struggle with the here and now,
You always help me when I don't know how.

It can be upsetting when I don't understand,
But your always there to hold my hand.
You guide me through when times are rough,
When I am sad, angry and have had enough.

This disease is cruel and plays with my mind,
Thank God you are here so gentle and kind.
I still love you, but might not show it,
I hope in your heart that you still know it.

I hope and pray that they find a cure,
Some days it is too much to endure.
I would love for others not to suffer like me,
It also affects my friends and dear family.

- Nicky



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Our second poem is from Sue Smith, Manager at Cherrywood Grange who was inspired to write about Namaste Care.

We are all wanting the best for YOU so we are using Namaste a special TOOL!

Explore the five senses relax and have FUN there is something for EVERYONE!

Bowing our heads in respect and with CARE!
Namaste is for all to love & SHARE!

Sight, with light and hearing new SOUNDS, smelling different fragrances all AROUND

Taste different food made with so much LOVE holding hands without a GLOVE!

Breathing with relaxation clear your MIND, feeling a calm that you don't normally FIND!

Close your eyes get your body and SOUL to reach a harmony ... feel your tension GO!

Take time to rest and EMBRACE, Remember your life is a journey not a RACE!

Namaste is an experience that will leave you wanted MORE! All five senses for us to EXPLORE .

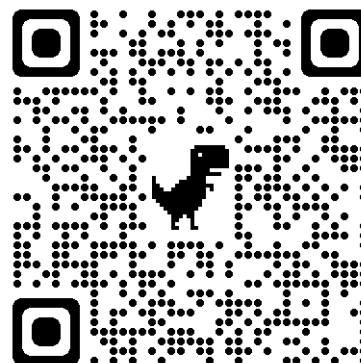
Staff at Cherrywood Grange have attended Namaste training and are implementing Namaste within the home.

Quality Innovation Programme

For more information about the Provider Quality Innovation team and our programme of work please visit our web pages

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

Or via the QR code below



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.

Contact us at quality.innovation@essex.gov.uk