

Prosper



Issue 108 March 2024

Welcome to April's edition of the PROSPER newsletter, designed to keep you updated with the progress of the PROSPER project.
Promoting Safer Provision of care for Every Resident.

Celebrating 10 Years of Prosper



We held a special Community of Practice on 18th April 2024 at the Colchester Football stadium to celebrate 10 years of prosper. It was lovely to see so many old and new faces attend the event, and was a fun filled morning of reminiscing, celebrating achievements, and sharing of ideas.

There was only one way to start the event, and that was looking back at how prosper started as the first ever social care funded 2-year Health Foundation project around closing the gap in patient safety. Lesley Cruickshank Quality Innovation Manager and the person who initially started Prosper took the lead on the event explaining Prosper from its initial start to where it is today. She covered the initial aims of the project which were:

Reduce hospital admissions through the prevention of falls, pressure ulcers and UTI's.

- Change staff culture & behavior on resident safety from being reactive to proactive & preventative.
- Build Care staff capability through education in quality improvement methodologies.
- Using data measurement over time to inform improvement cycles – moving homes away from feeling that data is only used for negative reasons.

Residents Riddle?

Each month we will provide a riddle for residents to solve. Please email their answers to prosper@essex.gov.uk

Answer to last month's riddle was of course the **The Easter Bunny**

Well done to all at **Squeaks House** who answered the riddle correctly

This month's riddle is...

**What is in
seasons, seconds,
centuries and
minutes but not in
decades, years or
days?**

Answer in next month's newsletter



Prosper



Issue 108 March 2024

Celebrating 10 Years of Prosper Continued

There have been some amazing outcomes especially in the first 2 year's where the project was being evaluated that has included:

- A change in staff culture across two thirds of homes participating (*96 homes in total, as of April 2016 Evaluation Report*)
- Downward trend in Falls and Pressure Ulcers, 11% reduction in rate of falls, 26% reduction in rate pressure ulcers (*as of April 2016 Evaluation Report*)
- Improved data recording, capturing information previously not recorded – Falls, UTI's, pressure ulcers, hospital admissions.
- Papers published in the British Medical Journal & The Royal Society of Medicine
- Project has been adopted and adapted across the country

One of the biggest outcomes/achievements over the 10 years of Prosper has been the 3 National Patient Safety Awards.



Changing Culture to
Improve Patient Safety



Best Patient Safety Improvement Team
2017



Improving Care for Older People 2019

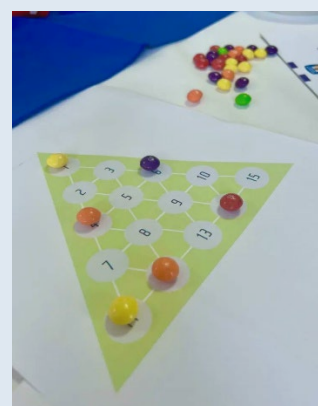
It wouldn't be a celebration without a party game, and what better way than using the original game known as the peg game that we used to explain the Plan DO Study Act Process. Attendees had to try and do the following:

-Cover each number with a Skittle leaving one number uncovered.

-One at a time remove one Skittle from the board by "jumping" over another skittle into the blank spot.

-The aim is to have just one Skittle remaining.

-Try again and see if you can improve your score or if you succeeded try and replicate this again.



Prosper

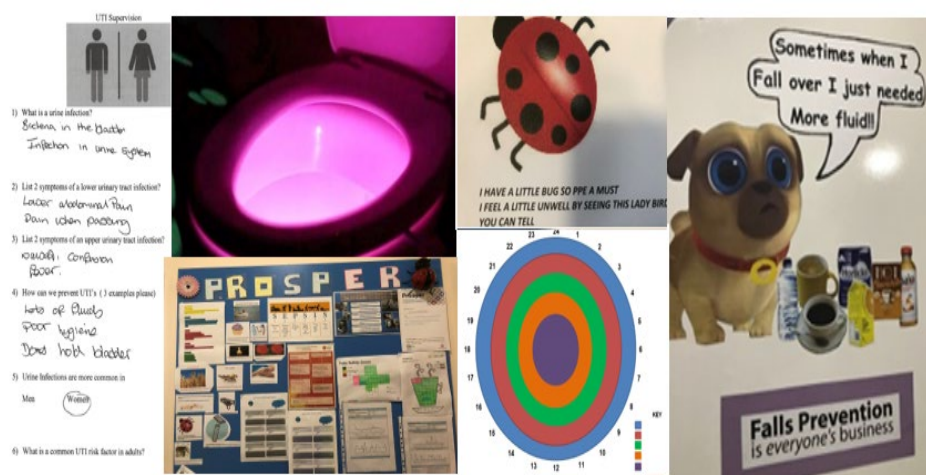


Issue 108 March 2024

Celebrating 10 Years of Prosper Continued

We had the privilege of having five special guest speakers who were managers from the first 2 cohorts on Prosper. These managers have gone on to either manage homes outside the county, become regional directors for companies or have continued to manage homes in this region. Each of them talked about their own Prosper journey and how this has made a difference not just for their homes, but them personally. One key message was how all 5 no matter what role they are in now, are still very big advocates of Prosper and continue to use prosper in one form or another.

We then moved on to look at different initiatives/ideas that have come from the project like the evolution of the 24hr fall's clock, which has been adapted for many different uses. To homes creating prosper boards, to help everyone in the home be able to be more involved in their prosper journey. Big idea's that didn't only just take off in Essex but around the whole country and even featured on things like BBC news. To simple but effective ideas like dignity signs to prosper mascots, and UTI quizzes in supervisions. These are only a very small portion of the amazing idea's/initiatives we have seen over the last 10 years.



Calling all Care Workers!

Essex Adult Social Care have launched an 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.

To access the Survey, scan the QR Code Below



Prosper



Issue 108 March 2024

Celebrating 10 Years of Prosper Continued

The last part of the event was all around how Prosper has evolved over the last 10 years and what this includes.



Culture is Key/ Prosper is Key

Skills Network Sessions



Prosper Support Visits



**Monthly Newsletter &
Online Toolkit**



**Monthly Data
Dashboards**



Prosper Accreditation



**Gemstone Challenge
Wellbeing Walk**



**Prosper Champion
Study Days &
Community of Practice**

We also had a very special reading of the poem Sue Smith Manager at Cherrywood Grange created to celebrate Prosper's 10th Birthday, and we thought this would be a very fitting way to end the event.

A big thank you again for everything you have done over the last 10years! The Prosper Team



Lesley, Rod, Imelda, Sarah, and Karen

Provider Quality Innovation

RideLondon-Essex 2024

The 3-day cycling event returns to the county. This year's events take place on the following days:

Friday 24 May 2024 - Saffron Walden to Colchester

Saturday 25 May 2024 - Maldon to Maldon (circular route)

Sunday 26 May 2024 - Districts of Epping Forest, Uttlesford and Chelmsford

As in previous years there will be road closures and travel disruption on these days affecting areas of the county.

Make sure you are aware of the routes and road closure times so you can plan ahead.

See our Provider Hub [RideLondon-Essex 2024 pages](#) for more information about each day's events.



Prosper



Issue 108 March 2024

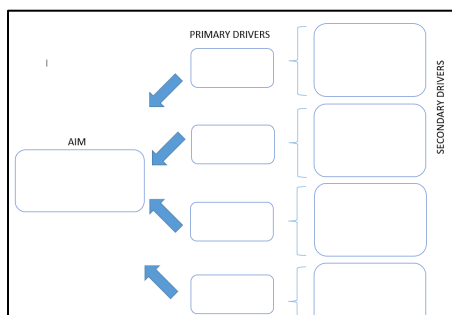
Manning's Methodology Corner

Driver Diagrams

In the March PROSPER Newsletter I discussed being creative with **SMART** aims and the importance of setting a **SMART** aim prior to beginning any quality improvement work.

Today I want to move onto the next step, and discuss how you can 'set about' achieving your **SMART** aim. Because if you do nothing you will stand very little chance of reaching your goal.

You may well already have some ideas, particularly if you have one or two residents that are 'frequent fallers', but sometimes it can be difficult to come up with ideas for change. In these circumstances it may be useful to complete a **Driver Diagram** with a group of your staff members.



A **Driver Diagram** is an excellent, structured method of looking at all of your processes, and thinking about what is already working well, and what, if you are being honest, could be improved.

Always start your **SMART** aim in the left-hand box with your **SMART** aim, and then think about your **Primary** and **Secondary Drivers**, which I will discuss in more detail in my next column. However these drivers are the processes which it is felt are vital to have in place and working well, to give you the best possible chance of achieving your **SMART** aim.

Provider Quality Innovation

Things to remember when completing a Driver Diagram

Do not be restricted by the size of whatever you are completing the **Driver Diagram** on (paper, flip chart, etc.). There will be some topics where you only require one or two boxes in a column, whereas other topics may require further pages to be added.

Try and think of all the processes that are required to be successful with your **SMART Aim**, not just the processes that you think may need improving. Once your **Driver Diagram** is completed you can start to decide what is working already and which area(s) may need improving.

There are no 'right' or 'wrong' answers when completing a **Driver Diagram**. All suggestions will have some relevance to the issue being discussed.

Prosper



Issue 108 March 2024

Poetry Corner

Please find below poem that has been created by Sue Smith, Manager at Cherry Wood Grange.

Positive Mindfulness Poem

Light a candle and rest your head, lay down quietly upon your bed!

Take a deep breath and release it slow, feel the stress begin to go!

Imagine you are walking on golden sand with a loved one holding your hand! Release the tension from your soul, let all the negativity go!

Hold out your arms for a warm embrace, ignite that smile upon your face!

Close your eyes and dream with a positive mind, leave bad memories far behind!

Awake feeling light and refreshed, your body and mind enjoyed the rest!

Play some music, dance and sing, a playlist doesn't cost you anything!

Relax in the moment get into the zone, don't worry about your mobile phone!

Peace and tranquillity will help overcome your stress, knowing when it's time to take a rest.

Be kind to yourself and take time out, live in the moment and don't live in doubt!

The world is yours, the stars moon & sun, so embrace its energy and have some fun!

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