

# Quality Innovation Newsletter

Issue 62 June 2026

**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/](http://www.essexproviderhub.org/provider-hub-news-and-events/)

The Provider Quality Innovation Team have been bringing you training opportunities and support since 2014, visit our pages on the Essex Provider Hub <https://www.essexproviderhub.org/quality/quality-innovation-team/>

## 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 a person you are supporting. This is open to Residential Care homes, Domiciliary Care Providers and Supported living services.

Every Wednesday, 10.30am to 11.30am.

To receive the link email

[quality.innovation@essex.gov.uk](mailto:quality.innovation@essex.gov.uk)

Further OT resources on manual handling practice, falls risk assessments, Bed Safety and Equipment guides can be found in the Prosper toolkit on the Essex Provider Hub;

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

## PROSPER Champions Study Days

The Prosper team are busy planning the Summer 2026 Champion study days, as always, the days will be interactive, educational and a great opportunity to connect with other homes on the project.

The agenda will include the below sessions.

- Perspectives – seeing things differently
- Sensory & Trauma Informed approaches
- Nutrition and Hydration
- Alzheimer's Society – Lift the Lid on Sexual Behaviours

## Dates & Venues

16th June 2026, 10am to 3.30pm – Colchester Football Stadium, Colchester

25th June 2026, 10am to 3.30pm – The Harlow Hotel, Harlow

7th July 2026, 10am to 3.30pm – Highlands House, Chelmsford

9th July 2026, 10am to 3.30pm – Princes Theatre, Clacton

If you're not part of Prosper and would like to find out more, please email [Prosper@essex.gov.uk](mailto:Prosper@essex.gov.uk)

\*The Prosper Project is open to all older people's residential care and nursing homes that are within the Essex County local Authority Area.

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## Dementia: Into Me See- Intimate, Sexuality & Relationships

The aim of this one-day training course is to explore how we feel when dealing with issues of intimacy and sexuality in dementia care. You will consider stereotypes about older people and sexuality and develop strategies for improving care in this difficult area. This training is aimed at Residential Care Home Staff.

The course will explore:

- what is meant by intimacy and sexuality for older people and those with dementia.
- how dementia may affect behaviour in terms of intimacy, sexuality and inhibition.
- person-centred care approaches for dealing with these situations.
- the personal/organisational challenges we face when working with these issues (including safeguarding and the Mental Capacity Act).

### Dates & Venues

10<sup>th</sup> September 9.30am to 4.30pm – Colchester Football Stadium

15<sup>th</sup> September 9.30am to 4.30pm – Hamptons Sports & Leisure Centre, Chelmsford

17<sup>th</sup> September 9.30am to 4.30pm – Latton Bush Centre, Harlow

## Dementia: “Who do you see? Life History Work in Dementia

The aim of this one-day training course is to recognise the important role life history work can play in supporting people with dementia and improving care. You will discover tools and strategies for effective life story work.

This course is suitable for all staff who work in Residential Care Homes.

The course will explore:

- a range of communication techniques for engaging with people with dementia.
- the value of life history and reminiscence within older people’s care.
- the key areas and themes that can be explored during life history work.
- different methods of recording life history.
- the importance of involving family carers in life history and reminiscence work.
- the importance of consent, confidentiality and other ethical issues in life history work.

### Dates & Venues

18<sup>th</sup> June 2026, 9.30am to 4.30pm – Latton Bush Centre, Harlow

30<sup>th</sup> June 2026, 9.30am to 4.30pm – Hamptons sports & Leisure Centre, Chelmsford

2<sup>nd</sup> July 2026, 9.30am to 4.30pm – Colchester Football Stadium

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## Dementia: Person Centred Activity Planning & the Use of the Pool Activity Level (PAL)

The aim of this full day training course is to explore effective activity planning when working with people with dementia and how engagement is so much more than bingo and group activities. You will select individuals at different stages of dementia and create a personalised action plan. This training is aimed at all staff in Residential Care Homes.

The course will explore:

- the role of activity in promoting health, wellbeing and engagement for people with dementia.
- the key principles of effective care plans and list the areas that should be covered.
- the vital role of solo, pairs and small group activities.
- daily, weekly and monthly activity planning for individuals.
- Pool Activity Level (PAL) and how it can be used for person-centred activity planning.
- a range of activity ideas and tools that you can use in your care-setting.

### Dates & Venues

8th July 2026, 9.30am to 4.30pm – Colchester Football Stadium

15th July 2026, 9.30am to 4.30pm – Hamptons Sport & Leisure, Chelmsford  
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16th July 2026, 9.30am to 4.30pm – Latton Bush Centre, Harlow

To book any of the Dementia Courses please email [quality.innovation@essex.gov.uk](mailto:quality.innovation@essex.gov.uk)

## Parkinson Awareness Training for Residential Care Homes

This half day training course will give you increased knowledge and confidence in supporting people with Parkinson's.

The aims of the course are to:

- Identify Parkinson's symptoms and the challenges they can present
- Explore how Parkinson's is managed
- Recognise the importance of time critical medication
- Understand the changing needs of people living with Parkinson's
- Further resources from Parkinson's UK

This course has been developed by Parkinson's UK.

### Dates & Venues

5<sup>th</sup> August 2026, 1.30pm to 4.30pm, Colchester Football Stadium

To book please email [quality.innovation@essex.gov.uk](mailto:quality.innovation@essex.gov.uk)

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## Dementia Day Event

As part of dementia action week, which took place between 18<sup>th</sup> – 24<sup>th</sup> May 2026. The Provider Quality Innovation Team held a Dementia Day at Colchester football stadium on 20<sup>th</sup> May, which was open to both Domiciliary Care providers and Residential Care & Nursing homes in Essex.

The day consisted of several mini sessions about how Dementia can affect a person, and what staff can do differently to help someone living with dementia.

As well as the different mini sessions, there were display boards with lots of information about Dementia and to make it even more fun, a quiz was created using the information from the boards for staff to take part in with the chance of winning a prize at the end of the day. Well done to Yash Kowlessur from St Marks, Ilianya Ali from Joseph Nursing Home and Sam & Kirsty from The Cameron House team, who all got the correct answers!



We also had guest speakers Melaine Williamson, Essex County Council's Integrated Dementia Commissioner and Lyn Adams from the Alzheimer's society who talked about the joint work Essex County Council and the Alzheimer's society are doing, including the "Inclusive Dementia Communities Accreditation".



The Day was a great success with a total of 41 people attending from both Domiciliary and Residential/Nursing homes and included some lovely feedback including:

"Very interesting, eye opening, interactive"

"Session was well organised and almost all the important topics on Dementia was covered".

"Fun and enjoyable. Took a lot away with us."

"Learnt a lot, very relevant, made me think about some things / scenarios differently."

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## AWD Training Opportunities & Updates

Please see details of our upcoming offers for learning disability registered services from June to August 2026.

## CPD Accredited Epilepsy & Buccal Midazolam Training

This 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.

[Events – CPD Accredited Epilepsy Awareness Including Buccal Midazolam | Provider Hub](#)

## PEG Awareness

Delivered by Teach Health Ltd. The session will cover.

- Indications for a gastrostomy
- Types of gastrostomy tubes
- Basic principles of care of gastrostomy tubes

- Infection control including environment preparation
- Care and preparation of feeding equipment
- Administration of feeds – bolus and pumps
- Safe administration of medication (if required)
- Recognising, dealing with and reporting complications
- Emergency management if a gastrostomy tube comes out
- Competency framework
- Roles and responsibilities
- Legislation and record keeping

Click link for further information and booking form  
[Events – PEG Training | Provider Hub](#)

## Quality Essentials

This training has been developed by drawing together key learning and priorities from Ageing Well, LeDeR outcomes, safeguarding themes, and recent CQC inspection findings across Essex. By combining insights from these areas, the session aims to strengthen understanding, improve practice, and support high-quality care delivery for adults with learning disabilities and/or autism. It is a compact session that brings together a large amount of information in a short space of time, designed to highlight the most important points and spark reflection and improvement across services.

- Reasonable Adjustments
- Inequalities

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- Social Model of Disability
- Medical Model of Disability
- Hospital Passports
- Annual Health Checks & Health Action Plans
- Vaccinations & Screenings
- Essex Learning Disability Partnership (ELDP)
- Diagnostic Overshadowing
- Nutrition & Hydration
- Exercise & Mobility
- Condition Specific Health Action Plan
- STOMP
- Positive Risk Taking

Click link for further information and booking form

[Events – Quality Essentials | Provider Hub](#)

## Care Planning & Record Keeping

This workshop is designed to equip health and social care staff with the skills and confidence to deliver high quality person-centred care that meets the diverse and holistic physiological, psychological, social, and educational needs of the people being supported.

### Dates & Time

1<sup>st</sup> July 2026, 10:00 – 12:00 on Microsoft teams.  
Maximum of two attendees per registered service.  
Please email [quality.innovation@essex.gov.uk](mailto:quality.innovation@essex.gov.uk) for spaces.

## An Introduction to Acquired Brain Injury

The introduction to Acquired Brain Injury training is live online training provided by a consultant occupational therapist, this is a vignette course that provide a brief overview of systems impairments.

Systems impairments are a term of generalised impairments that can occur for a myriad of reasons but have a common impact to a person's daily life. These sessions last 1 hour and provide a brief overview of the impact these systems impairments have on:

- An Overview of the system and the impact of impairment
- An Overview of the disease/injury process which can lead to the system impairment
- A person's general care needs
- Manual handling
- Personal Care
- Hoisting needs
- Positioning needs
- Environmental needs

### Dates & Time

7<sup>th</sup> July 2026, 10:00 – 12:00 on Microsoft Teams.  
Maximum of two attendees per registered service.  
Please email [quality.innovation@essex.gov.uk](mailto:quality.innovation@essex.gov.uk) for spaces.

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## Good Food Good Moves

Good Food, Good Moves is a pilot initiative focused on improving nutrition, weight, mealtime engagement and overall health outcomes for people living with a learning disability. The pilot currently supports individuals living in residential care settings across Essex. The team is uniquely made up of a learning disability dietitian, a health and wellbeing mentor specialising in education and teaching around cooking, and a Sport for Confidence occupational therapist. For more information, please contact Sport for Confidence [Good Food, Good Moves](#)

## Essex Care Association PBS Community of Practice

Are you in a Positive Behaviour Support (PBS) role and looking to connect with fellow professionals? Join our vibrant Community of Practice Network for an engaging session focused on support, learning, and growth! This is a fantastic opportunity to learn from each other, share experiences, and strengthen our collective impact within the field of Positive Behaviour Support.

**This is not PBS training.** In order to attend, you must be actively involved in PBS in your day-to-day role, have a PBS qualification, or be working towards a PBS qualification. This network is not suitable for support staff. You should currently an

Essex-based resident commissioned via the ECC Complex Care Framework.

The next meeting will be held on the 30<sup>th</sup> of June, please use this link for further information and booking. [PBS Community of Practice Network Tickets, Tuesday 30 June • 10 AM - 3 PM | Eventbrite](#)

## Domiciliary Care Provider Training Opportunities

### Domiciliary Care Champions Days

The Champions days will include sessions from

- Tech Team
- Modern Slavery
- Physiotherapist (falls prevention)
- Alzheimer's Society
- Senior O/T Sensory & Trauma informed approaches to moving & supporting a person.

### Dates & Venues

Tuesday 16<sup>th</sup> June – 9am – 4.30pm Hamptons Sports and Leisure Centre, Tydemans, Great Baddow, Chelmsford CM2 9FH

Tuesday 23<sup>rd</sup> June – 9am – 4.30pm JobServe Community Stadium, United Way, Colchester CO4 5UP (North Essex)

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## Healthcare Management – Pressure Area Care and Catheter Care

This half day course for Domiciliary Care staff on Pressure Area care and Catheter Care will be delivered by PROVIDE's TVN and Bowel & Continence leads.

The course will cover;

- Skin integrity and pressure damage
- Risk factors and early identification
- Pressure ulcer prevention strategies
- Safe actions carers can undertake
- Basic bladder and bowel function
- Types and purpose of urinary catheters
- Safe catheter care and infection prevention
- Recognising complications and issues
- Appropriate escalation and seeking support

Expected Outcomes:

- Increased carer knowledge and confidence
- Improved safe management of catheter care and skin integrity
- Reduced risk of pressure ulcers and catheter-related complications
- Improved carer wellbeing and resilience

### Dates & Venues

25<sup>th</sup> June 2026, 9.30am to 2pm, Hamptons, Chelmsford

7<sup>th</sup> July 2026, 9.30am to 2pm, Hamptons, Chelmsford

## Good News Story

We like to share good news stories from across the care market in Essex to share innovation and celebrate success, but this story is most definitely sky high when it comes to inspiration.



Harry, a 98-year-old resident at Eastham Care Home in South Woodham Ferris, completed his wing walk challenge in support of the Lennox Children's Cancer Fund, whilst also breaking a Guinness World Record on Saturday the 23rd of May. Supported throughout by the charity, his physiotherapist Reef, and the dedicated Eastham team, Harry's determination and courage have inspired so many. Even more impressively, he has now raised over £7,800 for the Lennox Children's Cancer Fund, with donations continuing to come in.

This achievement has generated outstanding media attention, with the story being picked up by **more than 20 media outlets** so far including **This Morning** and **Sky News**. The coverage has highlighted not only Harry's inspirational fundraising efforts but also the incredible support shown by the Eastham team and wider community.

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## Staying Safe in Warm Weather

As many of us are delighted to welcome warm sunny days, it can also pose potential risks and it's important to be aware of these and what actions might help reduce such risks.

Did you know?

- 2,985 people died due to the heat in England in 2022
- Heat increases the risk of heart attack, stroke, lung problems and other diseases.
- Mortality risk increases significantly when temperatures exceed 22 degrees.



### Spot The Warning Signs

#### Dehydration - Initial Fluid Loss

- Extreme thirst, dry mouth, or dry skin.
- Dark-coloured urine or decreased urination.
- Tiredness, fatigue, and dizziness.
- Headache.

#### Heat Exhaustion - Significant Fluid/Salt Loss

- Heavy Sweating
- Cool, moist (clammy) skin with pale colour
- Muscle cramps (legs, arms, or stomach).
- Fast, weak pulse and rapid breathing
- Nausea, vomiting, or diarrhoea.

- Severe headache, dizziness, or fainting.

#### Heat Stroke - Medical Emergency

- Extremely high body temperature (above 40°C )
- Hot, red, or flushed skin (may stop sweating).
- Confusion, disorientation, or slurred speech.
- Loss of consciousness or seizures.
- Rapid, strong pulse.

We know that supporting and encouraging those you to care for to increase their hydration can be a challenge so you may wish to consider some of the tips below.



**“Drink with me” approach** - Sit and have a drink alongside the person, people are far more likely to join in than be told.



**Little and often**- Offer drinks every 30-60 minutes, set hydration reminders, if need be, to prompt your team.



**The “Always in Reach” rule** Keep drinks within arm's reach at all times. Out of sight out of mind

**Use personal preferences**- Some people prefer hot drinks even in heat. Offer tea, coffee or milk if this means more intake.

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**Think beyond drinks** -Use alternatives to water if need be - Fruit slices, smoothies, jelly, ice lollies, ice cream, cucumber, yoghurt, oranges, soups.



**The quick checks** -Allocate a heat risk champion on each shift doing the three main risk checks.

1. Has the drink level gone down?
2. Is the urine dark?
3. Any confusion or fatigue?



**Cool down fast (safely)** -Focus on wrists, neck and face for quick relief. These areas cool the body effectively.



**Beat the heat early** Close curtains/blinds before the rooms heat up, not after.



**The “lighten the load” trick**- Remove excess bedding, cushions, and unnecessary layers to reduce trapped heat.



**Freshen up rounds** -Offer a quick cool wash, flannel, or spray at regular intervals.



**Watch behaviour, not just temperature**

Sudden confusion, agitation or drowsiness can be early signs of dehydration.

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**Keep it visible** -Use a simple whiteboard.

Who is at high risk? Who has not drunk much today? Who is currently on close monitoring?

## Basic Heat Kit

In addition to taking the actions above you could also consider some of the many items, now available to purchase, designed to help keep your cool.

- **Rechargeable Portable Neck Fan**, bladeless so can be used safely and many feature low noise levels.
- **Cooling Pillow** which helps to relieve the symptoms of overheating and supports the user to a cooler night's sleep.
- **Cooling Towels** which are made from high-density cooling mesh microfiber, these can be reused by soaking, wringing out and then applying to neck / face to help cool the person down.

As with any new item you introduce to those you are supporting, we would recommend that you assess the individual's needs and risk assess the use of any new products.

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## Essex Care Sector Awards 2026

### Nomination Window is open!

Celebrating the best of care in Essex demonstrated through innovation, achievement and outstanding contribution.

The Awards are open to all providers who deliver a care service to Adults in Essex County Council's Local Authority area.

Those shortlisted will be invited to attend the Award Ceremony, at Chelmsford City Racecourse, on the evening of 2nd December 2026 where the winners will be announced.

There are 15 Award Categories featuring new Awards for 2026!

- Outstanding Carer/Support Worker
- Outstanding Care Sector Nurse
- Unsung Hero
- Outstanding Leadership
- Team of the Year
- Prosper Champions Award (*only open to care homes on the Prosper Project*)
- Ageing Well for Adults with Disabilities
- PQIM Award for Adults with Disabilities (*only open to care providers*

*participating in the Provider Quality Mentoring (PQIM) programme)*

- Community Partnership
- Dementia Care
- Mental Health & Wellbeing
- Activities & Wellbeing
- Rehabilitation and Reablement (*only open to providers who deliver a service to people in their own homes*)
- Palliative Care
- Equality, Diversity & Inclusion

Please refer to the [Award Criteria](#) when completing your nominations

The Nomination window opens on 1st June 2026 and will **close at 5pm 10th July 2026**. Submissions received after the deadline will not be presented to the judging panels. Please send your [Nomination forms](#) to [theprospers@essex.gov.uk](mailto:theprospers@essex.gov.uk)

Please note [Terms and Conditions](#) apply.

A full list of last year's winners including those who were awarded Highly Commended and Commended can be found in the [awards brochure](#).