

Quality Innovation Newsletter

Issue 47 December 2023

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/

Care Workforce Training Fund

If you have ECC funded residents you may be able to claim back the hourly pay of your staff to attend training organised by the Provider Quality Innovation team, this is a limited time fund which applies to courses held between 1st April 2023 to 31st March 2024. Further information, criteria and the claim form can be found via the link below

<https://www.essexproviderhub.org/quality/quality-innovation-team/care-workforce-training-fund/> For further support and guidance on the training fund please contact:

careworkforcetrainingfund@essex.gov.uk A list of current training can be found on the Provider Quality Innovation section of the care provider hub; <https://www.essexproviderhub.org/quality/quality-innovation-team/current-programme-of-training-and-events/> this is regularly updated as and when new training opportunities are added.

A booking system is in place for all training sessions and a named staff member must be booked on prior to the start of the session, this is to ensure

maximum delegate numbers are not exceeded. The Provider Quality Innovation team manages all bookings and can be contacted via quality.innovation@essex.gov.uk

Registered Nurses CPD Conference

The CPD conferences for Registered Nurses working in Nursing Homes are back in 2024 and are open to all registered nurses from Nursing Homes and or agency nurses who work in Nursing Homes in the Essex County Council Local Authority area.

Dates & Venues

30th January 2024, 09:00 – 16:30, Colchester Football Stadium

27th March 2024, 9.00 – 16.30, Hamptons Sport & Leisure Centre, Chelmsford

Workshop sessions will include participatory elements which can be used as evidence for revalidation of registration. Attendees will be able to choose 2 workshops from both option 1 & 2

Option 1	Tracheostomy PEG Feed NMC Code of Conduct/registration
Option 2	IV Cannulation Stoma Care Nutritional Supplements/ Dysphagia

To book email quality.innovation@essex.gov.uk stating the date and workshop choices.

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Equality, Diversity & Inclusion training

This 2hr virtual session on Equality, Diversity and Inclusion will cover:

- understanding diversity, equality and inclusion
- the case the valuing diversity: legal and moral
- attitudes towards differences
- understanding our rights
- our responsibilities towards equality
- discrimination versus fair treatment
- LGBTQ+ awareness
- unconscious bias
- policy and procedures
- promoting equality and diversity
- creating a positive culture of equality and diversity
- action planning for equality and diversity

Dates

Thursday 7th Dec 2pm- 4pm

Wednesday 10th Jan 2024 2pm- 4pm

Friday 15th March 2024 2pm- 4pm

Thursday 21st March 2024 2pm- 4pm

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

Namaste Care for Advanced Dementia

There is another opportunity to attend the popular Namaste Care training at the Colchester Football Stadium on **25th March 2024**, 9.30am to 4.30pm

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

Cultural Diversity training

This 2hr virtual session on Cultural Diversity will cover:

- understanding 'cultural diversity' and 'multiculturalism'
- understanding 'cultural competence'
- the link between cultural diversity and legislation
- understanding the value and importance of multiculturalism - benefits
- culture and identify - what it means to be 'me.'
- looking at various cultures - language, traditions, celebrations, end of life etc
- embracing and promoting cultural diversity
- action planning for equality and diversity

Dates

Wednesday 13th December 2pm- 4pm

Wednesday 17th Jan 2024 2pm- 4pm

Tuesday 19th March 2024 2pm- 4pm

Tuesday 26th March 2024 2pm- 4pm

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

Women In Leadership - virtual

6th December 10-11am

This workshop is for women in management positions who wish to increase their impact and influence by developing the critical leadership skills for success and addressing the barriers that women face in management and leadership roles. To book email quality.innovation@essex.gov.uk

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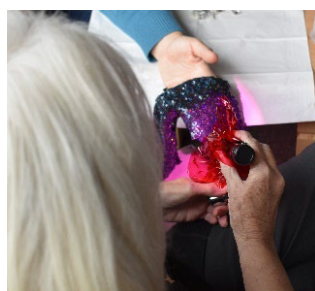
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Magic Moments Project Update



The Provider Quality Innovation team have joined forces with arts charity Magic Me and seven Care Homes in Essex to take part in the Magic Moments project. Magic Moments supports everyone's right to creative expression through sensory-based resources and training for Care Professionals.

Over the past few months, care staff have worked with Artists Lily Ash Sakula and Georgia Akbar to explore new and exciting creative activities that promote wellbeing and foster meaningful connections. In addition to receiving resources and materials, staff have participated in a monthly online workshop to build their creative skills and confidence. The artists have also visited each care home, offering guidance and coaching to ensure the Magic Moments Approach is tailored to the unique needs of each resident and home.



Magic Moments Workshops

In the New Year we will be holding 4 Magic Moments workshops across the county which will provide Care Professionals with knowledge and resources to deliver new creative approaches that support the wellbeing of all residents (including people living with complex needs). The day will be led by Professional Artists working across Magic Me's Care Home Projects - [Artists' Residencies in Care Homes](#) and [Magic Moments](#).

The day will include:

- Artist-led workshops where you will test out creative activities and explore approaches.
- An opportunity to share your skills with a cohort of Care Professionals and learn from one another.
- A space to consider how you might adapt or try these approaches in your care home.

At the end of the day, you will take away two resources:

- A toolkit to bring 'everyday creativity' to your Care Home
- The Magic Moments Activity Booklet

Dates & Venues

28th Feb 2024, 9.30am to 3.30pm, Chelmsford

6th Mar 2024, 9.30am to 3.30pm, Colchester

13th Mar 2024, 9.30am to 3.30pm, Epping

20th Mar 2024, 9.30am to 3.30pm, Basildon

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

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OT Bitesize virtual sessions

The Provider Quality Innovation Team's Senior Occupational Therapist, Caroline Robinson is holding virtual bitesize training sessions for all care staff from both Residential Care Homes and Domiciliary Care Agencies.

Falls prevention, strength, and balance –

- 25th Jan 2024, 10am to 12pm
- 12th Mar 2024, 1pm to 3pm

Manual Handling People; Top Tips

- 31st Jan 2024, 1pm to 3pm
- 15th Mar 2024, 10am to 12pm

Plus-sized handling & recording handling risks and plans

- 6th Feb 2024, 10am to 12pm
- 19th Mar 2024, 1pm to 3pm

Postural positioning 24/7

- 22nd Feb 2024, 10am to 12pm
- 21st Mar 2024, 10am to 12pm

Bed safety - considerations, risk assessments and equipment

- 9th Jan 2024, 1pm to 3pm
- 27th Feb 2024, 1pm to 3pm
- 27th Mar 2024, 10am to 12pm

Enabling meaningful activity

- 17th Jan 2024, 10am to 12pm
- 5th Mar 2024, 10am to 12pm
- 29th Mar 2024, 1pm to 3pm

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



My Home Life Leadership Programme

My Home Life, in partnership with Essex County Council, has been running leadership support programmes successfully now for twelve years for Homecare providers, Residential, Nursing and Learning Disability services and most recently, Registered Nurses.

We have two new cohorts starting in February 2024

Cohort 35 for Managers/Deputies – Chelmsford

Initial 3-day workshops on 21st & 28th Feb, 20th March 2024 followed by 8 monthly meetings up to October 2024.

Cohort 36 for Nurses/Team Leaders – Chelmsford

Initial 2-day workshops on 20th & 27th Feb 2024 followed by 5 monthly meetings up to July 2024

Email quality.innovation@essex.gov.uk

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End of life Care Emotional Support sessions with Amanda Waring - Virtual

These virtual support sessions are for care staff who often feel underprepared and, in many cases, overwhelmed when working with those at end of life.

There is a strong need for emotional care training to enhance their connection and communication to the people they support at end of life.

The session will:

1. Explore common reactions of fear and feeling unprepared or helpless when dealing with those at End of Life
2. Hints and tips of powerful and helpful ways to help with pain management which involves breathing, meditation and visualization which can calm, distract and soothe, not as a cure for pain but as an assistant to reducing panic and pain escalation and reassurance
3. Understanding of Relatives perspective
4. Tools to alleviate panic and emotional distress
5. When to use touch and when not to use touch and how to touch
6. Providing physical and emotional support reassurance techniques
7. Tips to make the person being cared for more comfortable
8. How to address any spiritual needs

9. Creative ways to provide engagement and to inspire the understanding of the journey of someone at end of life

10. How to stay present in the face of distress

11. What to say and what not to say.

12. What is an emotional care tool kit

13. How to care for oneself emotionally, physically, and spiritually

Dates

- 11th January 2024, 9.30am to 11.30am
- 8th February 2024, 9.30am to 11.30am
- 12th February 2024, 2pm to 4pm
- 11th March 2024, 9.30am to 11.30am
- 19th March 2024, 2pm to 4pm
- 26th March 2024, 2pm to 4pm

The sessions are open to all care staff from Residential care homes and Domiciliary care agencies who provide a service in the Essex County Council Local Authority Area.

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



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PROSPER Champions Days

The Prosper team are busy planning the Spring 2024 Champion study days, as always, the days will be interactive, educational and a great opportunity to connect with other homes on the project. The team are trialling half day sessions to make attendance easier for more care staff, each study day will run from 9.30am – 1pm

Dates & Venues

Wednesday 7th February 2024 at Latton Bush
Centre Southern Way, Harlow, CM18 7BL

Tuesday 13th February 2024 at Princes Theatre
Clacton Town Hall, Station Road, Clacton-On-Sea,
CO15 1SE

Thursday 15th February 2024 at Princes Theatre
Clacton Town Hall, Station Road, Clacton-On-Sea,
CO15 1SE

Thursday 29th February 2024 at Colchester
Community Stadium, United Way, Colchester, CO4
5UP)

Thursday 7th March 2024 at Hylands House, London
Rd, Writtle, Chelmsford CM2 8WQ

For more information on Prosper, visit our pages on
the Provider Hub;

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

Or contact Prosper@essex.gov.uk

Delirium Awareness – virtual training for Domiciliary care staff

The Provider Quality Innovation Team are pleased to be able to Domiciliary Care staff fully funded bitesize sessions covering **Delirium Awareness**.

Delirium is a state of acute confusion which is fairly common for the older person. It is the number one cause of mortality in elderly patients. This bitesize session will give you a better understanding of delirium so that you will be able to spot the early signs and symptoms and take measures to prevent delirium and improve the quality of life for people you care for.

The sessions are one hour in duration and will be delivered virtually via Microsoft Teams.

The content of the course will cover:

- Definition of Delirium
- Causes of Delirium e.g. Urinary Tract Infection; Sepsis; Stroke; Dementia
- Signs and Symptoms of Delirium
- Prevention of Delirium
- Care and Treatment of Delirium

Dates

17th January 2024 10am - 11am

28th February 2024 2pm - 3pm

7th March 2024 10am - 11am

12th March 2024 2pm – 3pm

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

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MCA & DoLS virtual training for Domiciliary staff

We are holding a further four sessions, which are aimed at Managers, Assessors and those who need insight into Mental Capacity and Deprivation of Liberty. This training is aimed at Managers & Supervisors.

The sessions will be one hour in duration and will be delivered virtually via MS Teams. The content of the course will cover:

- Understand the relationship between the Mental Capacity Act, DoLS processes and human rights
- Learn how to explain the 'acid test'
- Understand how to effectively record MCA and DoLS decisions
- Gain awareness of how requests for authorisation can be made
- Increase understanding around the roles and responsibilities within DoLS processes in health and care accommodation contexts
- Gain an understanding of how DoLS will be replaced in the future
- Have created an action plan for back in the work-place

Dates

Tuesday 9th January 2024 - 10-11am

Wednesday 28th February 2024 - 10-11am

Thursday 7th March 2024 - 2-3pm

Wednesday 13th March 2024 - 2-3pm

Diabetes Awareness & Diabetic Foot Care - virtual training for Domiciliary care staff

As diabetes is on the increase, even more of us are encountering people who have the condition. It is important to understand the complexities relating to lifestyle that a person with diabetes faces each day. This course will give attendees knowledge and confidence when working with people with diabetes. Delegates attending the course receive the most up-to-date and comprehensive information available to understanding what diabetes is including.

- Type 1 and Type 2 diabetes.
- The causes of diabetes.
- Signs and symptoms of diabetes.
- Complications associated with diabetes.
- Blood glucose monitoring.
- Care and treatment.
- Footcare.
- Person centred care.

Dates

5th January 2023 - 2pm-3pm

16th January 2023 - 2pm-3pm

8th March 2023 - 2pm-3pm

14th March 2023- 2pm-3pm

To book/ attend any of the above domiciliary care training sessions please email

Quality.improvement@essex.gov.uk ensuring that you specify the course, date and session time.

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Virtual Dementia Tour

This worldwide, scientifically, and medically proven method of giving a person with a healthy brain an experience of what dementia might be like, allows delegates to enter the world of the person and understand which simple changes need to be made to their practice to really improve the lives of people living with dementia.

We have commissioned the Virtual Dementia Tour bus to travel across Essex and provide your staff with the opportunity to attend the experience.

The next stop on the Virtual Dementia Tour is in **Chelmsford** at the Hamptons Sport and Leisure centre on the following dates:

22nd January 2024, 10am to 1pm or 1.30pm to 4.30pm

23rd January 2024, 10am to 1pm or 1.30pm to 4.30pm

24th January 2024, 10am to 1pm or 1.30pm to 4.30pm

25th January 2024, 10am to 1pm or 1.30pm to 4.30pm

After this the tour bus will be heading to **West and South Essex**, dates to be announced soon!

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

Healthcare Management – face to face

Following your feedback, we have organised in person training sessions on Catheter Care, Stoma Care, and Peg Feed. These sessions have a practical element using a mannequin. The training is open to Domiciliary Care Staff.

Catheter Care:

- 24th January 2024, 9.30am to 12.30pm or 1pm to 4pm, Colchester Football Stadium
- 6th March 2024, 9.30am to 12.30pm or 1pm to 4pm, Hamptons, Chelmsford

Stoma Care:

- 7th February 2024, 9.30am to 12.30pm or 1pm to 4pm, Hamptons, Chelmsford
- 14th March 2024, 9.30am to 12.30pm or 1pm to 4pm, Colchester Football Stadium

Peg Feed:

- 16th January 2024, 9.30am to 12.30pm or 1pm to 4pm, Hamptons, Chelmsford
- 8th February 2024, 9.30am to 12.30pm or 1pm to 4pm, Colchester Football Stadium

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

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Addison's Disease

How much do you know about Addison's disease?

- Addison's disease or 'primary adrenal insufficiency' is a condition where the adrenal glands are unable to produce enough hormones.
- Causes can include infection, damage, and an autoimmune response that prompts the immune system to attack and destroy the adrenal glands.
- Treatment includes steroid replacement therapy that must be managed for life.
- A sudden, acute worsening of symptoms is known as an Addisonian crisis.
- An Addisonian crisis can be fatal unless treated quickly and appropriately.

Do you or somebody you support have Addison's disease?

Our quality innovation team want you to feel supported in managing this rare condition. If you need further advice, support or training please contact us at quality.innovation@essex.gov.uk



DID YOU KNOW?

There is a free 15-minute RCGP Module on 'Adrenal Insufficiency with a focus on Addison's Disease'



<https://elearning.rcgp.org.uk/addisonsdisease>

Please help improve awareness & understanding of Addison's disease & adrenal insufficiency.

© Addison's Disease Self-Help Group (ADSHG). Charity number: 1179825.

Oral Healthcare training

Community Dental Services are offering free Oral Healthcare training which has been funded by NHS England/Improvement. No need to book just click on the links below on the date/time specified. **This training is not part of the care workforce training claim fund.**

Tuesday 9th January 2024 - 10am-12pm

[Click here to access the training.](#)

Wednesday 17th January 2024 - 1:30pm-3:30pm

[Click here to access the training.](#)

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Burns & scalds -Safety with hot drinks



Burns are injuries to the skin caused by fire or a dry heat source, such as hot metal. Scalds are similar injuries caused by a hot liquid or by steam. The skin may peel and there may be blisters or swelling as well as intense pain. Where large areas of skin are affected, the injuries can be life-threatening. Recent examples of burns/scalds over the last 12 months include a number of burns/scalds from a hot drink (tea/coffee) which required treatment by a clinician. Hot water or unprotected hot surfaces can be dangerous for residents that are elderly, those with reduced mental capacity or mobility, those with sensory impairments or those who cannot react appropriately or quickly enough to prevent injury.

Most residents would react quickly if they have had a scald or burn but this is not always the case. Some residents may be confused or suffer from sensory or cognitive impairments which prevent them from recognising the dangers of hot surfaces, hot water or feeling pain. Others may be unable to feel when surfaces are hot until the burn is significant.

Risk assessments – The key to the prevention of injury from scalds and burns is risk assessment - key questions to consider:

Does the resident have an impaired sensitivity to temperature?

Do they have an impairment that they cannot recognise hot surface temperatures or hot water?

Where beakers are used beaker lids should be removed and the drink kept in the kitchen to cool down, the liquid temperature measured and for this to be at an acceptable threshold before giving it to the resident.

Are there any potential trapping risks near heaters or hot pipes, e.g., bed rails, furniture.

Appropriate control measures should be introduced wherever a risk is identified. Risk assessments should be recorded, the resident supported where risk is identified through their care plan and kept under review. Where a burn or scald occurs ensure advice and guidance is sought from your clinical support services.

Useful information can be found via the following links

Managing the Risks from Hot Water and Surfaces in Health and Social Care, Health Services Information Sheet No. 6 - [Managing the risk from hot water and surfaces in health and social care HSIS6 \(hse.gov.uk\)](https://www.hse.gov.uk/hsis6)

Chapter 10 of *HSG220 (2nd Edition) Health and Safety in Care Homes*. [Health and safety in care homes HSG220 \(hse.gov.uk\)](https://www.hse.gov.uk/hsg220)

The Care Quality Commission, *Burns from Hot Water or Surfaces*. [Issue 4: Burns from hot water or surfaces - Care Quality Commission \(cqc.org.uk\)](https://www.cqc.org.uk/publications/burns-from-hot-water-or-surfaces)

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The story of 'Mr Tommy'

We recently received the following from the Manager of Mundy House Care Home in Basildon, Josi George wrote 'As Manager of Mundy House care home, in those moments when my job is feeling really tough, I try to reconnect with what gives me energy to carry on. Mostly this is about spending time with the people that live in this home. A few weeks ago, Pauline, who lives in the home, came into my office. She wanted to tell me a story about herself and how she was feeling. I stopped what I was doing and suggested that if she wanted, I could type it for her'. This is recreated below:

Once upon a time, there was a little Tommy, we called him Mr Tommy. As he got older, he charmed more and more people. People came for long way to see him and amazed how well he is getting on as he still only young. Mr Tommy came to Mundy house to see his nanny when he was only a few weeks old. He has been coming to see his nanny regularly since then and he knew where she was, and he loved to see her, every time he saw his nanny, he smiles and expressed how much he loves her. Every time I saw him, he keeps me going as I am living with dementia and my life is going down. Mr Tommy's every visit makes me look forward for his next visit.



I live with dementia. it affects my daily life. When I am thinking about something the words will not come out properly and I will not be alright for 10-20 minutes, I shut down myself including my speech for a short period of time. I feel terrible and frustrated, I am quite old, I should enjoy my rest of the life. I know it is same for everyone else with dementia but is just unbearable sometimes. I would never ever do any bad things, because I love Tommy and my family. I sometimes think I am a burden to everyone, that is why I am sad at times. So, Mr Tommy is my centre of my life now and I wanted to live for him and everybody else. Mr Tommy is now walking, as he is one year old, and he is part of Mundy family.

What a lovey story of the joy a young child can bring to many.

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Mundy House Dementia Awareness Programme

Mundy House commenced a 'Dementia Awareness' programme for staff, residents, and residents' relatives.

The Alzheimer's Society are supporting Mundy House with the Book, 'The Dementia Guide, Living Well After Your Diagnosis'. The home is now giving this book to families, residents and staff to read.

Mundy House manager Josi George said 'it is important everyone understands about Dementia as it is the most challenging area of care home residents, but easy to understand and manage if we know about it'. Mundy House completed Dementia Awareness training for all staff in the past facilitated by Essex County Council Quality Innovation Team. They have now decided to revisit Dementia Awareness.

The home has incorporated the Archie project with this venture, and children from the local school visit their residents. Books are being given to the young children as well, so they have an understanding of Dementia.

Josi added 'We are confident that by end of March 2024, we could achieve all our staff being trained for Dementia Awareness'.



The Dementia Guide: Living well after your diagnosis.

The Dementia Guide can be downloaded from the Alzheimer Society website via this link

<https://www.alzheimers.org.uk/get-support/publications-factsheets/the-dementia-guide>

It is also available to download in other languages.

<https://www.alzheimers.org.uk/get-support/publications-factsheets/accessible-resources/information-in-your-language>

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Hatfield Haven's Fundraising Success



Carol Tubby Home manager at Hatfield Haven Care home shared with us the homes wonderful fundraising efforts in support of Macmillan Cancer Support. The staff and residents recently held a coffee morning and afternoon and raised an amazing £550! Residents were involved in making cakes and biscuits during activities sessions in the run up to the day and help with the sales of all the yummy bakes.



Activities Coordinator, Deborah Cooper said
“ During the day it was amazing to see family members supporting not only their parent or friend but other residents where their family hadn't been able to attend” adding that everyone's efforts had “helped to create a sense of community amongst us which can only be beneficial to our ladies and gentlemen living here with us at Hatfield Haven” the event also had extra excitement with some

competitions with a ‘Guess How Many Colin The Caterpillar Faces’ which was won by Betty and Sharon and a ‘Teabag Tossing competition’ which sounds like great fun, the winners were Janice and Sara. A very well done to everyone at Hatfield Haven on their wonderful achievement.



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Your Good News Stories

If you would like to share your ideas or good news stories, please email us at

Quality.innovation@essex.gov.uk

For more information on Provider Quality Innovation visit our pages on the Provider Hub via the QR Code



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

Happy Holidays!

All of us in the Provider Quality Innovation team would like to wish you good tidings over the festive period and look forward to working with you all in the New Year!

