

# Quality Innovation Newsletter

Issue 45 June 2023

**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, please visit the News and Events page:  
[www.essexproviderhub.org/provider-hub-news-and-events/](http://www.essexproviderhub.org/provider-hub-news-and-events/)

## Domiciliary Care Training

### Peg Feed Training **\*In person training\***

This course is aimed at all Domiciliary care staff who are responsible for the day-to-day care of an individual with a PEG in situ.

The course will raise awareness and increase knowledge of PEG including administering medication and feeds. The course includes a practical session on a manikin.

8<sup>th</sup> June at Hamptons Sports & Leisure Centre, Chelmsford

2 sessions to choose from  
10am – 1pm or 13.30-16.30

### Virtual Dementia Tour **\*In person training\***

The Dementia Virtual Tour (VDT) offers a multi-sensory experience which aims to give a person with a healthy brain an experience of what it might be like to live with dementia.

Tuesday 4<sup>th</sup> July at Hamptons Sports & Leisure Centre, Chelmsford

Session 1 09.30 – 12.00  
Session 2 12.15 – 14.45  
Session 3 15.00 – 17.30

## Hydration training - Virtual

With summer fast approaching and the possibility of high temperatures this 1hr virtual session will give frontline Domiciliary care staff an understanding of the importance of hydration for the people they support, the consequences and impact of De-hydration, how hydration affects an individual's body and how it links with falls and hidden dangers such as acute kidney injury.

- 6<sup>th</sup> June 2023, 2pm to 3pm
- 7<sup>th</sup> June 2023, 10am to 11am
- 14<sup>th</sup> June 2023, 2pm to 3pm
- 15<sup>th</sup> June 2023, 2pm to 3pm

To book please

email [quality.innovation@essex.gov.uk](mailto:quality.innovation@essex.gov.uk)

## Personal Care Strategies - Virtual

This 1hr bite-sized course will give participants the knowledge, skills, and confidence to make a positive difference to people's sense of self and dignity.

Wednesday June 7<sup>th</sup> @2pm

Tuesday 13<sup>th</sup> June @ 2pm

## Care Planning – Virtual

This 1hr session is for senior Domiciliary Care staff who may have the responsibility for writing and implementing care plans & frontline staff who implement the care plan, please book accordingly.

Tuesday 13<sup>th</sup> June 10am Senior Fully booked waiting list only

Thursday 15<sup>th</sup> June 10am Frontline

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## Sensory Champions Training -Virtual

This training is an invaluable opportunity to learn directly from those living with sensory loss. The trainers encourage participants to explore any preconceptions they may have, ask the awkward questions, and ultimately instil confidence and break down barriers.

The term sensory is used by us in relation to sight, hearing and dual sensory (deafblind) loss.

We hope you will join us in making the world a more sensory friendly and inclusive place by using your learning to make small but impactful changes to the way you work.

Course content includes:

- types and causes of sensory loss.
- communication.
- barriers and isolation.
- assistive equipment and technology.
- accessible environments.
- practical solutions (including in relation to services during Covid).
- support available to people with sensory loss.

**\*\* Limited spaces available \*\***

Thursday 20<sup>th</sup> July 9.30am – 1.30pm

Thursday 21<sup>st</sup> Sept 9.30am – 1.30pm

To book or for more information please email [quality.innovation@essex.gov.uk](mailto:quality.innovation@essex.gov.uk)

## Substance Misuse, Drug & Alcohol Dependency -Virtual

This 2hr Virtual workshop aims to enable staff to understand what substance misuse is. To look at the different types of addiction such as alcohol or medication – prescribed and otherwise. To identify risk factors for substance misuse and look at support for the individual and set boundaries when enabling the person to seek professional support and treatments.

Thursday 1<sup>st</sup> June 10am-12pm

Thursday 8<sup>th</sup> June 10am-12pm

## Introduction to Chronic Impairment

These sessions are aimed at Managers, Senior and Frontline staff from Domiciliary Care Agencies and will give an overview of chronic impairments that can be present in many different conditions encountered by care and community services.

Chronic Pain Wed 14<sup>th</sup> June 10am-12pm

Chronic Confusion Thurs 22<sup>nd</sup> June 10am-12pm

Chronic Fatigue Thurs 7<sup>th</sup> September 10am-12pm

Chronic Anxiety Thurs 14<sup>th</sup> September 10am-12pm

Chronic Pain Tues 19<sup>th</sup> September 10am-12pm

Chronic Confusion Wed 27<sup>th</sup> September 10am-12pm

To book email [quality.innovation@essex.gov.uk](mailto:quality.innovation@essex.gov.uk)

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## Working With ...

This programme for Domiciliary Care Staff offers 1hr virtual bitesize sessions covering working with several common conditions.

### Respiratory Conditions

Tuesday 6<sup>th</sup> June 9.30-10.30am Fully booked waiting list only

### Musculoskeletal Conditions

Wednesday 21<sup>st</sup> June 10am-11am Limited spaces  
Tuesday 27<sup>th</sup> June 9.30-10.30 Limited spaces

## Healthcare Management - virtual sessions.

Maximum of 3 places per provider.

| Date                  | 09:30 – 11:30 | 12:00 – 14:00 | 14:30 – 16:30 |
|-----------------------|---------------|---------------|---------------|
| 20 <sup>th</sup> June | Pressure Care | Catheter      | Sepsis        |
| 28 <sup>th</sup> June | Sepsis        | Pressure Care | Catheter      |
| 29 <sup>th</sup> June | Catheter      | Sepsis        | Pressure Care |

## Manual Handling Key Trainer Updates\*

Tuesday 6<sup>th</sup> June 2023, 9.30am to 4.30pm

Friday 9<sup>th</sup> June 2023, 9.30am to 4.30pm

\* This training is only open to those who have already completed the 5 day, train the trainer booked through the Quality Innovation Team.

## End of life Care Emotional Support Virtual

These emotional support sessions run by Amanda Waring are 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 someone at end of life.

- 27<sup>th</sup> June 2023, 9.30 am to 11.30am
- 4<sup>th</sup> July 2023, 9.30 am to 11.30am

## Occupational Therapy Monthly Advice Clinic

Our Senior Occupational Therapist, Caroline Robinson has launched a virtual monthly advice clinic, an opportunity to ask any OT questions in relation to any person you are supporting.  
2<sup>nd</sup> Wednesday, every month, 10am to 12pm



Email [Quality.Innovation@essex.gov.uk](mailto:Quality.Innovation@essex.gov.uk) to receive an invite/ book your slot.

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## End of Life Care Study Days

St. Helena Hospice is running End of Life care training for **Residential Care homes in North-East Essex**, this training is fully funded.

The study day is for care staff or HCA's who work in Care Homes in North-East Essex only.

### **End of Life Care in the last year of life** (3 hours).

The morning session will explore what end of life care is and the principles of Advanced Care Planning, holistic care, what is good communication and why it is so important.

**Palliative care in the last days of life** (3 hours). The afternoon session will explore how to recognise when a person is the last days of life, the management of the most common symptoms and when "just in case" medications may be required, what is meant by a "good death" and how to provide dignified care after death, Explore and reflect on building self-care and resilience.

### **Dates**

- 28th June 9.30am to 4.30pm, Colchester
- 12th Sept, 9.30am to 4.30pm, Colchester
- 13th Oct, 9.30am to 4.30pm, Clacton
- 8th Nov, 9.30am to 4.30pm, Clacton
- 1st Dec, 9.30am to 4.30pm, Colchester

Both the morning and afternoon session should be attended, lunch will be provided.

To book email [quality.innovation@essex.gov.uk](mailto:quality.innovation@essex.gov.uk)

## End of life Care training - One Chance to get it right

For **Residential Care Homes in Mid, South and West Essex** 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.

### **Dates**

6<sup>th</sup> Sept 2023, 9.15am to 4.30pm, County Hotel, Chelmsford

4<sup>th</sup> Oct 2023, 9.15am to 4.30pm, Hamptons, Chelmsford

10<sup>th</sup> Oct 2023, 9.15am to 4.30pm, Wat Tyler, Basildon

18<sup>th</sup> Oct 2023, 9.15am to 4.30pm, Harlow Town Football Club, Harlow

Lunch and refreshments will be provided

To book email [quality.innovation@essex.gov.uk](mailto:quality.innovation@essex.gov.uk)



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## Introduction to Common Conditions

The introduction to common conditions training, for **Residential Care Home Staff**, is live online training provided by a consultant occupational therapist, these 1hr courses provide a brief overview of systems impairments for the different common conditions you may come across.

Systems impairments are a term of generalised impairments that can occur for a myriad of reasons but have a common impact to a person's daily life and care including

- A person's general care needs
- Manual handling
- Personal Care
- Hoisting needs
- Positioning needs
- Environmental needs

### Chronic Cardiac Conditions

2<sup>nd</sup> October 2023, 1pm to 2pm

30<sup>th</sup> October 2023, 1pm to 2pm

### Respiratory Impairments

6<sup>th</sup> October 2023, 9am to 10am

3<sup>rd</sup> November 2023, 9am to 10am

### Stroke and TBI

20<sup>th</sup> October 2023, 9am to 10am

17<sup>th</sup> November 2023, 9am to 10am

### Epilepsy

23<sup>rd</sup> October 2023, 1pm to 2pm

20<sup>th</sup> November 2023, 1pm to 3pm

### Parkinson's Disease

27<sup>th</sup> October 2023, 9am to 10am

24<sup>th</sup> November 2023, 9am to 10am

## Introduction to Chronic Impairments

The introduction to Chronic Impairments training, for **Residential Care Home Staff**, delivered by a consultant occupational therapist, are introduction courses that provide an overview of chronic impairments that can be present in many different conditions encountered by care and community services

Chronic Impairments refers to symptoms experienced by people that do not resolve with treatment or as a result of the healing process. These impairments have a significant and highly negative impact on a person's function and overall wellbeing.

These courses provide:

- Overview of Impairment
- The difference between Acute and Chronic
- General Management strategies
- Specific Intervention
- Care Implications
- Additional Support strategies

### Managing Pain

9<sup>th</sup> October 2023, 1pm to 3pm

6<sup>th</sup> November 2023, 1pm to 3pm

### Managing Anxiety

13<sup>th</sup> October 2023, 9am to 11am

10<sup>th</sup> November 2023, 9am to 11am

### Managing Confusion

16<sup>th</sup> October 2023, 1pm to 3pm

13<sup>th</sup> November 2023, 1pm to 3pm

To book places on any of these courses please email [quality.innovation@essex.gov.uk](mailto:quality.innovation@essex.gov.uk)

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## Dementia Types Awareness

Half day **\*In person training\***

### For Residential Care Homes

Dementia is the broad term used to describe a number of different conditions affecting the brain. These are the most common types of dementia. This half day, in person, workshop will provide Residential Care staff with the knowledge, understanding and practical skills to care for people with all types of dementia in a positive way that helps them to achieve their full potential by promoting self-esteem, independence, dignity and choice.

During the programme participants will explore:

- Understanding dementia – definition
- The different causes of dementia
- Some facts and statistics about dementia
- Types of dementia – impact, signs and symptoms and care approach
- Alzheimer's disease
- Vascular dementia
- Frontotemporal dementia
- Lewy Body dementia
- Pick's disease
- Mixed dementia
- Korsakoff's disease - alcohol related dementia
- Posterior cortical atrophy
- Huntington's disease
- Parkinson's disease
- Creutzfeldt-Jacob disease
- Normal pressure hydrocephalus

- Developing holistic person-centred care planning
- Risk assessment and risk management
- Positive approaches to managing behaviours that challenge
- Developing meaningful activities programme

### Dates

29th June 2023, 9.30am to 12.30pm or 1pm to 4pm  
Hamptons Chelmsford

18th July 2023, 9.30am to 12.30pm or 1pm to 4pm  
Harlow Football Club

20th July 2023, 9.30am to 12.30pm or 1pm to 4pm  
Colchester Football Stadium

To book email [quality.innovation@essex.gov.uk](mailto: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.

### Dates

5<sup>th</sup> Sept 2023, 9.15am to 4pm

15<sup>th</sup> Nov 2023, 9.15am to 4pm

The Colchester Football Stadium, United Way,  
Colchester CO4 5UP

To book email [quality.innovation@essex.gov.uk](mailto:quality.innovation@essex.gov.uk)



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## My Home Life Leadership Programme coming to Clacton & Harlow!

My Home Life, in partnership with Essex County Council, has been running leadership support programmes successfully now for twelve years for Homecare providers, Residential, Nursing and Learning Disability services and most recently, Registered Nurses.

In the Autumn we will be launching three new cohorts and for the first time will be bringing the leadership programme to **Clacton** and **Harlow** as well as the usual Chelmsford venue.

If you are a Manager or Deputy Manager of a Residential Care Service in the Clacton or Harlow area and are interested in the Leadership programme please email [quality.innovation@essex.gov.uk](mailto:quality.innovation@essex.gov.uk) for more information.

There will also be a cohort held in Chelmsford which will be for both Residential Care and Domiciliary Care Managers/Deputies

More information about My Home Life can be found at <https://myhomelife.org.uk/>

## OT Bitesize Sessions

The Provider Quality Innovation Team's Senior Occupational Therapist, Caroline Robinson is holding virtual bitesize training sessions for all care staff. The sessions are 2hrs in duration and cover the following topics

### Falls prevention, strength, and balance –

- 14<sup>th</sup> July, 1pm to 3pm
- 21<sup>st</sup> Sept, 1pm to 3pm
- 24<sup>th</sup> Nov 10am to 12pm.

### Manual Handling People; Top Tips

- 19<sup>th</sup> July, 1pm to 3pm
- 28<sup>th</sup> Sept, 10am to 12pm.

### Plus-sized handling & recording handling risks and plans

- 9<sup>th</sup> Jun, 10am to 12pm
- 3<sup>rd</sup> Aug, 10am to 12pm
- 6<sup>th</sup> Oct, 10am to 12pm

### Postural positioning 24/7

- 16<sup>th</sup> Jun, 1pm to 3pm
- 18<sup>th</sup> Oct, 1pm to 3pm
- 18<sup>th</sup> Aug, 10am to 12pm

### Bed safety - considerations, risk assessments and equipment

- 28<sup>th</sup> Jun, 10am 12pm
- 31<sup>st</sup> Aug, 10am to 12pm
- 3<sup>rd</sup> Nov, 10am to 12pm

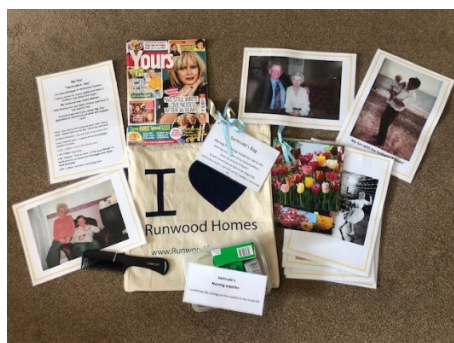
### Enabling meaningful activity

- 7<sup>th</sup> Jul, 10am to 12pm
- 6<sup>th</sup> Sept, 1pm to 3pm
- 15<sup>th</sup> Nov, 1pm to 3pm.

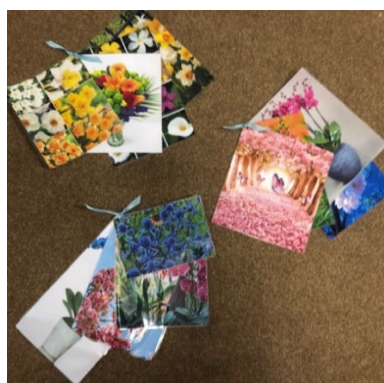
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## Montessori in practice



Sarah Dodsworth, Regional Dementia Wellbeing Support for Runwood Homes shared with us how she implemented techniques learnt at the [Montessori for dementia and ageing course](#) to support a distressed resident living with dementia. Sarah explained the resident was presenting stress and distress behaviour, she constantly called out 'what's going to happen now', Sarah found out about the ladies life history and created a timetable of her day, a box of nursing supplies for the resident to sort, interesting pictures for her to look at and arrange as well as copies of photos of her family.



Sarah said "We found that not only did the bag help to settle the resident it was also useful for the team who did not know her as a person."

## Mandala Rock Painting

Residents at Rosedale Court care home have been creating Mandala stones, which are meditative symbols created by painting smooth river rocks with intricate patterns of dots. The art and practice of creating the mandala is a form of meditation, a soothing ritual that allows the painter to express, their creativity and find a sense of calmness.





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## Beechlands

Staff at Beechlands care home came up with a fantastic person-centred solution for one of their residents with Dementia. The resident was not able to recognise the toilet any longer and was taking to passing urine in inappropriate places around the home. Staff noticed it was mainly into anything red.

They created an area for him, just inside his bedroom door that has a 'funnel' like urinal plastic part attached to the wall, which drains into a red bucket underneath. It has worked a treat and he has regained dignity, privacy and of course staff have enabled him to continue with his independence!

A simple yet innovative and ingenious solution!



## 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](mailto:Quality.innovation@essex.gov.uk)

## Essex Care Sector Awards 2023: The Prosperers!



The Judging for the Essex Care Sector Awards has now concluded and all those who have been shortlisted for an award have been notified. Those shortlisted have been invited to attend afternoon tea at Cressing Temple Barns, on the 6th July 2022, where the winners will be announced. Good Luck to all those shortlisted!

Enquiries: [Theprospers@essex.gov.uk](mailto:Theprospers@essex.gov.uk)

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## Poetry Corner

### The Kings Coronation.

By Sue Smith, Manager Cherry Wood Grange

Rejoice and celebrate the coronation of our King!  
let's pray & sing hallelujah as the Westminster  
Abbey bells ring!

King Charles now takes his place upon the Throne  
with his wife Queen Camilla, so he is not alone!

Dear King, lead with your head as well as your  
heart, reflect on the Monarchs that lead from the  
Start!

You must stand righteous, and you must stand tall  
as you are the chosen royal and with us all

Born at Buckingham Palace, November 1948, from  
that day forward you become heir and so great

Age 3 when your mother become Queen in 1952,  
follow in her footsteps and be faithful and true

King of the United Kingdom and the  
Commonwealth, we all send you our best wishes  
and good health

Wishing success in all that you do  
God save the King and the Queen too



Residents and Staff at Cherry Wood Grange had a wonderful day celebrating the Kings Coronation.



## Provider Quality Innovation

For further information about the Provider Quality Innovation Teams full programme of work, toolkits and newsletters, please visit the care provider hub by scanning the QR Code below



Email: [quality.innovation@essex.gov.uk](mailto:quality.innovation@essex.gov.uk)

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