

Quality Innovation Newsletter

Issue 56 June 2025

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

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

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.

Introduction to Spiritual Care & Managing Spiritual Distress (End of Life) Face to face training

A new half day, in person, training session delivered by St Helena Hospice on Spiritual Care, both religious and non-religious. The session will cover:

What is spiritual care?
How does spirituality relate to religion?
What does spirituality mean outside of religion?
How does the word 'care' help or hinder?

Multi-cultural approaches to death & dying

Central American Day of the Dead

Shinto shrines (Obon festival)

Indian cremation on the Ganges

Ghanaian Adowa Ceremony

Tibetan Sky Burials

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Western Funerals

What is spiritual distress & how to help

Seven Domains of Spiritual Distress

Introduce concepts of Dukkha/Lament

Tools for accompanying patients through spiritual distress

Spiritual Care Assessments

Dates & Venues

- 17th June 2025, 9.30am to 1pm – Colchester Football Stadium

- 19th June 2025, 9.30am to 1pm – Hamptons, Chelmsford

- 1st July 2025, 9.30am to 1pm – Lopping Hall, Loughton

To book please email

quality.innovation@essex.gov.uk

H.E.A.R.T.S training

We have new dates for the H.E.A.R.T.S (Hands On, Empathy, Aroma, Relaxation, Texture & Sound) training delivered by St Helena Hospice.

1st Oct 2025, 9.30am to 1.30pm

The session will be held at the Colchester Football Stadium

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

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***NEW* Focused Wellbeing for Residents and Staff**

This new, 3.5 hr in person, session will focus on fostering wellbeing among both residents and staff in care home environments. The session will explore the principles of wellbeing and workable approaches.

The course will cover:

Wellbeing for residents

- Define wellbeing: physical, mental, emotional and social aspects
- Recognising the impact of ageing, illness and environment
- Wellbeing priorities: physical
- Wellbeing priorities: emotional and mental
- Shared experiences and networking – action planning

Wellbeing for staff

- The impact of caregiving on staff wellbeing
- Identify common causes of stress and burnout
- Ways to develop self-awareness and self-care
- Balancing good boundaries mindfully
- The importance of resilience in a positive workplace environment
- Build a workable wellbeing plan

Date:

30th October 2025, 9.30am to 1pm – Colchester Football Stadium.

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, particularly 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.

- 24th Sept 2025, 9.30am to 4.30pm
- 18th Nov 2025, 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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OT Weekly Advice Clinic - Virtual

Our Senior Occupational Therapist, Caroline Robinson is running a virtual weekly advice clinic, an opportunity to ask any OT questions in relation to any person you are supporting.

Every Wednesday, 10.30am to 11.30am. To receive the link email quality.innovation@essex.gov.uk

OT Bitesize sessions – Virtual

Falls Prevention Part 1

- 7th October 2025, 10am to 12pm
- 5th December 2025, 10am to 12pm
- 11th February 2026, 1pm to 3pm

Falls Prevention Part 2

- 14th October 2025, 1pm to 3pm
- 11th December 2025, 1pm to 3pm

Seating and Sleeping Positions – Keep it symmetrical

- 3rd September 2025, 1pm to 3pm
- 21st October 2025, 1pm to 3pm

How to unlock Meaningful Activity

- 12th September 2025, 10am to 12pm
- 4th November 2025, 10am to 12pm

Safer Handling Part 1

- 16th September 2025, 1pm to 3pm
- 20th November 2025, 10am to 12pm

Safer Handling Part 2

- 1st October 2025, 1pm to 3pm
- 26th November 2025, 1pm to 3pm

Falls CPD for Managers Workshop

This bespoke session has been designed specifically for care home managers and leaders who have an influence over their organisations policy and practices with specific regard to responding to fallen residents.

Delivered by our Provider Quality Senior Occupational Therapist, this session will cover the physiological impacts on the human body when a person falls. It will explore how policies can support or inhibit good practice. It will also focus on best practice in falls prevention, including falls risk assessments, as well as standardised and individualised strategies to prevent falls.

- 23rd Sept 2025, 9.45am to 12.30pm – Colchester Football Stadium
- 30th Sept 2025, 9.45am to 12.30pm – Hamptons, Chelmsford
- 9th Oct 2025, 9.45am to 12.30pm – Wat Tyler, Basildon
- 16th Oct 2025, 9.45am to 12.30pm – Latton Bush Centre, Harlow

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

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My Home Life Leadership Programme

My Home Life, in partnership with Essex County Council, has been running Professional support and development programmes in Essex for 16 years, with cohorts for Homecare providers, Residential, Nursing and Learning Disability services and most recently, Registered Nurses and team leads.

We are delighted to announce two new cohorts starting in the Autumn.

My Home Life is an international initiative with 17 years' experience supporting quality of life and promoting positive practice in care home and care settings. Working with 2,400 care leaders, My Home Life programmes have delivered significant outcomes and impact in hundreds of care settings, including enhanced leadership, resilience, confidence, wellbeing and quality of life.

The programme is evidence-based and practice-informed. You will be introduced to a range of tools and relationship-centred principles and supported to develop your professional skills and leadership. There is a focus on growing existing strengths, whilst trying out new ideas.

Participants will attend monthly, face-to-face sessions, over an 8 month period, supported by an experienced My Home Life England facilitator.

These are:

- Introductory workshops
- Action learning sessions
- A completion day

The 3 introductory workshops focus on you as a leader, leading others and leading change.

The action learning/group coaching sessions (small groups) provide a safe, reflective space for participants to focus on real issues that they are currently facing, with the intention of achieving improvement and transformation in their care service, and receiving support from colleagues going through similar experiences.

Throughout the programme principles, practice tools, and exercises will be introduced to you, then a dialogue will be opened up asking you to reflect on how you might adopt them in your everyday work. We encourage you to actively participate in discussions and to experiment with using the tools, ideas and approaches.

If you would like to be considered for the next two Cohorts, starting in September and October 2025, please email quality.innovation@essex.gov.uk

"The really important thing is that it's based on the experience of the sector and is not imposed from above." Past participant (Care home manager).

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Domiciliary Care Champions Days

We have some exciting new champion days coming up in June and July, aimed at Domiciliary Care Agencies and is open to any staff member.

The days will cover bitesize sessions with some interesting guest speakers.

The Champions Day will include sessions from:

- Essex Police - Modern Slavery & Human Trafficking,
- Essex Fire Brigade – Fire safety and their services
- IPC team – Catheter Care, Ecoli & UTI's,
- Hospices – their services and what it means when they are involved,
- Provider Quality Teams Senior OT – Falls & Caffeine

Dates & Venues

- **26th June 2025, 9am to 3.30pm, Hamptons Sport & Leisure, Chelmsford**
- **3rd July 2025, 9am to 3.30pm, Colchester United Football Stadium**

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

Domiciliary Care Toolkit

At the beginning of this year we launched our new Domiciliary Care Toolkit on the Essex Provider Hub. The toolkit has lots of resources and links to free training opportunities that are offered by national organisations such as Parkinson's UK or the Huntingdon Disease Association.

Along with useful information such as the Essex Fire Services Fire Safety resources or Dementia UK's advice videos.

The toolkit is split into the following categories

- Dignity in Care
- Falls Prevention
- Fire Safety
- Frailty
- Health Conditions
 - COPD
 - Delirium
 - Dementia
 - Diabetes
 - Huntingdons Disease
 - Multiple Sclerosis (MS)
 - Parkinson's
 - Urinary Tract Infections
- Hoarding
- Nutrition/Malnutrition/Hydration
- Oral Health Care
- Staff & Managers

The toolkit can be accessed on the Provider Hub:
<https://www.essexproviderhub.org/quality/quality-innovation-team/domiciliary-care-toolkit/>

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AWD Training Opportunities & Updates

Please see details of our upcoming offers for June and July below. Click on the links under each heading for full session and booking details.

Self-Harm & Suicide Awareness

This training has been devised for people supporting individuals affected by suicide, enabling them to deal with the impact of suicide and the subsequent challenges to mental health, including increased risk of suicide and/or self-harm, and feelings of isolation/loneliness. Click link below for further information and booking form.

[Events – Self-Harm and Suicide Awareness for AWD Providers | Provider Hub](#)

Ageing LeDer Lunchtime Session for Learning Disability Week 16th – 20th June

As part of Learning Disability week, we want to empower our providers with the knowledge to prevent, identify and manage the top 5 causes of death for adults with a Learning Disability and/or Autism across the UK. Our talented nurse trainer Mary Carter will be delivering short 60-minute lunchtime sessions throughout the week to equip your teams with lifesaving information. Click the links below for further information and booking form.

[Sepsis Events – LeDeR Lunchtime Learning Sessions for Learning Disability Week - Sepsis | Provider Hub](#)

[Constipation Events – LeDeR Lunchtime Learning Sessions for Learning Disability Week - Constipation | Provider Hub](#)

[Respiratory Conditions Events – LeDeR Lunchtime Learning Sessions for Learning Disability Week - Respiratory Conditions | Provider Hub](#)

[Ageing Cancers & Screenings Events – LeDeR Lunchtime Learning Sessions for Learning Disability Week - Cancers & Screenings | Provider Hub](#)

[Cardiac Conditions Events – LeDeR Lunchtime Learning Sessions for Learning Disability Week - Cardiac Conditions | Provider Hub](#)

Learning Disability Week Celebration 2025

A day of fun to celebrate Learning Disability week. This event is for provider staff to attend **with** the adults you support. We will be enjoying some musical fun with the fabulous team from T.I.M.E, and learning about and creating memory boxes in our groups. Click link below for further information and booking form.

[Events – Learning Disability Week Celebration 2025 | Provider Hub](#)

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Supporting adults with a Forensic History

One day course in partnership with Chris Cooper from HMP Chelmsford. The day will look at what the experience is for adults with a learning disability /Autism that have been in prison. The day will also offer the chance to take part in the prison version of the Autism Reality Experience by Training2care.

Click link below for further information and booking form. [Events – Supporting Adults with a Forensic History – AWD Providers | Provider Hub](#)

CPD Accredited Sensory Considerations

CPD accredited full day training delivered by the National Autistic Society. If you work with autistic adults, you'll be aware that the autistic sensory world can feel quite different, and this can have an impact on people's daily life and behaviour. If you'd like to understand more about this and learn practical ways of giving positive support, join us for this course.

Click link below for further information and booking form. [Events – CPD Accredited Sensory Considerations for AWD Providers | Provider Hub](#)

Autism- Alexithymia, Masking, Camouflaging & Synesthesia

This two-day online training course introduces you to a "model for understanding & supporting Autistic people who experience Alexithymia / Low Interoceptive Awareness, Masking and Synesthesia." Essential knowledge and skills when supporting autistic people with co-occurring mental health conditions.

Click link below for further information and booking form. [Events – Autism - Alexithymia, Masking, Camouflaging and Synesthesia | Provider Hub](#)

Makaton Sign-A-Long

Debby Avauche is returning to deliver a fun sign-a-Long session with us! This activity session is ultimately for the adults you support to have some fun, however if you want to join in and learn to sign-a-long to a song please do! All abilities welcome, even if you only wish to enjoy the music!

Click link below for further information and booking form. [Events – MAKATON SIGN-A-LONG | Provider Hub](#)

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Dementia in Adults with Learning Disabilities with or without Autism

This is a one- day workshop to look at how you can identify potential Dementia in adults with learning disabilities with or without Autism.

We will also look at how you can evidence your concerns to share with health professionals and then continue to support the individual with Dementia to lead a healthy and positive life.

Click link below for further information and booking form. [Events – Dementia in Adults with Learning Disabilities with or without Autism | Provider Hub](#)

Dysphagia Awareness

The Provider Quality Innovation Team have collaborated with Essex Learning Disability Partnership to deliver Dysphagia awareness training for services that support adults who have learning disabilities and or Autism.

Click link below for further information and booking form. [Events – Dysphagia Awareness for Adults with Disabilities Providers | Provider Hub](#)

PEG Awareness

This 3-hour training provides a comprehensive understanding of gastrostomy tubes and instructs on the safe administration of a gastrostomy feed. It

aims to enhance your knowledge and confidence in supporting people who are tube-fed.

Training covers the different types of feeding tubes, how feeds are administered and sets out the principles and safety aspects that relate to administering tube feeds. It also includes how to manage an emergency should the tube come out.

Click link below for further information and booking form [Events – PEG / Enteral Feeding for AWD Providers | Provider Hub](#)

CPD Accredited Epilepsy Awareness & Buccal Midazolam Delivered by TEACH Ltd

3-hour CPD accredited training course is for anyone who supports a person with epilepsy and may be required to administer buccal midazolam for prolonged seizures.

The course will provide delegates with a full understanding of epilepsy and seizure management; and in the safe administration of buccal midazolam. A practical demonstration on how to give emergency medication will be carried out.

Click link below for further information and booking form [Events – CPD Accredited Epilepsy and Buccal Midazolam for AWD Providers | Provider Hub](#)

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NHS Healthy Eating E-Learning

NHS England have developed Healthy Eating E-learning for the carers of adults with learning disability. This resource is available to anyone who would like to access the training module.

- [Supporting Healthy Weight in an Adult with a Learning Disability.](#)
- [Training Catalogue.](#)

REACT TO.....

REACT TO is a series of training resources specifically designed for care home staff and other healthcare professionals.

Please follow the link below to view REACT TO RED in relation to pressure ulcers and the REACT TO offer [React To Red: Pressure Ulcer Prevention Awareness for Carers | React To](#)

T.I.M.E - Together In Musical Expression

T.I.M.E. is founded on the belief that *music is for everyone*. An Essex-based charity devoted to breaking down barriers and bringing people of all ages and abilities together to experiment, grow, and have fun through music.


Events are designed to be accessible and inclusive to people with additional needs, mental health

challenges, and dementia. All are welcome, and no previous music knowledge is required.

Follow this link to find out more about T.I.M.E
[T.I.M.E - Together In Musical Expression](#)

Are you Sepsis aware?

Sepsis is a life-threatening condition that arises when the body's response to an infection injures its own tissues and organs, with the immune system going into overdrive. In the UK, five people lose their lives to this condition every hour and there are 48,000 sepsis related deaths each year in the UK.



SEPSIS

IS A RARE BUT SERIOUS COMPLICATION OF AN INFECTION

Slurred speech or confusion

Extrême shivering or muscle pain

Passing no urine (in a day)


Severe breathlessness

It feels like you're going to die

Skin mottled, discoloured or very pale

Sepsis is the body's response to an infection. If you think you have an infection and develop any of the symptoms listed above, you may have sepsis. **Dial 999 and Just Ask: "Could it be Sepsis?"**

For more information visit nhs.uk/sepsis or sepsistrust.org



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Eastham Residents Remember

The residents of Eastham Care Home carry with them remarkable memories of World War II. Though most experienced the war as children, their recollections offer powerful insights into this historic period, each shaped by their unique circumstances and locations. To mark the 80th anniversary of VE Day on 8th May they have been recalling their experiences, here we share with you Pamela Starling's War memories.

In the streets of Loughton during World War II, young Pamela came of age in extraordinary circumstances that to her felt entirely ordinary. Air raids, bombings, and soldiers patrolling the streets formed the backdrop of her childhood—not occasions for fear, but simply the texture of everyday life. "It was just normal to us," Pamela recalls, her eyes brightening at the memory. "The nights in the shelter with my siblings and neighbourhood friends were actually exciting. We'd stay up late, whispering and giggling while the adults worried above us. "

While her father contributed to the war effort through essential aircraft work, Pamela and her brother spent countless hours plane-watching. The spitfires, with their distinctive silhouettes cutting across the sky, were their particular favourites. But not all aircraft brought the thrill of admiration. "We were strictly instructed about the doodlebugs, she explains. "If we ever spotted those black planes, we had to run immediately and knock on the nearest

lady's door to seek shelter. Those V-7 flying bombs were particularly dangerous—if they weren't firing, it meant they were falling from the sky, and no one knew where they might land. "



One particularly vivid memory involves returning from a family wedding to find Loughton under intense bombardment. The family hurried straight into the shelters, later discovering that a house at the end of their road had been destroyed. Despite the proximity of such danger, Pamela speaks of these events with remarkable composure—the resilience of a child who knew no other reality.

It was a chance encounter on Loughton High Street, however, that taught young Pamela a crucial wartime lesson. Walking alongside her mother, she noticed the streets filled with soldiers and innocently attempted to engage them in conversation about the war.

"I was hushed immediately," she remembers. "A soldier told me very firmly, 'Shhhhhh, be quiet and keep your head down.' It was then I properly understood the meaning of the posters we saw

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everywhere —'Careless Talk Costs Lives. ' That day, I learned that even children had an important role to play in maintaining security. "

For Pamela, the war wasn't a distant historical event but the landscape of her childhood—a time when air raid shelters doubled as playrooms, when spotting aircraft became a passionate hobby, and when even the youngest citizens learned the grave importance of discretion.

We will feature another resident's story next month.

Veteran Friendly Framework



With the recent 80th anniversary of VE Day on 8th May we know many of you will have held events to commemorate the date, we have teamed up with the Veteran Friendly Framework Care Home Programme to hold an introductory workshop to tell you about their free programme and how it can support your care home.

The Royal star and Garter, and Royal British Legion are working together to develop a programme for all care homes nationally to recognise and support

the veterans that they care for. It has been recognised that most non-military care homes may have unidentified veterans within their care, who are missing out on recognition, support, and signposting to a wide range of statutory and charitable services to support their individual needs because of not being identified.

A veteran is anyone who has served for 1 day including National Service.

The programme has been recognised as good practice by CQC.

This free of cost programme is looking at supporting all care homes to become veteran aware and receive recognition for its work through its VFF accreditation.

At the workshop we will be hearing from the only VFF accredited care home in Essex, Belmont Lodge, as to how they have implemented the framework and the benefits it has for residents, staff and the care home.

The workshop will be virtual and will take place on the **24th June 2025, 2pm to 3.30pm**

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

To find out more please see <https://veteranfriendlyframework.org.uk/vff/vff-framework-description>

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Essex Care Sector Awards 2025



We are pleased to announce the Essex Care Sector Awards: The Prosperers are back for 2025!

Celebrating the best of care in Essex demonstrated through innovation, achievement and outstanding contribution. This is the 8th Annual Awards and is open to all providers who deliver a care service to Adults in Essex County Council's Local Authority Area.

We welcome nominations from care staff, managers, seniors, relatives and the people you provide a service for!

There are 15 Awards up for grabs!

- The categories are:
- Outstanding Carer/Support Worker
- Outstanding Care Sector Nurse
- Outstanding Leadership
- Unsung Hero
- Team of the Year
- Prosper Award
- Ageing Well for Adults with Disabilities

- Community Partnership
- Dementia Care
- Palliative Care
- Activities and Wellbeing
- Mental Health and Wellbeing
- Digital Impact and technology
- Equality, Diversity and Inclusion
- Climate Action: Towards Net Zero

To enter your service, leader or individual please complete the [nomination form](#) and email to TheProsperers@essex.gov.uk

The nomination window opens on the **9th June 2025** and **closes 5pm 25th July 2025**.

You can enter nominations for as many categories as you like. Please refer to the [Award Criteria](#) for each category for guidance on what the judging panel is looking for, please note [Terms and Conditions](#) apply.

Winners will be announced at the Award Ceremony, the evening of 3rd December 2025 at Chelmsford City Racecourse, Great Leighs.

Why not have a read of the categories and criteria and start planning your nomination, you have to be in it to win it !