

Quality Innovation Newsletter

Issue 43 February 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 of the events and how to book, please visit the News and Events page:

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



Find Your Active

Workshops for residential care

We have 2 new workshops as part of our Find Your Active work for care homes, there is an opportunity to share activities that work well with your residents as well as learning new ideas. We have Essex Cricket with chair and table cricket, First Steps Dance group on seated and standing dance moves and Move it or Lose it with exercises using bands. The aim of the workshops is to help you to improve residents' physical, psychological and functional ability with a bit a fun.

The sessions are open to all Older People care homes in the Essex County Council Local Authority area.

Dates & venues

Thursday 2nd March 2023, Great Bromley Village Hall, Great Bromley, CO7 7JA

Thursday 9th March 2023, Hamptons Sports and Leisure Centre, Chelmsford, CM2 9FH

Chair based exercise 2-day course

This practical workshop encompasses best practice in chair-based exercise for older adults.

The course run by Move it or Lose it! aims to train care home staff/activity co-ordinators to be able to safely deliver chair-based exercise for older adults to promote independence and enhance their physical and mental health.

The course is on the **15th & 16th March 2023**, 9.15am to 4.30 pm at **Epping Upper Rugby Club, Upland Road, Thorwood Epping CM16 6NL**

Nursing CPD Conference

The CPD conference for Registered Nurses working in Nursing Homes is back as a face-to-face event and is 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.

22nd March 2023 – 09:00 - 16:30.

Hamptons Sports and Leisure, Tydemans (off Beehive Ln) Great Baddow, Chelmsford CM2 9FH

The event will include participatory elements which can be used as evidence for revalidation of registration. Attendees will be able to choose 4 out of 5 workshops.

- Venepuncture Practical
- Catheterisation Male/Female Practical
- Syringe Driver Practical
- Wound Care
- Care Planning

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

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Care Planning Workshops

Everyone deserves and should expect to be cared for in an environment that is conducive to their physical, psychological, social, and educational well-being, where they are treated with respect and cared for with dignity. This workshop is designed to equip care staff the skills and confidence to deliver high quality person-centred care that meets the diverse and holistic physiological, psychological, social, and educational needs of individuals.

The face-to-face workshop will provide you with the tools and confidence to plan for and deliver person centred care that meets the diverse individual needs of clients with complex needs.

This is open to all Residential Care Home Staff.

Course outline:

- person-centred care in context: ECC and CQC priorities: Safeguarding, the dignity challenge, health and safety, mental capacity, and deprivation of liberty
- understanding holistic person-centred care
- the benefits of a person-centred approach to care
- understanding and promoting the 8 principles that underpin person-centred care:
 - individuality
 - rights
 - choices
 - privacy
 - independence
 - dignity
 - respect
 - partnership

- identifying and promoting holistic person-centred needs
- organisational policies and procedures that promote holistic person-centred care
- care planning: assessment, care planning, implementation, and review
- writing and reviewing person-centred care plans
- maintaining professional records that demonstrate a person-centred approach

Dates & Venues

Please note this is a half day(3 hour) training course

22nd Feb 2023

Hamptons Sport & Leisure, Chelmsford CM2 9FH,
9.30am to 12.30pm **or** 1pm to 4pm

24th Feb 2023

Colchester Football Stadium, Colchester CO4 5UP
9.30am to 12.30pm **or** 1pm to 4pm

3rd March 2023

Harlow Town Football Club, Elizabeth Way, Harlow
CM19 5BE
9.30am to 12.30pm **or** 1pm to 4pm

17th March 2023

Princes Theatre, Town Hall, Station Rd, Clacton-on-Sea CO15 1SE
9.30am to 12.30pm **or** 1pm to 4pm

To book email quality.innovation@essex.gov.uk clearly stating the date and time you wish to attend.

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Virtual Dementia Training for Residential/ Nursing Home staff.

We have a range of 1hr virtual training courses for staff working in Residential / Nursing Care. Please see the details of courses, dates and times below.

Managing Behaviours that Challenge

Dealing with behaviours that challenge is probably the most challenging aspect of work. This bite-sized workshop will provide delegates with a framework and a number of strategies and practical tools and techniques for dealing with a wide range of challenging and difficult situations.

Dates:

- 3rd Feb 2023 10am to 11am
- 17th Feb 2023 10am to 11am
- 1st Mar 2023 12pm to 1pm
- 14th Mar 2023 10am to 11am

Dementia - Nutrition

More than half of long-term people in residential care settings have dementia. Research shows people with dementia are twice as likely to suffer from malnutrition. This bite-sized programme will provide participants with the knowledge, understanding, confidence and practical skills to ensure optimum nutrition is met for people with dementia in a positive way that helps them maintain their full potential whilst meeting their individual physical and psychological needs.

Dates:

- 1st Feb 2023 2pm to 3pm
- 8th Feb 2023 10am to 11am
- 1st Mar 2023 10am to 11am
- 24th Mar 2023 10am to 11am

Cognitive Stimulation Therapy

"People with mild / moderate dementia of all types should be given the opportunity to participate in a structured group cognitive stimulation Programme" NICE 2006.

This bite-sized programme will provide participants with the knowledge, understanding, confidence and practical skills to actively stimulate and engage people with dementia through Cognitive Stimulation Therapy.

Dates:

- 8th Feb 2023 12pm to 1pm
- 17th Feb 2023 12pm to 1pm
- 7th Mar 2023 10am to 11am
- 14th Mar 2023 12pm to 1pm

Personal Care

Personal care is a central role of the Carer, and it is important personal care is carried out professionally and with compassion, sensitivity and diligence. This bite-sized course will give participants the knowledge, skills, and confidence to make a positive difference to people's sense of self and dignity.

Dates:

- 14th Feb 2023 - 2pm to 3pm
- 15th Feb 2023 - 2pm to 3pm
- 24th Mar 2023 - 12pm to 1pm
- 28th Mar 2023 - 10am to 11am

To book email quality.innovation@essex.gov.uk clearly stating the course & date you would like to join.

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111 *6

Did you know Care Homes calling 111 for medical advice /intervention can press *6 when calling, this will then be put through to a clinician rather than triage, who are not clinical, which will provide a speedier informed response to your call.

Dysphagia Awareness for OP Residential Care Homes

This face-to-face training will provide knowledge on the process of swallowing, reducing the risks of choking, and how to spot the early signs of problems swallowing. Difficulties swallowing can have potentially life-threatening consequences such as choking, dehydration, malnutrition, weight loss, and more.

Understanding dysphagia and managing it can help reduce the risks it poses and improve the quality of life for those who are dealing with dysphagia.

This face-to-face course has been very popular, we only have spaces remaining on the Chelmsford session.

8th March 2023

9.30am to 12.30pm or 1pm to 4pm
The County Hotel, 29 Rainsford Rd, Chelmsford
CM1 2PZ

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

Namaste Care for Advanced Dementia

This face-to-face course is delivered by St. Helena Hospice Complimentary Therapy Team.

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. Developed in the USA, the program delivers a mixture of care and compassion, with specific activities, on a daily basis, for people with advanced dementia.

This course involves therapeutic interventions such as touch/hand or foot massage which delegates will practice

21st March 2023

9:15 – 16:00.

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

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



Singlepoint

For care homes in North East Essex if a resident is known to St. Helena's Hospice you can call Singlepoint on 01206 890360 for support, advice & intervention.

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Dignity in Care Virtual Training with Amanda Waring

We are pleased to be able to offer you 5 new dates for Amanda Waring's Dignity in Care Virtual Workshop for care staff.

Amanda Waring has been a passionate campaigner for older people's rights for many years and instigated the dignity in care campaign which now has over 50,000 dignity champions. Her award-winning powerfully emotional film 'What Do You See?' has been used in dignity trainings around the world.

We have a unique opportunity for care staff to attend this training which helps us to "conceptualise" person centered care that encompasses dignity, compassion, and respect, reminding us to SEE the individual inside and feel what they feel. Amanda provides a unique unforgettable experience that will undoubtedly transform attitudes.

Dates:

21st February 2023, 9.30am to 12.30pm

27th February 2023, 9.30am to 12.30pm

6th March 2023, 9.30am to 12.30pm

10th March 2023, 9.30am to 12.30pm

21st March 2023, 9.30am to 12.30pm

To book please complete the attached booking form and return to

quality.innovation@essex.gov.uk

Dignity Action Day



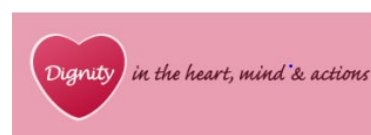
1st February is National Dignity Action Day, which gives everyone the opportunity to contribute to upholding people's rights to dignity and provide a truly memorable day for people receiving care.

By supporting Dignity Action Day, it will:

- Raise awareness of the importance of Dignity in Care
- Provide someone with an extra special day
- Demonstrate that everybody in the community has a role to play in upholding
- Dignity in Care
- Remind the public that staff have a right to be treated with dignity and respect too.

There are many ways you can support Dignity Action Day, you could wear something red, host a coffee morning or afternoon tea, to find resources to help you with your event Dignity Action Day Ideas at [Dignity Action Day resource pack - Latest Resources - Resources - Dignity in Care](#)

And don't forget to let us know about events or initiatives you do to promote Dignity Action Day.



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My Home Life

Intergenerational Linking

What are the benefits to health, wellbeing, and education when children and young people link together with older people living in care homes?

My Home Life would like to invite you to a one hour Webinar on;

Wednesday 22nd February 11.30am to 12.30pm

Aimed at anyone who has a remit of supporting community wellbeing the webinar will:

- Share the stories and positive outcomes from what seems to be the **largest intergenerational project with care homes**
- Share the impact of these projects on young and older people
- Offer thoughts for rolling out the programme in your area
- provide access to digital and hard-copy tools and guidance for Intergenerational Linking

We do hope you can join us: **Click [here](#) to register**



New! Care home senior carers programme

We have a new My Home Life Leadership programme designed especially for Senior Care Staff working in Care Homes. The programme is launching on the **21st February 2023** with 3 initial workshop dates held face to face at the County Hotel, Chelmsford. This is then followed by monthly action learning sessions where care staff can discuss the practicalities and reality of their work in the care home, in a safe environment with like-minded peers and the My Home Life facilitator.

For over 12 years, My Home Life Essex has blended evidence-based frameworks and practical know-how to support quality of life across hundreds of care settings within Essex. With a well-established leadership programme which has supported Managers, Deputies and team leaders from Care Homes, Domiciliary Care Agencies and Nursing staff.

For more information and to book a place on the Senior Carers Leadership programme email quality.innovation@essex.gov.uk

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Domiciliary Care Training Opportunities

Our Provider Quality Officers have arranged a variety of virtual training courses to support care staff in their roles.

Hoarding Awareness

1st March 9.30-12.30

The aim of the training is to support frontline staff and practitioners with the knowledge, confidence and understanding that enables them to engage with service users who are displaying a complex clutter lifestyle in relation to hoarding tendencies.

Depression Awareness

24th March 2-3pm

Mental Health Awareness

8th March 2-3pm

Self-Harm Awareness

22nd March 2-3pm

Suicide Awareness

16th March 2-3pm

Dementia Awareness

7th March 10am-12pm

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

Dementia & Dental Pain – A stakeholder event



In 2022 Plymouth

University held a stakeholder event followed by subsequent consultation with those living with dementia focusing on ‘**Dementia and Dental Pain**’ and are now inviting healthcare professionals and policy makers, locally and nationally, to discuss the feasibility of the solutions proposed so far. The aim is to develop an intervention for those living with dementia to support dental behaviours for the prevention of developing dental pain. Additionally, the intervention hopes to support the healthcare

system in delivering the NHS Long Term Plan to ‘put the mouth back in the body’. If you would like to attend, please email

nicole.thomas@plymouth.ac.uk to receive the Zoom link. If you are unable to attend but would like a summary of the event, along with summaries of our other dementia and dental pain events, please email nicole.thomas@plymouth.ac.uk



We know life is stressful right now. We are

here for you

0344 257 3960 24/7

hereforyou@nhs.net

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Dysphagia Awareness for Adults with Disabilities Providers

The Provider Quality Innovation Team have collaborated with Hertfordshire Partnership Foundation Trust 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. Attendees will receive a certificate of attendance.

Aims

- To be able to assist in recognition of dysphagia.
- To be able to participate in management
- 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
- 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
- To be aware of how to thicken drinks and modify food

Tuesday 31st January 2023, 9.30am to 4pm

Hamptons Sports and Leisure, Tydemans, off, Beehive Ln, Great Baddow, Chelmsford CM2 9FH

Parking: Please be aware that there is a £1 parking fee for the day.

To make a booking please follow this link [Events – Dysphagia Awareness for Adults with Disabilities Providers | Provider Hub \(essexproviderhub.org\)](#)

Autism Reality Experience

We have commissioned two more days of the Autism Reality Experience for adults with disabilities providers. 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.

Invented by Training 2 CAREs Managing Director Glenn Knight and Autistic people, the Autism Reality Experience really is as true to life as currently possible and is changing the landscape of understanding Autism.

The experience will be running on Wednesday the 22nd of February in Chelmsford and Wednesday the 8th of March in Colchester. Booking is yet to open so, keep an eye on the provider Hub and your emails for further details.

Positive Behaviour Support

The Team is working with the PBS Cooperative to deliver two more of the one day CPD accredited PBS course. The day will be based around the 10 key components & PBS Academy standards.

Please be aware that this is not an introductory level course. The course is at an informed level and is designed to increase knowledge and further develop team capabilities.

The days will be held on the **28th of February** in Chelmsford and the **29th of March** in Colchester. Booking is yet to open so, keep an eye on the provider Hub and your emails for further details.

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Essex Care Sector Awards 2023: The Prosperers!

We are delighted to announce the Essex Care Sector Awards are back for 2023. Celebrating the best of care in Essex demonstrated through innovation, achievement, and outstanding contribution.

The Awards, hosted by Essex County Council and NHS Integrated Care Board's (ICB) 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 February and the nomination window will open on the 20th February 2023, closing on the 31st March 2023. In the meantime, get your thinking caps on and see which of the 12 awards you might like to enter.

The Categories are:

- Outstanding Carer/Support Worker
- Outstanding Care Sector Nurse
- Outstanding Leadership
- Unsung Hero
- Team of the Year
- Prosper Achievement
- Making a Difference
- Diversity & Inclusion
- Digital Impact & Technology
- Sensory
- Climate Action: Towards Net Zero
- Community, Partnership & Collaboration

Those shortlisted will be invited to the Awards Ceremony on the 6th July 2023, held at Cressing Temple Barns.

Enquiries: Theprospers@essex.gov.uk

In Essex County Council we have a priority to focus on Climate Action and we will be adopting a climate friendly approach in the planning and delivery of the Essex Care Sector Awards this year.

Even small changes can make a difference to our overall carbon footprint.

Nutrition Hydration Week

“Making a Difference Every Day”



Nutrition Hydration week, **13th to 19th March 2023**, is an annual event with a shared objective to highlight, promote and celebrate improvements in the provision of nutrition and hydration locally, nationally and globally. Why not get involved and help promote the importance of Nutrition and Hydration for the people you provide a service to.

The [Nutrition Hydration Handbook](#) has lots of ideas and practical tips, more resources can be found on the Nutrition and Hydration week website;

<https://nutritionandhydrationweek.co.uk/>

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Recommended Summary for Emergency Care and Treatment

From 1st March 2023, the **ReSPECT** (Recommended Summary Plan for Emergency Care and Treatment) process will begin to replace the Do Not Attempt CPR form across **Suffolk and North East Essex**.

The **ReSPECT** process offers a personalised emergency treatment plan and is suitable for people who live with chronic ill health at risk of deterioration, in addition to those who are approaching the end of life.

There will be a series of repeated webinars in February to allow several opportunities to hear the key points of the **ReSPECT** process and to address any questions. Health organisations across the system will also be offering training through their education teams to ensure that all those who will either be writing **ReSPECT** forms or using them to guide clinical care in an emergency are able to do so safely and confidently.

ReSPECT is being rolled out widely across the country and has already been embedded in Norfolk and Cambridgeshire. The East of England Ambulance Trust are already using it in many areas and are supportive of its wider implementation to guide their clinicians.

ReSPECT is consistent with national guidance that advance care planning conversations should be holistic and not merely focused on the CPR recommendation. It allows people to record what their priorities for care are and includes clinical recommendations suitable in a future emergency.

You can learn more about **ReSPECT** here:

<https://www.resus.org.uk/respect/respect-healthcare-professionals>

Webinars are available for booking using the following links:

- **Thursday, 2 February - 8:00pm** <https://tinyurl.com/a3af9dj2>
- **Thursday, 9 February – 10:00am** <https://tinyurl.com/45cp75b2>
- **Wednesday, 15 February - 7:00pm** <https://tinyurl.com/38xxz9vb>
- **Wednesday, 22 February – 3:00pm** <https://tinyurl.com/3exnybu6>
- **Thursday, 2 March - 7:30pm** <https://tinyurl.com/3ns3s3d4>

Dr Karen Chumbley | kchumbley@sthelena.org.uk
Suffolk and North East Essex ICS Clinical Lead for End of Life Care

Juliet Estall (she/her) | juliet.estall@suffolk.nhs.uk
ReSPECT Project Lead

Christine Parsons | cparsons@sthelena.org.uk
Contact for Webinar queries

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Ralph the Cavapoo

Meet Cherry Wood Grange's new addition to the team, Ralph the Cavapoo. Sue Smith, Manager, part shares Ralph with her daughter and he comes to work with Sue two times a week. He is 9 months old and very well behaved and gentle. The residents, staff and relatives love him.



Sue wrote a poem about Ralph.

“Along come a puppy dog so cute & SWEET he follows me everywhere and loves laying by me FEET!

He is a soft as a teddy and as fluffy as can BE, I'm glad I found him or did he find ME?!?”

A lovely puppy I share with my DAUGHTER, she tells me how much food to dish up along with his WATER!

We have an agreement and it's working really WELL, Just look at the photos as you can TELL!

He comes to the Cherry Wood to see my fantastic TEAM, he really is a little DREAM!

Our dear residents adore him and make a FUSS, Ralph is truly loved by all of US!!”



Your Good News Stories



We know the past few months have presented some of the most challenging times and that many of you have adapted and been very innovative in your approach, if you would like to share your ideas or good news stories please email us at Quality.innovation@essex.gov.uk