

Prosper

Issue 102 September 2023



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

Promoting Safer Provision of care for Every Resident.

Continuous Improvement Methods PROSPER Community of Practice

The Prosper Community of practice will explore continuous improvement methods and tools which can easily be used in the care setting to address problematic areas. It is also an opportunity to learn how other homes have introduced quality improvement methodology and gain valuable peer insight.

The event is taking place:

Date: 12th October 2023

Time: 09:15am to 1:30pm

**Venue: Colchester Football Stadium, United Way,
Colchester, CO4 5UP**

The agenda includes sessions around:

- Quality Improvement Methodology Session
- Round Table Discussion
- How do you use Prosper in your home
- What else Prosper has to offer
- Update on Wider Innovation of work.

To book spaces please email Prosper@essex.gov.uk

Residents Riddle?

Each month we will provide a riddle for residents to solve. Please email their answers to prosper@essex.gov.uk

Answer to last month's riddle was of course the **Plant**

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

This month's riddle is...

What is more useful when it is broken?

Answer in next month's newsletter, with of course a new riddle for your residents to solve.



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Meet Wendy the Grange's Nutrition and Hydration Champion

The Manager of the Grange Residential Home sent in this lovely story about their dedicated Nutrition/Hydration Champion.

Wendy, our Nutrition and Hydration champion, has gone over and above her job role. She is very passionate about Nutrition and Hydration and always comes up with new ideas to ensure the residents are getting the best. Wendy gives her support to new carers and guides them. She has also been doing hand massages with the residents which they have enjoyed a lot. For our staff appreciation day at work Wendy was nominated as Employee of the month for August 2023. She has been nominated for because of the tremendous job she is doing at The Grange.

Wendy also goes round to get feedback from the residents so that we can improve, and she can find new things she could do for them. The feedback was fantastic. Here is one of the idea's she implemented from the feedback gained Wendy did a few breakfast specials for the residents when she was on duty, this included crepes, croissants, fresh fruits and smoothies. All residents loved it. One resident said "I don't normally have breakfast, but I love this breakfast". Another resident asked for more breakfast – crepes, fresh fruit, croissant with jam and smoothies.



Symptoms of a UTI

Can Include the following:

Changes in behaviour, such as acting confused or agitated

Incontinence (worse than usual)

Shivering or shaking

Pain or burning when peeing

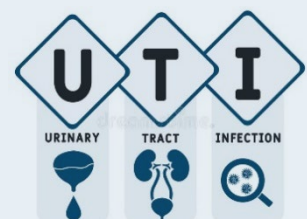
Needing to pee suddenly or more often than usual and will have Smelly or cloudy urine

Lower tummy pain

A mild temperature

Did you know?

Women are more likely to develop UTIs than men because women have a shorter urethra, which makes it easier for bacteria to reach the bladder.



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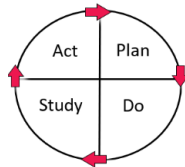
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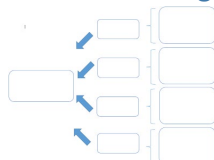
Prosper Quiz – Answers and Winners!

In our 100th Edition of the Prosper Newsletter we gave you the chance to enter our prosper quiz with a chance to win several different prizes. The time has come to find out the answers to the quiz and who the winner and runner up is!!

1. What does the acronym **PROSPER** stand for? **Promoting Safer Provision of care for Every Residents**
2. What is the name of your allocated PROSPER support officer? **It would either be Rod, Karen, Imelda or Sarah**
3. What do you need to do to receive Runtime dashboards? **Input your monthly data on to your prosper survey**
4. What year did PROSPER commenced as a project? **2014**
5. What three areas of harm does PROSPER focus on? **Falls, Pressure Ulcers and UTI's**
6. What does the 'A' in the acronym **SMART** ? **Achievable**
7. What is the diagram below a model of? **PDSA cycle**



8. Name the PROSPER Team manager? **Lesley Cruickshank**
9. Name the half-day PROSPER Networking event held once a year for home managers and PROSPER leads? **Community of Practice**
10. What is the email address for PROSPER? **Prosper@essex.gov.uk**
11. What is this a template for? **A Driver Diagram**



12. How many members of the ECC PROSPER Team are there? **5**
13. Name one regular feature in a PROSPER Newsletter **Residents Riddle and Manning's Methodology Corner**
14. How many questions are there on the PROSPER online monthly mapping survey? **12**
15. Name two venues where PROSPER Champions Study Days have been held? **Some examples, Colchester Stadium, Wat Tyler, Hamptons Sports and Leisure, Zinc Arts**

Team Member Related Questions

16. How many tattoos does Karen have? **15**
17. Which team member has been gunged by Mr Blobby? **Rod**
18. Which team member is the same age as Pleasurewood Hills (Lowestoft) **Sarah**
19. Which two team members went to the same school as Ollie Murs and Louie Spence? **Lesley and Karen**
20. Which team member used to do Irish dancing? **Imelda**

The Winners are!!!!

Winner Howard Lodge with an Impressive 13!

Runner up Hatfield Peverel Lodge with 12!

Your Prizes will make their way to you soon! Everyone else that took part will receive prosper goody bag!

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Resident's Riddle Competition – Answers and Winners

Our Second competition in the 100th edition was for your residents to get involved with a chance of winning an exciting activity pack for your home! Let's have a look at the answers to the riddles and who the winners were!

1. I'm a liquid but I'm not water, I'm sticky but I'm not glue, I'm sweet but I'm not melted chocolate, I'm found in a comb but I'm not hair, I'm created by an insect but I'm not a web. **Honey**
2. What is black when you buy it, Red when you use it, And grey when you throw it away? **Coal**
3. I have holes on the top and bottom, I have holes on my left and on my right. And I have holes in the middle, yet I still hold water. What am I? **Sponge**
4. I'm light as a feather, Yet the strongest man can't hold me for more than 5 minutes. What am I? **Breath**
5. I have cities, but no houses. I have mountains, but no trees. I have water, but no fish. What am I? **A Map**
6. The more you take, the more you leave behind. What am I? **Footsteps/prints**
7. They come at night without being called and are lost in the day without being stolen. What are they? **Stars**
8. I bring music wherever I go. I keep things very cold; I have wheels. People give my driver money, and he gives them treats. What am I? **Ice-cream Van**
9. I jump when I walk and sit when I stand- what am I? **Kangaroo**
10. What building has the most stories? **Library**
11. What has a spine, but no bones? **A Book**
12. What goes up and down but never moves? **Stairs**

13. What falls but never gets hurt? **Snow**
14. What can fill a room but takes up no space? **Light**
15. The More of this there is, the less you see. What is it? **Darkness**
16. What begins with an "e" and only contains one letter? **Envelope**
17. I have a bed but never sleep. I have a mouth but never speak. **River**
18. What has many Keys, but can't open a single door? **Piano**

The Winners are!!!

We had not one but 3 homes who got all of the riddles correct! A congratulations goes to

**Howard Lodge
Southminster
Glendale**

Your Activity Packs will be delivered ASAP!
Thank you to everyone who entered! You will also get a small activity pack for your home aswell!

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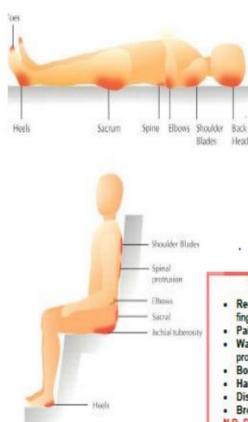
Stop Pressure Ulcers Day 2023

November 16th is National Stop Pressure Ulcers Day; this is a good opportunity to raise awareness with staff and residents of ways to reduce the risk of a pressure ulcers developing.

What can you do on National Stop the Pressure Ulcer Day?

- Wear something Red to work, highlighting the day
- Hold an educational session using the Prosper toolkit!
- Get everyone moving by holding a music and dance event.
- Have themed Afternoon Tea to help provide good Nutrition and Hydration
- Use Handy poster's to remind you about pressure ulcers, like how they can form and where.
- Visit educational websites like [React To Red: Pressure Ulcer Prevention : Training resources](#)

Take your **BEST SHOT!**



- B - BUTTOCKS**
(ischial tuberosities)
- E - ELBOWS/EARS**
- S - SACRUM** (bottom)
- T - TROCHANTERS**
(Hips)
- S - SPINE SHOULDERS**
- H - HEELS**
- O - OCCIPITAL AREA**
(back of the head)
- T - TOES**

What to look and feel for?

- Redness/ erythema - non-blanching when finger pressure applied
- Pain, soreness
- Warmer or cooler area over bony prominence
- Boggy feeling
- Hardened area
- Discolouration – dark red, purple, black
- Broken skin/ ulcer

N.B. Document any changes & continue to monitor closely!!!

Think...

SSKIN

Pressure ulcer triggers

Does the person you are looking after have any or a combination of the following:

S Is the person that you are caring for feeling **Stuck or unwell?**
Do they need to see the GP?

S Does their **Skin** look **red or sore?** This is one of the first indicators of a pressure ulcer developing, especially if it is over a pressure point such as heels, buttocks and base of back

K Is the person that you are caring for unable to **Keep moving?** Are they spending more time in the chair or not going to bed?

I Has the person that you are caring for become **Incontinent (skin is wet with urine or faeces)** and there is no care plan in place?

N Do they have adequate **Nutrition (are they eating and drinking properly)?** Reduced intake of food and drink can increase the risk of developing pressure ulcers.



HSC Public Health Agency

Did you Know?

Pressure Ulcers affect around 20% of people in Nursing and Residential homes

Treating pressure ulcers costs the NHS more than £1.4 million every day!

In certain circumstances pressure ulcers can result in:
Infection/Sepsis
Pain
Amputation
Delayed discharge from hospital
Ongoing community care
Death



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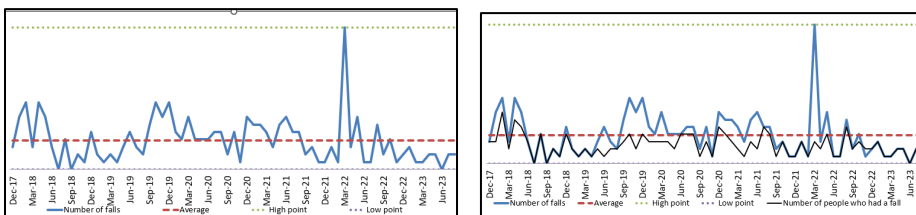
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Manning’s Methodology Corner Changes to Runtime Dashboards cont...

Last month I wrote about the additional line that had been added to the falls graph on your PROSPER Runtime dashboard, and touched upon how it could be used to aid quality improvement initiatives. This month I want to explore in more detail what the additional line can tell us.

I have spoken in the past about ‘peaks’ on dashboards, and the graph below on the left below, would represent this situation.



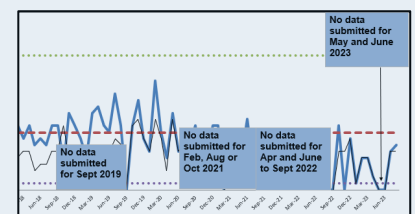
With the graph on the left it would be perfectly reasonable to question what ever happened in March 2022. However when you add the addition line showing the number of people that had a fall (the graph on the right above), it shows that that line remained relatively stable throughout the period. This would strongly suggest that in March 2022 one resident had a high number of falls, this could be a respite resident in the home during the month who was at high risk of falls, or a resident having a particular, isolated issue during the month, causing them to have multiple falls.

Although you would of course need to take notice of this peak on the graph, and give some thought as to why it had occurred, as the ‘number of people that had a fall’ remained constant, and the ‘total number of falls’ went back down to the home’s baseline level in April 2022, it would not be necessary to change your entire PROPER methodology strategy with regard to falls prevention. It would only be if blue line remained high, or the black line increased rapidly too would it become a trend, requiring a change in your falls prevention strategy.

The importance of regularly submitting data

If your home submits monthly data and wants to use your Runtime Dashboard to spot patterns and trends developing, it is vitally important that you input your data for every month.

Because of the system used to create the dashboards, any month where data is not entered will show as zero on the dashboard. Consequently, it is necessary to highlight on the graph that this is ‘no data submitted’ rather than zero. If this occurs too many times you end up with a graph like the one below.



Making it impossible to spot any patterns or trends developing.

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CARE PROVIDER HUB

You can find a lot of information on the care provider hub including:

Prosper information.

- ❖ Toolkit and resources
- ❖ Prosper Methodology Guide
- ❖ Prosper Window Stickers

Newsletters

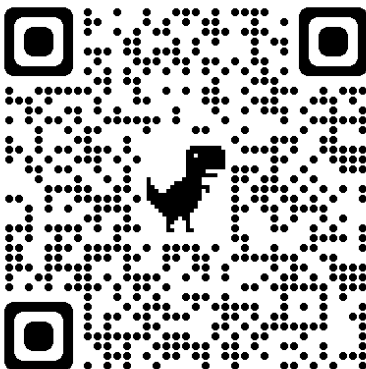
- ❖ Backdated Editions of the Prosper Newsletter
- ❖ Innovation Team Newsletter

Training and Events

- ❖ Current training programmes for OP Residential, Domiciliary and AWD
- ❖ Events Tab where you can find and book training on offer from ECC.

To Access the hub please use the link below or scan the QR Code

[Quality Innovation Team | Provider Hub | Essex \(essexproviderhub.org\)](#)



Done Something New and Exciting?

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

Don't forget to wear your badge with pride!



Prosper Contact

Would you like a prosper support visit or cannot find something you are looking for on the provider hub then email

Prosper@essex.gov.uk