

Quality Innovation Newsletter

Issue 49 April 2024

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/

Cultural Diversity & Equality, Diversity & Inclusion training

We have facilitated a number of virtual Cultural Diversity and Equality, Diversity & Inclusion training courses which have proved very popular so we have now combined these two popular training sessions to create a **full day's face to face training** opportunity which will provide comprehensive insight into Equality, Diversity and Inclusion and Cultural Diversity. This training is open to all care provider settings.

Face to face – full day combining both Cultural Diversity and Equality and Diversity & Inclusion.

Thursday 2nd May at Hamptons Sports & Leisure Centre, Chelmsford

Thursday 30th May at Colchester Football Stadium, Colchester

Tuesday 9th July at Latton Bush Centre, Harlow, CM18 7BL

Thursday 11th July at Wat Tyler Centre, Pitsea, Basildon, SS16 4UH

Virtual sessions

Equality, Diversity & Inclusion session Tues 2nd July
2pm – 4pm

Cultural Diversity session Thurs 4th July 2pm – 4pm

OT Monthly Advice Clinic

Our Senior Occupational Therapist, Caroline Robinson is running a virtual monthly advice clinic, an opportunity to ask any OT questions in relation to any person you are supporting. 2nd Wednesday, every month, 10am to 11am To receive the link email quality.innovation@essex.gov.uk

Preventing & Responding to Falls Managers CPD Workshop

Our Senior OT has a new course entitled “Preventing and responding to Falls” which will be a CPD session **specifically for managers**. This will cover some of the physiological impacts that happen to 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 regard to falls prevention, by exploring what makes a falls risk assessment robust as well as other preventative practices.

- 7th May 2024, 10.00am -12.30pm, Chelmsford
- 21st May 2024, 10.00am- 12.30pm, Harlow
- 9th July 2024, 10.00am to 12.30pm, Clacton
- 18th July 2024, 10.00am to 12.30pm, Basildon

To book please email Prosper@essex.gov.uk

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Bespoke Falls Retrieval Session by Senior OT *For Residential Care homes



The flyer is for a 'Falls retrieval equipment session' by Essex County Council Adult Social Care. It features a cartoon of a person falling. The text asks if the home has equipment like Mangar Elk, Mangar Camel, or Raizer chairs, and if staff need training. It offers a bespoke one-off training session for staff. To arrange a session, it asks to email quality.innovation@essex.gov.uk. At the bottom, there are images of the equipment: Mangar Elk (a small device), Mangar Camel (a large inflatable cushion), and Raizer II and Raizer M (two types of chairs). The Prosper logo is at the bottom right.

Essex County Council
Adult Social Care

Falls retrieval equipment session

Does your home have any of the following equipment to support someone up from a fall—a Mangar Elk, Mangar Camel or Raizer chair?

Do your staff need some further training on how to use that equipment?

If you've answered yes to both these questions then look no further, we can support you!

Our Senior Occupational Therapist can provide a bespoke one-off training session for your staff to support them to feel confident using the falls retrieval equipment in your home. To arrange a session, please send an email to quality.innovation@essex.gov.uk requesting a falls retrieval equipment session and our OT will be in touch.

Equipment shown: Mangar Elk, Mangar Camel, Raizer II, Raizer M.

Prosper logo

support a trans woman who may need a prostrate check? Do you know about douching and dilation?

Are you aware that “outing” your LGBT service users without their consent could breach GDPR and other legislation? These 3hr, in person **workshops are open to care staff from any setting**, and will cover:

- Cultural competence.
- Words and language.
- LGBT community statistics, and its aging population.
- The lived experience of LGBT People Living with dementia.
- Interactive Case studies.
- Health needs and hidden risks.
- Legal issues and obligations.
- Health passports -end of life planning.
- Loss of LGBT identity in death and bereavement

Dates & Venues

- 16th May 2024, 9.30am to 12.30pm or 1pm to 4pm – Basildon
- 6th June 2024, 9.30am to 12.30pm or 1pm to 4pm – Chelmsford
- 19th June 2024, 9.30am to 12.30pm or 1pm to 4pm – Colchester
- 10th July 2024, 9.30am to 12.30pm or 1pm to 4pm – Harlow

LGBTQIA+ Dementia Workshops –

Face to Face -- open to all care provider settings.

How much do you really know about the psychological and physical needs of Lesbian Gay Bisexual and Transgender (LGBT) people, particularly those living with dementia? Do you know how to

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

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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.

Palliative Care and End of life Care – Face to Face

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 training is open to Residential Care homes in the Essex County Council local authority area.

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 & Venues

22nd May 2024, 9.30am to 4.30pm –Clacton

12th June 2024, 9.30am to 4.30pm – Colchester

To book any of these courses please email
quality.innovation@essex.gov.uk

Prosper celebrates its tenth year!



The Prosper project reached its tenth anniversary in February 2024, over the last decade the team have worked with residential and nursing homes to reduce falls, UTI's and pressure ulcers.

The project has grown and developed from its early days when it was initially a pilot scheme and has since won three National Patient Safety Awards but Prosper wouldn't exist without the hard work and dedication of all the wonderful 'Prosper Homes' continually striving for improvements and better outcomes for the individuals they care for.

The Prosper Team will be holding a very special **Community of Practice** on **Thursday 18th April** at Colchester Football Stadium and invite all care homes that have been a part of Prosper, past and present to join them in celebrating the creative, innovative practice and wonderful achievements.

Guest speakers will be sharing their journeys and successes having implemented Prosper in their care home and the team will share their new initiatives for 2024. The event will be held from 9.30am – 2pm which includes a networking lunch.

This event is now fully booked.

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Dignity Champions training with Amanda Waring

Amanda Waring, who instigated the dignity in care campaign, is running Dignity Champions training for staff who would like to become a champion in their organisation and promote the Dignity Principles.

These powerful trainings will provide ongoing benefits for all those that choose to become champions. Participants will deepen their knowledge on .

- Understanding and promoting The dignity principles.
- What does it mean to be a dignity champion.
- Learning how to become a dignity advocate for yourself and others.
- Inspirational guidance on how to empower the dignity agenda at staff meetings.
- Motivational training to help motivate others to place dignity at the heart of care.
- Ongoing mentoring support.
- Ways to change the culture of care.
- Addressing dignity issues and exploring case studies.
- Learning Communication expertise and greater listening skills to share with others.
- Building tolerance, Building bridges.
- How to Observe but not Absorb the suffering of others.
- Addressing stereotypes.
- Utilising a Carrot not stick approach.

- Learning how to deliver bite size inspirational dignity trainings to support your role.
- Train the trainer knowledge and expert tips.
- Confidence building.
- Learning wellbeing principles and self-care to support their journey forward as champions.

Each participant on completion will receive a complimentary workbook and unique access via an online code to supporting materials.

Although all the currently advertised sessions are fully booked, we will be commissioning Amanda to run more sessions later in the year.

Responding to Distressed Behaviours Training – face to face

We have commissioned the Alzheimer Society to deliver Responding to Distressed Behaviours training which will develop care staff knowledge and skills in responding to situations that can be challenging with empathy and respect. This course focusses on behaviour as a form of communication for people with dementia and will equip you with the skills to understand why someone may be displaying distressed behaviour and ways to manage these situations.

- 8th May 2024, 9.30am to 4.30pm, Chelmsford
- 21st May 2024 9.30am to 4.30pm, Colchester
- 20th June 2024, 9.30am to 4.30pm, Basildon
- 26th June 2024, 9.30am to 4.30pm, Harlow

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

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Prosper Wellbeing Walk



Essex County Council
Adult Social Care

Making the difference every day

The Wellbeing Walk of Essex!

13th – 17th May 2024

Help us travel across Essex with the Care homes
Wellbeing Walk of Essex.

Linking Care homes in relay, to walk, run, ride the distance of the
Essex Coastline which is 350 miles and meet new people whilst
promoting mental, physical, and social wellbeing.

ESSEX

Did you know?
Essex has one of the longest coastlines of any county in England!
It is further than London is to Paris!

If your home would like to take part, please email
Prosper@essex.gov.uk
By 19th February 2024

Get Ready to Walk and have some fun! Prosper

The Prosper team are organising a Wellbeing Walk for residential and nursing homes to help promote mental, physical, and social wellbeing. Participants can walk, run, or ride their section of the route in a relay format and connect with others from nearby care establishments. The challenge is to try and collectively travel the distance of the Essex coastline, a staggering 350 miles. So, get your walking shoes on, pump up the wheelchair tyres and book your place to join Prosper in the Wellbeing walk, the more the merrier! To book email Prosper@essex.gov.uk

Let's Talk about Saving Lives!

Have you heard of "The Circuit" before?



The Circuit
The National Defibrillator Network

Do you look after a defib?

We urgently need your help to ensure all defibrillators in our community are registered on The Circuit - the national defibrillator network.

When someone has a cardiac arrest, using defibrillation with CPR can more than double the chances of survival. It is estimated that tens of thousands of defibrillators are still unknown to ambulance services in the UK, making them less likely to be used in the event of an emergency.

By registering yours on The Circuit, we can make sure ambulance services know where the nearest defibrillator is when it's needed most - and together, save more lives in our community.

To find out more or to register,
[go to thecircuit.uk](http://go.tothecircuit.uk)

British Heart Foundation | ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES | Resuscitation Council UK | St John Ambulance | NHS England

What if you don't have a defibrillator?

It is vital that you and your colleagues know where your nearest defibrillator is located. One of your team can be distributed to collect this defibrillator when a matter of seconds can be the difference between life or death. Search on www.defibfinder.uk and display the location and access information of your nearest defibrillator around your setting. You could **Save a life!**

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Magic Me: Creative Approaches for Care home Activities

We have been working with Magic Me, a leading provider and pioneer of arts activities for older people on a creative programme for Essex Care Homes. The first stage of the programme was to work with seven care homes in the Tendring and Colchester area. Magic Me artists provided bespoke training and creative resources to a core group of care staff who disseminated the learning throughout their home.

A total of 124 residents, 35 staff members and 6 family, friends and volunteers were involved in the project.



The project improved the wellbeing of residents, with all homes agreeing strongly there had been an increase in positive feelings for residents who participated. Residents experienced a sense of pride in their creative work, with an increase in focus and concentration in some residents, so much so that in one home the lifestyle co-ordinator called the Care Home Manager to see a particular resident's response to an activity during a visit.

Staff fed back that residents who don't usually engage in activities took an interest crediting the 'Magic Me' approach with helping to meet the needs of people who require multi-sensory elements, different entry points to an activity and experiences focused on process rather than outcome.



"It was really useful for residents who were less confident or able. Simple things that they could do using the materials e.g. Scrunching the cellophane, holding the torch, boosts their confidence to join in" Care Home Staff

"It takes your mind off what's around you, it was therapeutic" Care Home Resident



Magic Me then held 4 workshops across the county in February/March 2024 to demonstrate the approach to 76 activity co-ordinators from Care homes in Essex.

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Person Centred Dementia Care Face to Face - open to all care provider settings.

This course aims to improve care staff understanding of dementia and enable them to offer person-centred support and to promote positive communication with people with dementia and enable staff to minimise causes of distressed behaviour.

Learning Outcomes

- To have insight into the experience of dementia and the feelings associated with living with dementia.
- To have an understanding of the signs and symptoms of dementia.
- To know how to support and enable people with dementia to meet basic care and nutritional needs.
- To understand the importance of knowing people with dementia as individuals
- To be able to recognise positive outcomes for people with dementia.
- To recognise the difference between helpful and unhelpful communication
- To know how to minimise communication barriers to enhance communication.
- To understand why people with dementia may experience a different reality and know how to recognise and meet their needs.
- To identify and respond to distress expressed through behaviour.

- To be able to understand and address common causes of distressed behaviour including pain.

Wednesday 24th April 9.30am – 4pm Colchester Football Stadium

Wednesday 1st May 9.30am – 4pm Hamptons sport and Leisure, Chelmsford

Modern Slavery Awareness

This 2-hour virtual training session will be delivered via Microsoft Teams by Essex Police on the following dates.

- 17th April – 9.30-11.30
- 9th May – 9.30-11.30
- 22nd May – 9.30-11.30

These sessions are open to all Care Providers who deliver a service in the Essex County Council local authority area.

Parkinson's Awareness- open to all care provider settings

These sessions will: increase your knowledge and understanding of Parkinson's and better understand the needs of people living with Parkinson's and those caring for them.

Wed 22nd May 2024 Colchester Football Stadium -
9.30am – 12.30pm OR 1pm – 4pm

To book any of these training courses please email Quality.innovation@essex.gov.uk

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AWD Update

After the resounding success of last September's Aspiration Pneumonia prevention event, we are pleased to say we are planning another day, look out for your email invitation to book.

The AWD Team have been busy planning their spring & summer programme of work which will include sessions on

- Nutrition & Hydration
- PICA, ARFID & Polydipsia
- Dementia in adults with a learning disability and or Autism
- Sepsis
- Positive Behaviour Support

and many more! Keep an eye out for booking details via the mailing list and Provider Hub www.essexproviderhub.org/provider-hub-news-and-events/

Martha's Rule: The Right to a Second opinion

Implemented due to the devastating death of Martha Mills – find her story here <https://www.england.nhs.uk/patient-safety/marthas-rule/>

The first phase of the introduction of Martha's Rule will be implemented in the NHS from April 2024. Once fully implemented, patients, families, carers, and staff will have round-the-clock access to a rapid

review from a separate care team if they are worried about a person's condition.

The three proposed components of Martha's Rule are:

1. All staff in NHS trusts must have 24/7 access to a rapid review from a critical care outreach team, who they can contact should they have concerns about a patient.
2. All patients, their families, carers, and advocates must also have access to the same 24/7 rapid review from a critical care outreach team, which they can contact via mechanisms advertised around the hospital, and more widely if they are worried about the patient's condition. This is Martha's Rule.
3. The NHS must implement a structured approach to obtain information relating to a patient's condition directly from patients and their families at least daily. In the first instance, this will cover all inpatients in acute and specialist trusts.

To help you collate emergency information for your service, the Quality Innovation team have put together an adaptable template you could use and display in main offices.

If you would like to use the template within your workplace, please email quality.innovation@essex.gov.uk and we will send you a copy.

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Dysphagia Awareness

In February the AWD Team hosted a Dysphagia awareness day in collaboration with Hertfordshire Partnership University Foundation Trust. The day covered how to be able to assist in the recognition of Dysphagia, how to be able to participate in the management of Dysphagia and how to be aware of your professional responsibility in the role of Dysphagia management. The day included practical sessions like taking part in supported feeding, looking at different types eating aids and using thickeners.

MCA & DoLS

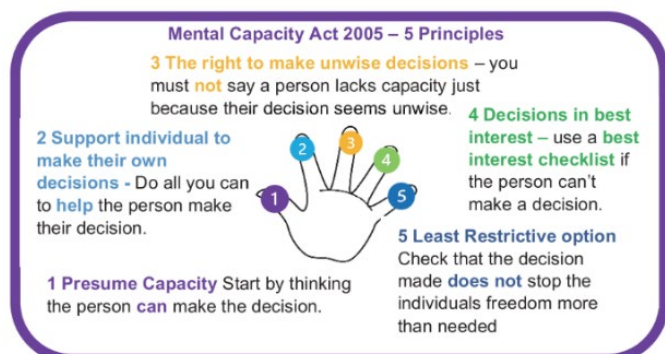
Over January and March, we collaborated with the Essex County Council's MCA & DOLS team to deliver two half day sessions covering the Mental Capacity Act and its principles, assessing capacity and decision making and Deprivation of Liberty Safeguards. The sessions offered attendees the chance to draw on two of our Senior Best Interests Assessors' expert knowledge to have their queries answered and share some best practice examples.

This Is Me – Making Memories



Adults with a learning disability have often moved around and had support from various sources which may include family, long stay hospital and residential care. Gathering their memories and life history can be difficult but is so important, especially as they age and may have difficulty in remembering for themselves.

We invited support workers and the people they support to a creative day where we spoke about how we can gather memories and the importance of how it can help individuals to be well supported. We looked at a variety of ways to record life histories and then got crafty by making a start on memory boxes and life history books.



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Makaton- Frontline Workshop for General Wellbeing

We want to celebrate reaching the end of an incredible rollout of the brand-new Makaton Workshop for frontline workers.



Delivered by Makaton's expert trainer Debby Avauche, we are incredibly proud to have offered this opportunity to 90 health and safety staff across the county. All the wonderful attending staff will go on to improve the lives of those around us with their new communication skills.

Calling all Care Workers – Launch of the Essex Care Worker Survey

The experiences, challenges, and aspirations of our dedicated care workers matters to us. They help us to continue to understand what more we can do to support your workforce. We are therefore launching an **important survey** for those specifically providing direct care to adults in the county. Please forward to your care workers to complete.

Why should they participate?

1.Impact: insights will help us shape future support for the workforce

2.

Every view counts: responses help validate the challenges faced by care workers, as well as the positives.

3.Prizes: care workers who live in Essex (excludes Southend and Thurrock) can enter into a draw to win one of a number of vouchers for completing the survey

Access the survey via the QR code below

Please encourage as many responses as possible.
Thank you.



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The Essex Care Sector Awards 2024



We are delighted to announce the Essex Care Sector Awards: The Prosperers, are back for 2024. Celebrating the best of care in Essex demonstrated through innovation, achievement, and outstanding contribution.

The Awards, hosted by Essex County Council 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.

The Criteria for each award and the nomination form can be found on the Care provider hub: <https://www.essexproviderhub.org/quality/quality-innovation-team/essex-care-sector-awards-2024/>

The nomination window will open on Monday 3rd June 2024 and close at 5pm Friday 2nd August 2024.

All nominations must be emailed to theprosperers@essex.gov.uk

In the meantime, get your thinking caps on and see which of the 15 awards you might like to enter.

The Award Categories are:

1. Team of the Year
2. Outstanding Leadership
3. Outstanding Carer/Support Worker
4. Unsung Hero
5. Prosper Home of the Year
6. Dementia Care
7. Outstanding Care Sector Nurse
8. Intergenerational – All Age Friendly Award
9. Equality, Diversity & Inclusion
10. Climate Action: Towards Net Zero
11. Community Partnership and Collaboration
12. Empowering Workforce
13. Activities & Wellbeing
14. Palliative Care
15. Ageing Well for Adults with Disabilities

Those shortlisted will be invited to the Awards Ceremony the evening of 4th December 2024, at the Chelmsford City Racecourse

Enquiries to Theprosperers@essex.gov.uk



Photo: Essex Care Sector Awards 2023

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Nutrition & Hydration Week



In our last edition we highlighted Nutrition & Hydration week which ran from 11th – 17th March and some of you have shared with us the wonderful events you organised to promote Nutrition and Hydration for those that you support.

Embracing Nutrition & hydration week at Belmont Lodge

Belmont Lodge kicked off the week with a bang, hosting a special event filled with delicious treats and refreshing beverages to emphasize the importance of proper nutrition and hydration for their residents. From fresh fruit to fortified smoothies, jelly's, mousses, and delectable cakes, they made sure to offer a wide variety of options to cater to everyone's tastes and dietary needs.

Their tea trolley also made a special appearance, featuring items tailored for residents on modified diets, ensuring that everyone could enjoy a tasty and nutritious snack.

Their global tea morning was a fantastic success, bringing together their incredible community members, families, local councillor, Chigwell Residents Association (CRA), regional manager Zoe, and even a talented Frank Sinatra performer!

The joy and positivity shared during the event truly highlighted the significance of focusing on nutrition and hydration for our residents' well-being.



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Dawn Harrison, activities coordinator at Belmont Lodge told us 'Nutrition & Hydration Week serves as a powerful reminder of the essential role that proper nutrition and hydration play in providing quality care for our residents.

It's a global movement that aims to energize, engage, and promote a healthy lifestyle for all. We are so grateful for the wonderful day we shared together, filled with laughter, delicious food, and meaningful connections. Here's to continuing to prioritize the health and happiness of our residents each day!

Cherrywood Grange promoted a wonderful project for Nutrition and hydration week.

Sue Smith home manager told us "All the residents, relatives and staff received the event with warmth and admiration for what we do within our duty of care to enhance and promote the well-being of our residents, hydration, and nutrition. A special thanks goes to Becks and Ali who planned and organised the whole event.



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Howard Lodge

I'm a Carer, get me out of here!



Howard Lodge have just held a fun event based on the television show 'I'm a Celebrity, Get Me Out of Here'.

Staff member Amanda Brewster explains "We held a 5-day event at Howard lodge called "I'm a carer get me out of here". Each day there were AM challenges and PM trials. Staff nominated either themselves or colleagues to participate to win treats for the hamlets.

The challenges allowed them if they won to go to our kiosk and try to win a treat by answering a question correctly.

The trials in the afternoon ranged from physical trials to eating and drinking challenges.

The 5 days concluded with the last day being a carer cyclone where all 4 hamlets took part to win the ultimate 1st first prize.

In the afternoon we had the final which was an eating challenge (with a range of ingredients I will leave to your imagination). The points were added up at the end of the final and the winning hamlet was Honeysuckle. Which won £50 to spend on whatever they wanted in addition to prosecco and treats for all.

Relatives and friends of the residents joined us over the 5 days to cheer their Hamlets on.

The feedback received from staff, residents, family, and friends was lovely and staff can't wait for the next one.

Your Good News Stories



If you would like to share your ideas or good news stories, and feature in our newsletter, please email us at Quality.innovation@essex.gov.uk

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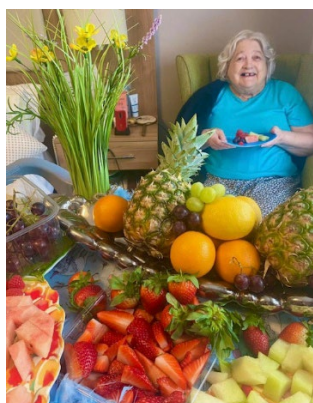
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Poetry Corner

All the wonderful fruits, foods and fluids certainly got Sue Simth's, manager at Cherrywood Grange creative juices flowing and she has penned another great poem, this time on the subject of Nutrition and Hydration

At Cherry Wood it was our ambition to promote nutrition and hydration, the first steps we took was asking residents for their decision!

We promoted healthy eating and the importance of nutritional meals, snacks and treats, we explained a healthy balance from our head down to our feet!



A full English breakfast or a choice of cereals, yoghurt, fruit and toast, and it was a healthy option that our residents chose the most!

Flavoured milkshakes and fruit placed in ice cubes that were pleasing to the eye, presented bright and pretty it made the residents want to try!

We provide a healthy choice at lunchtime and dinner time too, and a selection of sugar free cake to share with all of you!

This was more than just a project as we want to promote healthy eating for evermore, and make sure our residents are enjoying their food, there's plenty to explore!

We all shared our favourite recipes and what we like to eat and cook and with all the photos that were taken we now have a nutrition and hydration book!

Quality Innovation Programme

For more information about the Quality Innovation team and our programme of work please visit our web pages

<https://www.essexproviderhub.org/quality/quality-innovation-team/>

Or via the QR code below

