

Quality Innovation Newsletter

Issue 45 August 2023

Welcome to our Innovation Newsletter, with information about opportunities available, training and information. 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/

Essex Care Sector Awards Winners Announced!



On Thursday 6th July 2023 the winners of the Essex Care Sector Awards: The Prosperers, were announced at an awards ceremony held at Crossing Temple Barns in the historic Barley Barn.

Those shortlisted, and their guests, were treated to afternoon tea and a glass of bubbly, the winners were presented their trophies by Amanda Waring, Actress, Filmmaker, and champion of Dignity in Care. There were 147 nominations for the 12 award categories and the high standard of

nominations meant the judges had some difficult decisions to make. The judging panel was made up of professionals from Health and Social Care.



Pictured: Outstanding Leadership, **Winner** Heather Choat, Halstead Hall
Highly Commended Kerry Toulson, Dudbrook Hall



Pictured: Outstanding Care Sector Nurse, **Winner** Vilma Duncil, Manor Lodge
Highly Commended Anish Philip, Hatfield Peveral Lodge

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Pictured: Outstanding Carer,
Winner Megan Kirkham, Peabody
Highly Commended Alexandra Kelly, Silverpoint
Court & Charice Dawson, Corner Lodge

For a full list of all winners please visit:
<https://www.essexproviderhub.org/quality/quality-innovation-team/essex-care-sector-awards-2023/>

Domiciliary Care Training Opportunities

Personal Care Strategies Virtual

This 1hr bite-sized course will give participants the knowledge, skills, and confidence to make a positive difference to people's sense of self and dignity when delivering personal care.

Tuesday 5th September 1.30-2.30pm
Tuesday 12th September 2-3pm
Wednesday 20th September 1.30-2.30pm

MCA & DoLS Training Virtual.

The Mental Capacity Act 2005 governs decision-making on behalf of adults who may not be able to make their own decisions. This bite-sized workshop will provide delegates with the under-pinning knowledge of how to apply MCA and DoLS within a domiciliary setting.

Thursday 7th September 2-3pm
Thursday 28th September 2-3pm
Wednesday 11th October 2-3pm
Tuesday 17th October 2-3pm

Peg Feed Training In person training

This course is aimed at all Domiciliary care staff who are responsible for the day-to-day care of an individual with a PEG in situ. The course will raise awareness and increase knowledge of PEG including administering medication and feeds. The course includes a practical session on a manikin.

You may choose from one of two session times
10am – 1pm **OR** 13.30 -16.30 on the dates below.

- 13th Sept 2023, Colchester football stadium
- 26th Sept 2023, Hamptons, Chelmsford
- 4th Oct 2023, Wat Tyler, Basildon
- 10th Oct 2023, Colchester Football Stadium
- 19th Oct 2023, Zinc Arts, Ongar

Please ensure **you specify the session time, date and venue** when booking. To book email quality.innovation@essex.gov.uk

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Person Centred Care Planning **Virtual**

This 1hr bite-sized course will give participants the knowledge, skills, and confidence to make a positive difference to people’s sense of self and dignity.

Managers Session – Tuesday 26th September 2-3pm

Frontline staff session – Tuesday 3rd October 2-3pm

Sensory Champions Training **Virtual**

This training is an invaluable opportunity to learn directly from those living with sensory loss. The trainers encourage participants to explore any preconceptions they may have, ask the awkward questions, and ultimately instil confidence and break down barriers.

The term sensory is used by us in relation to sight, hearing and dual sensory (deafblind) loss. We hope you will join us in making the world a more sensory friendly and inclusive place by using your learning to make small but impactful changes to the way you work.

Course content includes:

- types and causes of sensory loss.
- communication.
- barriers and isolation.
- assistive equipment and technology.
- accessible environments.
- practical solutions (including in relation to services during Covid).
- support available to people with sensory loss.

Thursday 21st Sept 9.30am – 1.30pm

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

Introduction to Chronic Conditions

Virtual

These sessions are aimed at Managers, Senior and Frontline staff from Domiciliary Care Agencies and will give an overview of chronic impairments that can be present in many different conditions encountered by care and community services.

Chronic Fatigue - Thurs 7th September 10am-12pm

Chronic Anxiety - Thurs 14th September 10am-12pm

Chronic Pain - Tues 19th September 10am-12pm

Chronic Confusion - Wed 27th September 10am-12pm

Healthcare Management Sessions

Virtual

These 2hr virtual sessions look at the aspects of Catheter Care Management, Stoma Care and Pressure Areas, exploring what they are and how to deliver personal care and support.

	09:30 – 11:30	12:00 – 14:00	14:30 – 16:30
Thurs 14 th Sept	Catheter Care	Stoma Care	Pressure Area
Weds 27 th Sept	Sepsis	Catheter Care	Stoma Care
Thurs 5 th Oct	Pressure Area	Sepsis	Catheter Care
Tues 12 th Oct	Stoma Care	Pressure Area	Sepsis

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Community of Practice- Domiciliary Care Providers

Thursday 7th September 2023 – Virtual

This event is aimed at Managers, Trainers and senior care staff and is an opportunity for you to:

- Provide feedback regarding recent events and difficulties, previous training opportunities and events, ask questions and share how things have been working for you.
- Tell us your views; we want you to be part of the discussion to help shape our future planning.
- Hear about future topics which may be of benefit to your service and those you support.

End of life Care Awareness

In person training

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.

You may choose from one of two session times

9.30am – 12.30pm **OR** 1pm -to4pm on the dates below.

- 20th Sept 2023, Zinc Arts Ongar
- 31st Oct 2023, Colchester Football Stadium
- 7th Nov 2023, Hamptons, Chelmsford

To book email Quality.improvement@essex.gov.uk

OT Bitesize Sessions Virtual

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. The sessions are 2hrs in duration and cover the following topics;

Falls prevention, strength, and balance –

- 21st Sept, 1pm to 3pm
- 24th Nov 10am to 12pm.

Manual Handling People; Top Tips

- 28th Sept, 10am to 12pm.

Plus-sized handling & recording handling risks and plans

- 3rd Aug, 10am to 12pm
- 6th Oct, 10am to 12pm

Postural positioning 24/7

- 18th Oct, 1pm to 3pm
- 18th Aug, 10am to 12pm

Bed safety - considerations, risk assessments and equipment

- 31st Aug, 10am to 12pm
- 3rd Nov, 10am to 12pm

Enabling meaningful activity

- 6th Sept, 1pm to 3pm
- 15th Nov, 1pm to 3pm.

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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.

Continuous Improvement Methods PROSPER Community of Practice

The Prosper Community of practice will explore continuous improvement methods and tools which can easily be used in the care setting to address problematic areas. It is also an opportunity to learn how other homes have introduced quality improvement methodology and gain valuable peer insight.

This is open to all Residential Care and Nursing Homes (you do not need to be part of Prosper to attend)

12th October 2023, 9.30pm to 12.30pm (with lunch until 1.30pm) Colchester Football Stadium

To book email prosper@essex.gov.uk

Occupational Therapy 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

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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, in particular, those living with advanced dementia.

Dates

5th Sept 2023, 9.15am to 4pm

or

15th Nov 2023, 9.15am to 4pm

The Colchester Football Stadium, United Way, Colchester CO4 5UP

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

Here for You Wellbeing webinars

Communication, relationships and asking for help
29/08/2023 14:00- 16:00

This session will explore our shared human need for support and connection with others; look at how to make use of the support around us and what might get in the way.

[Click here for the session link](#)

Compassion: why it is important in our work
15/09/2023 11:00

This session will cover what compassion is, what compassion isn't, and why compassion is important in the work that we do.

[Click here for the session link](#)

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Montessori for Dementia and Ageing

2-day face to face workshop

Montessori for Dementia and Ageing is an innovative approach to dementia care that can be adopted for individuals or groups as a philosophy of care. The goal is to support older adults and people living with dementia by creating a prepared environment, filled with cues and memory supports, that enables individuals to be independent.

16th & 17th November, 09:30am to 4.30pm,
Essex Cricket Ground, Chelmsford
Both days must be attended

The workshop will cover:

The Person

- Seeing the person, not the disease
- The 3W's – a model to follow
- Personal and social profiles
- Strengths of a person living with dementia
- Preventing Excess Disability

The Disease

- Understanding the impact of dementia
- Living with a neurocognitive disorder
- Ruling out depression, delirium, pain
- Responsive behaviours

Memories in the Making

- How memory works
- Declarative and Procedural memory
- How to support memory loss

Spaced Retrieval Step by Step

- Learning is possible in dementia
- Why Spaced Retrieval works
- Implementing the evidence based memory strategy

The Prepared Environment

- Design guidelines for dementia
- Visual Cues
- Scheduling & routines
- Activity areas
- Interactive wall spaces
- Roles

The Culture

- Old practices
- Montessori as a non-pharmacological intervention
- Employing for Emotional Intelligence
- Good Leadership
- Developing teams

The Methodology

- Importance of Activities
- What is a Montessori activity?
- Classes of Montessori activities
- DEVELOP an activity
- INTRODUCE an activity
- Expansion & Extension of activities
- Group Activities

Bringing it all together

- How to make your care community more

Montessori focused

- Putting Montessori into action
- How to be a Montessori mentor
- One step at a time - moving culture change forward

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

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End of Life Care Study Days

St. Helena Hospice is running End of Life care training for **Residential Care homes in North-East Essex**, this training is fully funded.

The study day is for care staff or HCA's who work in Care Homes in North-East Essex only.

End of Life Care in the last year of life (3 hours).

The morning session will explore what end of life care is and the principles of Advanced Care Planning, holistic care, what is good communication and why it is so important.

Palliative care in the last days of life (3 hours).

The afternoon session will explore how to recognise when a person is the last days of life, the management of the most common symptoms and when "just in case" medications may be required, what is meant by a "good death" and how to provide dignified care after death, Explore and reflect on building self-care and resilience.

Dates

- 12th Sept, 9.30am to 4.30pm, Colchester
- 13th Oct, 9.30am to 4.30pm, Clacton
- 8th Nov, 9.30am to 4.30pm, Clacton
- 1st Dec, 9.30am to 4.30pm, Colchester

Both the morning and afternoon session should be attended, lunch will be provided.

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

End of life Care training - One Chance to get it right.

For **Residential Care Homes in Mid, South and West Essex** 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 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

6th Sept 2023, 9.15am to 4.30pm, County Hotel, Chelmsford

4th Oct 2023, 9.15am to 4.30pm, Hamptons, Chelmsford

10th Oct 2023, 9.15am to 4.30pm, Wat Tyler, Basildon

18th Oct 2023, 9.15am to 4.30pm, Harlow Town Football Club, Harlow

Lunch and refreshments will be provided

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



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Introduction to Common Conditions

The introduction to common conditions training, for **Residential Care Home Staff**, is live online training provided by a consultant occupational therapist, these 1hr courses provide a brief overview of systems impairments for the different common conditions you may come across.

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 and care including

- A person's general care needs
- Manual handling
- Personal Care
- Hoisting needs
- Positioning needs
- Environmental needs

Chronic Cardiac Conditions - Virtual

2nd October 2023, 1pm to 2pm

30th October 2023, 1pm to 2pm

Respiratory Impairments - Virtual

6th October 2023, 9am to 10am

3rd November 2023, 9am to 10am

Stroke and TBI - Virtual

20th October 2023, 9am to 10am

17th November 2023, 9am to 10am

Epilepsy - Virtual

23rd October 2023, 1pm to 2pm

20th November 2023, 1pm to 3pm

Parkinson's Disease - Virtual

27th October 2023, 9am to 10am

24th November 2023, 9am to 10am

Introduction to Chronic Impairments

The introduction to Chronic Impairments training, for **Residential Care Home Staff**, delivered by a consultant occupational therapist, are introduction courses that provide an overview of chronic impairments that can be present in many different conditions encountered by care and community services

Chronic Impairments refers to symptoms experienced by people that do not resolve with treatment or as a result of the healing process. These impairments have a significant and highly negative impact on a person's function and overall wellbeing.

These courses provide:

- Overview of Impairment
- The difference between Acute and Chronic
- General Management strategies
- Specific Intervention
- Care Implications
- Additional Support strategies

Managing Pain - Virtual

9th October 2023, 1pm to 3pm

6th November 2023, 1pm to 3pm

Managing Anxiety - Virtual

13th October 2023, 9am to 11am

10th November 2023, 9am to 11am

Managing Confusion - Virtual

16th October 2023, 1pm to 3pm

13th November 2023, 1pm to 3pm

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

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My Home Life Leadership Programme coming to Clacton & Harlow!

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.

In the Autumn we will be launching three new cohorts and for the first time will be bringing the leadership programme to **Clacton** and **Harlow** as well as the usual Chelmsford venue.

Chelmsford, Cohort 32
Initial 3 workshops; 13th, 20th & 26th Sept.

Clacton, Cohort 33
Initial 3 workshops; 6th & 29th Sept, 26th Oct

Harlow, Cohort 34
Initial 3 workshops; 27th Sept, 4th & 11th Oct

Thereafter the groups will meet monthly until May/June 2024

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

For more information on My Home Life go to www.myhomelife.org.uk

Oral Healthcare Training

These virtual training sessions are delivered by Community Dental Services and funded by NHS England, no need to pre book, click on the appropriate link on the date/time specified.

Oral Health Champions Training , 10th Oct 2023, 10am to 11am [Click here to join the session](#)

Oral Health training for care staff – 19th Oct 2023, 1.30pm to 3.30pm [Click here to join the session](#)

Oral Health training for care staff – 1st Nov 2023, 10am to 12pm [Click here to join the session](#)

Occupation Aspiration Pneumonia Prevention Event

*please note this event is for those working with Adults with Disabilities.

27th September 2023, 09:00 - 16:30
Colchester Football Stadium, Colchester CO4 5UP

This fully funded event looks at how we can identify those at risk of aspiration pneumonia and put prevention measures in place, with;

- Speakers from various health disciplines with both clinical and practical advice.
- Opportunity to gain some certified training.
- All attendees will receive a certificate of attendance.
- Marketplace with professionals and company reps during breaks
- Choice of workshops to attend on specific issues linked with Aspiration Pneumonia

To book email jenny.peckham@essex.gov.uk

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International Recruitment East

The Core Team of International Recruitment East have a host of events and resources that are available for Adult Social Care Employers and Employees in the Eastern Region.

The following webinars are available to book via the [events schedule](#).

Modern Slavery:

- Insights from within the Care Sector
- First Responder Training
- Working with Third Parties

Culture Shock & Understanding British Culture

Ethical Recruitment

- What is Ethical International Recruitment
- Ethical recruitment country by country
- Building an ethical recruitment process
- Operationalising ethical recruitment
- Completing the circle, ethical recruitment post-arrival

Pastoral Care Requirements

How to Apply for a UKVI Sponsor Licence

The Certificate of Sponsorship Process

Using the Home Office Sponsor Management System (SMS)

Compliance & Sponsor Duties

The visa application process

UK laws and regulations & UKVI

Pass your Driving Theory Exam

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Understanding and Developing Anti-Racist Practice in Adult Social Care teams

Adapting your training and induction

Refugee Recruitment.

All of these sessions are available to book via this [link](#)

For any queries or comments about the International Recruitment East programme, please email internationalrecruitmenteast@norfolk.gov.uk

Infection Prevention Control advice bulletin for care homes

The question of whether to use urine dipsticks to aid diagnosis of a urinary tract infection (UTI) is frequently asked. Whilst this test has some diagnostic value in those who are aged under 65, it becomes more unreliable when the resident is over 65 years of age. In fact, residents over 65 years of age are more likely to have bacteria present in their urine which is not causing any infection. This is called asymptomatic bacteriuria. By 80 years of age, half of older adults in care, and most with a urinary catheter, will have bacteria in their bladder/urine, but not have a UTI. The bacteria in the bladder produce an enzyme which turns nitrates into nitrites which shows as positive on the dipstick. The positive dipstick result happens if the person has a UTI and if the person is over 65 or if they have a catheter.

Please see the [latest Infection Prevention Control advice bulletin for care homes](#). This bulletin looks at the use of urinary dipsticks to help to diagnose Urinary Tract infections.

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Art Project

Great Bradfords Infant and Nursery School

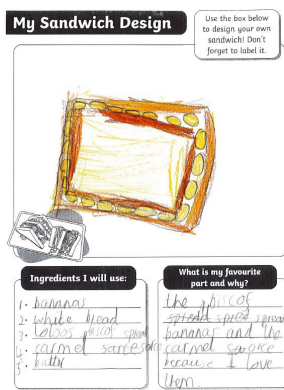
Last year we were able to publish Joan Vicente's book of poems which has been used as part of an art project with primary schools, linking them to care homes.

The children at Great Bradfords infant and nursery school told us about their project.

"We looked at a poem written by a lady called Joan Vicente. She has been writing poems and stories for a very long time. She used to go into schools to perform in assemblies and help children to learn about poetry.

We read her poem about a sandwich! We found the rhyming words and highlighted them. We talked about our favourite sandwich fillings!

Yummy"



The children designed and drew their own sandwich fillings and are now looking forward to visiting a care home to find out about resident's favourite sandwich fillings.

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

Poetry Corner

Inspirational poem by; Sue Smith, Manager Cherry Wood Grange

I write this poem with a heartfelt message to say, I've truly had the most inspirational day!

Managers, and the whole team at Carebase inspired me in every way! You shared your beginnings that have led the way!

You gave recognition and you listened and shared points of view, great stories of pride so humble and true!

We laughed we cried, we were an emotional team! We learned about each other's feelings and dreams!

Carebase is a family that gives exceptional care, the abundance of love is everywhere!

A growing company that's second to none, I'm so glad I joined you, I'm so happy I come!

Carebase have values the same as my own and Cherry Wood Grange is my second home!

Thank you for caring and appreciating all that we do, you keep us motivated and this helps us too!

We our one big family that care so much, I have to say we have that special touch!