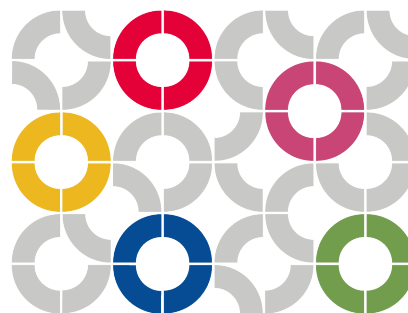


# Prosper



Issue 123 June 2025

**Welcome** to June's edition of the PROSPER newsletter, designed to keep you updated with the progress of the PROSPER project.  
**P**romoting **S**afer **P**rovision of care for **E**very **R**esident.

## Champion Study Days Summer 2025

June saw us hold 3 Prosper Champion Study Days around the county, and had a fantastic turn out with 69 care staff attend from 20 different care homes. The staff were treated to a fun but educational day with several different sessions

## Root Cause Analysis – 5 Whys and a What

The Day started with the Prosper Team holding a mini session on root cause analysis and the simple tool 5 why's and a What. Studies have identified if you keep asking why, and not just take the first answer as to why something happened, it can help you find the root cause of the issue. The optimal number of times to get to the real cause is thought to be 5.

The team went through an example using this basic technique on a real issue that had occurred in a care home and showed, how at certain points, it identified interventions that could be tried as a PDSA to see if they were in fact the root cause. After the example staff were able to give this technique a try and fed back how it helped them not just to think of the first reason why something may have happened but to explore further.

Did you know we have a of root cause analysis tools available in the prosper toolkit online

[Prosper Toolkits](#) | [Provider Hub](#) | [Essex](#)

## Residents Riddle?

Each month we will provide a riddle for residents to solve. Please email their answers to [prosper@essex.gov.uk](mailto:prosper@essex.gov.uk)

Answer to last month's riddle was of course:  
**Sun**

Well done to all at **Cheviot**, **who** answered the riddle correctly.

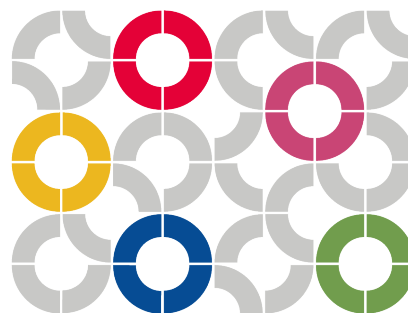
This month's riddle is...

**Round and juicy,  
striped green shell,  
Inside I'm red and  
sweet as well. Seeds  
of black dot my  
design, At picnics I'm  
divine. What am I?**

Answer in next month's newsletter



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## E. coli, Catheter Care and UTI's

The IBC's and EPUT's Education team, delivered sessions to staff on E-coli, Catheter Care and UTI's. E.Coli is on the rise in Essex and it was a great opportunity for Care Staff to have a refresher on these area's.

The sessions included:

- What is E.coli and how can it be prevented
- What is an UTI
- How to prevent UTI's
- The importance of good Hydration
- Why people have Catheters
- Different types of Catheters
- Catheter Care management – Including cleaning, changing of bags, and warning signs of infections
- Importance of Infection Control
- Hand Washing



We have lots of resources in the Prosper Toolkit about UTI's, Catheter Care and Nutrition & Hydration [Prosper Toolkits](#) | [Provider Hub](#) | [Essex](#)

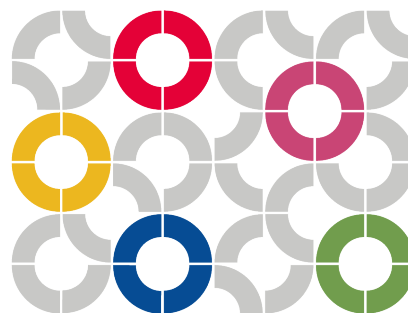
## Did you Know?

**Confusion can be caused by a Urinary Tract Infection, however, there could be several different reasons a resident could be confused including:**

- Pain
- Constipation
- Poor Sleep
- Low Mood
- Not Drinking Enough
- Side effects of medication
- Other Infection
- Change in their routine or home environment
- Poor Diet



# Prosper



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## Oral Health Care

The last session of the Day was delivered by the Community Dental Service on the importance of Good Oral Hygiene.

The session included:

- Why Oral Hygiene is important
- What Problems could poor dental health cause
- Best Practice on assisted brushing
- Oral Health Assessments
- Mouth Care Assessment guides
- The correct way to brush teeth
- Various equipment adaptations that could be used.
- Products and aids
- Consequences of poor oral health for example Gum disease and plaque.
- Diet – including tooth friendly sugars vs tooth unfriendly sugars
- Dental visits and the barriers
- Oral conditions like Oral Cancer

All these topics were covered to help build the attendee's confidence in being able to encourage good oral health care for their residents.

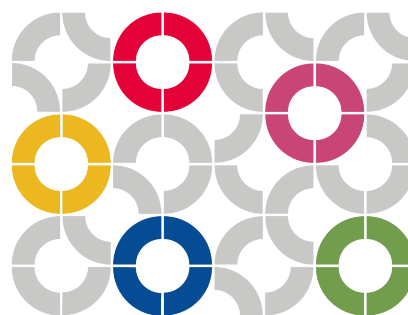
CDS offer a wide range of service including the following:

- Oral health resources
- Advice and Support
- Oral Health Training
- Accreditation (North Essex Only)
- Mobile dental unit
- CDS clinics
- Lots of Oral Health information & resources on their website [www.communitydentalservices.co.uk](http://www.communitydentalservices.co.uk)

## Useful Information



# Prosper



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## GEMSTONE Challenge

We are pleased to announce we have brought back the Gemstone Challenge for 2025!

The Gemstone challenge helps to prevent deconditioning, which is the loss of physical, psychological, and functional ability, whilst having some fun at the same time. It is something the whole Service can get involved in.

Each Gemstone represents a series of activities you will work your way to collect. There is a total of 10 different Gemstones to work towards, with activities including:

- Creative Arts
- Inspiring others
- Strength and Balance
- Team Sports

To name a few!

The more Gemstones you complete will enable you to reach the most coveted of Diamonds – the Blue Diamond!



**Would you like a Gemstone pack for your home to get involved?  
Then email Prosper and one will be sent out to you.**

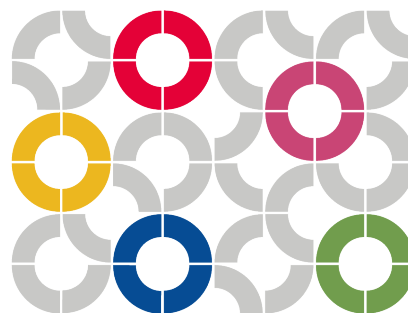
## Goat Therapy at Frank Foster House

Frank Foster hosted a special event aimed at enhancing the well-being of its residents through the benefits of animal therapy. Residents enjoyed a visit from some friendly goats, offering a perfect opportunity to engage in a soothing and joyful experience that helped promote both their mental and emotional health.



With its proven ability to enhance the quality of life, pet therapy is a key part of the home's ongoing commitment to supporting residents' emotional health. The event proved to be a heartwarming success, with everyone involved enjoying the therapeutic and calming effects of animal interaction.

# Prosper



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## May be gone but not forgotten Manning's Methodology lives on!

### PROSPER and Quality Improvement Methodology

This month 'Manning's Methodology Corner' is going 'back to basics' and discussing the Quality Improvement Methodology in which PROSPER has its foundations.

The PROSPER's aim is to reduce the number of falls, UTIs and pressure ulcers occurring in residential care settings by encouraging care homes to use Quality Improvement techniques.

The Institute for Healthcare Improvement's 'Model for Improvement' is what PROSPER bases its Quality Improvement Methodology on.

By requesting monthly data and converting that data into easy-to-understand runtime dashboards, we are helping you to start answering the three questions on the 'Model for Improvement'

You can use the runtime dashboard to decide '*What are we trying to accomplish?*' by looking for trends on your graphs and setting a **SMART** aim for the home. The runtime dashboard will then be one of the main tools to assist you with '*How will we know that a change is an improvement?*' Although other factors will need to be taken into consideration too.

We then encourage you to use a **DRIVER DIAGRAM** to decide '*What changes can we make that will result in an improvement?*' Before testing out a change, or intervention, using the **Plan, Do, Study, Act** cycle.

To see more around the model on improvement and the other methodology visit [Prosper Methodology](#) | [Provider Hub](#) | [Essex](#)

### SMART Aims

When an aim, or goal, is set for your home it needs to be a **SMART** aim. This means it needs to be:

**Specific** – Who, what, when  
**Measurable** – by how much?  
**Achievable** – doable  
**Realistic and Relevant**  
**Timely** – by when?

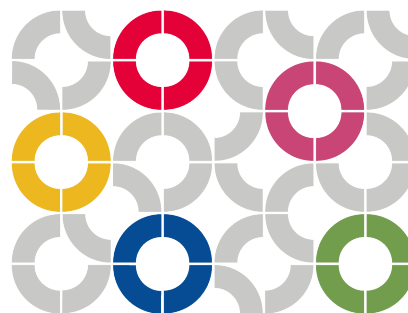
Research has shown that if a weak aim, that does not meet the above criteria, is set, it is far more unlikely to be successful as people will be unsure as to what is expected of them. However, with a **SMART** aim everyone will know exactly what needs to be achieved, and by when.

**Weak aim** – To reduce the number of falls occurring in the home.

**Strong (SMART) aim** – To reduce falls in the home to no more than eight per month by the end of September 2025.



# Prosper



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## Poetry Corner

### Embrace in life

Poem by Sue Smith, Manager of Cherry Wood Grange

Reflect on your past without REGRET,  
hold on to your good memories don't FORGET!

Embrace in your future and live life to the FALL,  
let your heart lead the way don't let your head RULE!

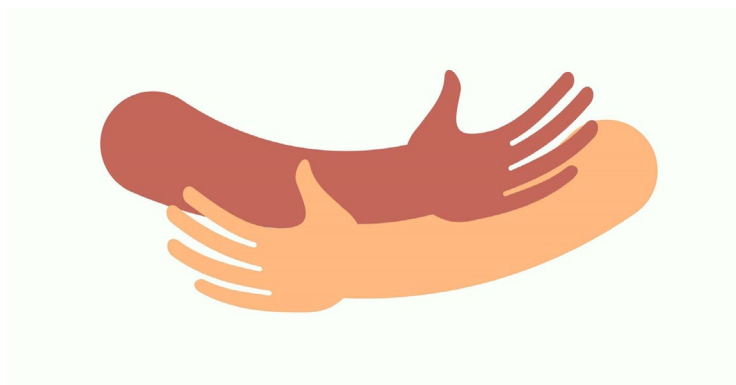
Show compassion & kindness in everything that you  
DO, reach out to others that may need YOU!

Surround yourself with people who are full of joy and CARE,  
be truthful and honest always be FAIR

Embrace in life and reach for the STARS,  
don't be afraid to show your SCARES

Life is so precious and beautiful TOO,  
fully embrace in all that you DO!

Lessons to learn and knowledge to SHARE,  
Always be faithful and show others you CARE!



## 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 can't find  
something you are looking  
for on the provider hub then  
email

[Prosper@essex.gov.uk](mailto:Prosper@essex.gov.uk)