

Quality Innovation Newsletter

Issue 44 April 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, please visit the News and Events page: www.essexproviderhub.org/provider-hub-news-and-events/

Eligibility

All of our events and training opportunities are fully funded by Essex County Council and are available to Care providers who provide a service in the Essex County Council Local Authority Area.

Occupational Therapy Monthly Advice Clinic

Our Senior Occupational Therapist, Caroline Robinson has launched 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 12pm



Email Quality.Innovation@essex.gov.uk to receive an invite/ book your slot.

Domiciliary Care Training Opportunities

Our Provider Quality Innovation Officers have arranged a variety of virtual training courses to support care staff in their roles, please see details below

Personal Care Strategies 1-hour virtual session

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

Dates

- Thursday April 6th @2pm
- Tuesday 11th April @2pm
- Wednesday May 3rd @2pm
- Tuesday 9th May @ 2pm
- Wednesday June 7th @2pm
- Tuesday 13th June @ 2pm

Care Planning 1-hour virtual session

For senior staff who may have the responsibility for writing and implementing care plans & frontline staff who implement the care plan, please book accordingly

Dates

- Tuesday 4th April 10am-11am Senior
- Tuesday 18th April 10am Frontline
- Thursday 4th May 10am Senior
- Wednesday 10th May 2pm Frontline
- Tuesday 13th June 10am Senior
- Thursday 15th June 10am Frontline

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Substance Misuse, Drug & Alcohol Dependency

This 2hr Virtual workshop aims to enable staff to understand what substance misuse is. To look at the different types of addiction such as alcohol or medication – prescribed and otherwise. To identify risk factors for substance misuse and look at support for the individual and set boundaries when enabling the person to seek professional support and treatments.

Dates

Thursday 20th April 10am-12pm
Wednesday 26th April 10am-12pm
Wednesday 10th May 10am-12pm
Wednesday 17th May 10am-12pm
Thursday 1st June 10am-12pm
Thursday 8th June 10am-12pm

Managing Mental Health in the Workplace Workshop

These sessions are aimed at Managers and Senior staff, who have the responsibility of managing or supervising staff. The sessions are virtual and 4.5 hrs in duration. The aim of the workshops are.

- To understand why good mental health matters in the workplace
- Know the role managers can play in spotting and handling mental health issues at work
- Be aware of medium to long term actions for improving mental health in the workplace and how to build awareness of them

Dates

Tuesday 25th April – 9am – 1.30pm
Thursday 18th May – 9am-1.30pm
Wednesday 24th May 9-1.30pm

Introduction to Chronic Impairment

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

Dates

Chronic Fatigue

Wednesday 12th April 10-12
Thursday 25th May 10am-12
Thursday 7th September 10am-12

Chronic Anxiety

Tuesday 18th April 2-4pm
Tuesday 30th May 10am-12
Thursday 14th September 10am-12

Chronic Pain

Wednesday 3rd May 10-12
Wednesday 14th June 10am-12
Tuesday 19th September 10am-12

Chronic Confusion

Tuesday 16th May 2-3pm
Thursday 22nd June 10am-12
Wednesday 27th September 10am-12

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

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Working With....

This programme offers virtual bitesize sessions covering working with common conditions. Each session is 1 hour in duration.

Chronic Cardiac Conditions

Wednesday 5th April 9.30-10.30am

Thursday 13th April 10-11am

Cognitive Decline in later life

Thursday 20th April 2-3pm

Tuesday 23rd May 10-11am

Respiratory Conditions

Wednesday 31st May 9.30-10.30am

Tuesday 6th June 9.30-10.30am

Musculoskeletal Conditions

Wednesday 21st June 10am-11am

Tuesday 27th June 9.30-10.30

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

Quality.innovation@essex.gov.uk

Ride London- Essex Cycle Race



The RideLondon-Essex cycle race will be taking place on 28th May and will mean there will be some road closures and changes to public transport, any staff traveling on this date will need to be aware and plan their journey.

This may be a great opportunity to get residents involved by going along the route to watch the race and cheer the riders on! To find more details on the event please see the link below

Engagement sessions -

<https://www.essexproviderhub.org/provider-hub-news/ridelondon-essex-2023-public-engagement-sessions/>

Provider Hub page -

<https://www.essexproviderhub.org/ridelondon-essex-2023/>

International Recruitment

The recordings from the recent International Recruitment webinars are now available. If you are considering recruiting staff from overseas these sessions should give you the information you need to make an informed decision.

Webinar 1 - [Introduction to Overseas Recruitment](#)

Webinar 2 – [The Recruitment Process](#)

Webinar 3 – [Costs, Timescales, Ethical Recruitment](#)

Webinar 4 – [On Boarding](#)

Webinar 5 - [Managing & Developing overseas workers](#)

The [links above and slide packs are available on the Provider Hub.](#)

Should you have any feedback or queries please email MarketPortal@essex.gov.uk

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Dementia Training for Residential Care Staff

We have teamed up with the Alzheimer Society to bring Residential Care home staff the opportunity to attend two fully funded Dementia training Days.

Study Day One

Supporting People with Advanced Dementia and End of Life Care for People with Dementia

This course looks at the changes a person will experience as their dementia advances. You will explore how to meet the needs of people with advanced dementia in a holistic way, understanding the importance of sensory stimuli and the impact it has on someone's wellbeing. You will look at ways of communicating non-verbally and identifying non-verbal cues in others.

In the afternoon session the course will enable participants to understand key considerations in end-of-life care for people with dementia.

Dates:

- 19th May, 9.30am to 4.30pm – Hamptons sport and leisure centre, Chelmsford
- 9th June, 9.30am to 4.30pm - Colchester Football Stadium
- 23rd June, 9.30am to 4.30pm - Zinc Arts, Ongar

Study Day Two

Improving Pain Management for People with Dementia

Research has highlighted that people with dementia are at higher risk of experiencing unmanaged pain. This course provides participants with the evidence and understanding as well as practical tools to enable them to assess pain in people with dementia and overcome barriers to pain management.

Dates:

- 20th June, 9.30am to 4.30pm County Hotel, Chelmsford
- 11th July, 9.30am to 4.30pm Colchester Football Stadium
- 12th July, 9.30am to 4.30pm Zinc Arts, Ongar

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

Dementia Action Week 15th -21st May 2023

Dementia Action Week is the Alzheimer's Society's biggest and longest running awareness campaign. Each year, they work with individuals and organisations across the UK to encourage people to 'act on dementia'. This year's campaign will run from 15th-21st May, for information and resources please see <https://www.alzheimers.org.uk/get-involved/dementia-action-week>

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Dementia Types Awareness training

Dementia is the broad term used to describe a number of different conditions affecting the brain. These are the most common types of dementia. This half day, in person, workshop will provide Residential Care staff with the knowledge, understanding and practical skills to care for people with all types of dementia in a positive way that helps them to achieve their full potential by promoting self-esteem, independence, dignity and choice.

During the programme participants will explore:

- Understanding dementia – definition
- The different causes of dementia
- Some facts and statistics about dementia
- Types of dementia – impact, signs and symptoms and care approach
 - Alzheimer’s disease
 - Vascular dementia
 - Frontotemporal dementia
 - Lewy Body dementia
 - Pick’s disease
 - Mixed dementia
 - Korsakoff’s disease - alcohol related dementia
 - Posterior cortical atrophy
 - Huntington’s disease
 - Parkinson’s disease
 - Creutzfeldt-Jacob disease
 - Normal pressure hydrocephalus
- Developing holistic person-centred care planning
- Risk assessment and risk management
- Positive approaches to managing behaviours that challenge
- Developing meaningful activities programmes

The Training is 3hrs in duration and there are two sessions a day to choose from.

Dates:

29th June, 9.30am to 12.30pm or 1pm to 4pm, Hamptons Chelmsford

18th July, 9.30am to 12.30pm or 1pm to 4pm, Harlow

20th July, 9.30am to 12.30pm or 1pm to 4pm, Colchester Football Stadium

To book email quality.innovation@essex.gov.uk Stating the date, session time & names of attendees.

This training is open to Residential Care Homes in the Essex County Council Local Authority Area.

Dance Network Association Workshops for Activity Co-ordinators

This 3hr, in person, session will be looking at effective ideas and ways to deliver dance and movement activity in care homes, specifically for those living with dementia.

The session will be looking at creating tasks and exercises through the use of props, music and different stimuli such as poetry.

7th June, 9.30am to 12.30am, Hamptons Chelmsford

8th June, 9.30am to 12.30am, Colchester Football Stadium

To book email quality.innovation@essx.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

- 5th May 9.30am to 4.30pm, Clacton
- 28th June 9.30am to 4.30pm, Colchester
- 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 Emotional Support & Wellbeing with Amanda Waring

We have been working with Amanda Waring to bring you a new virtual support session for care staff who often feel underprepared and, in many cases, overwhelmed when working with those at end of life. The session will:

- Explore common reactions of fear and feeling unprepared or helpless when dealing with those at End of Life
- Understanding of Relatives perspective
- Tools to alleviate panic and emotional distress
- When to use touch and when not to use touch and how to touch
- Providing physical and emotional support reassurance techniques
- Tips to make the person being cared for more comfortable
- How to address any spiritual needs
- How to stay present in the face of distress
- What to say and what not to say.
- What is an emotional care tool kit
- How to care for oneself emotionally, physically, and spiritually

Dates:

- 19th April 2023, 9:30 - 11:30 – Fully booked
- 25th April 2023, 9.30 - 11.30 – Fully booked
- 9th May 2023, 9:30 - 11:30
- 16th May 2023, 9:30 - 11:30
- 27th June 2023, 9.30 - 11.30
- 4th July 2023, 9.30 - 11:30

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

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Dying Matters Week 8th- 14th May

The dates of Dying Matters Awareness Week 2023 have changed due to the Kings Coronation.

Dying matters week is an annual awareness campaign that aims to get communities talking about dying and grief. Hospice UK hope that by talking, and by sharing stories, we can remove the taboo and stigma that surround the topics of death, dying and End of life care. Whilst this is an area that everyone working within health and social care will deal with in their professional capacity it also impacts individuals in their personal lives and so this year there is a focus on 'Dying Matters at work'.

57% of employees will have experienced a bereavement in the last five years and yet fewer than one in five managers feel very confident supporting someone they manage with a bereavement. Source- Hospice Uk

Hospice UK say "We spend so much of our lives at work, and we shouldn't have to hide our experiences of death and dying from our colleagues, our peers, or our bosses. We want to create open and compassionate society where we are comfortable facing the realities of dying, death and grief. "

For further information & resources please see <https://www.hospiceuk.org/our-campaigns/dying-matters/dying-matters-awareness-week#:~:text=Every%20year%2C%20people%20around%20the,place%20from%208%20%2D%2014%20May.>

Dignity in Care with Amanda Waring

We are pleased to be able to offer a further 4 new dates for Amanda Waring's Dignity in Care Virtual Workshop for care staff. This is open to all care providers who deliver a service in the Essex County Council Local Authority Area.

Amanda Waring has been a passionate campaigner for older people's rights for many years and instigated the dignity in care campaign which now has over 50,000 dignity champions. Her award-winning powerfully emotional film 'What Do You See?' has been used in dignity trainings around the world.

We have a unique opportunity for care staff to attend this training which helps us to "conceptualise" person centred care that encompasses dignity, compassion, and respect, reminding us to SEE the individual inside and feel what they feel. Amanda provides a unique unforgettable experience that will undoubtedly transform attitudes.

Dates:

- 26th April 2023, 9.30am to 12.30pm
- 5th May 2023, 9.30am to 12.30pm
- 6th June 2023, 9.30am to 12.30pm
- 13th June 2023, 9.30am to 12.30pm

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

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Prosper Champion Study Days

The Provider Quality Innovation Prosper team have organised the next round of Prosper Champion Study days, these sessions are open to Residential Care homes on the Prosper project.

The days will include workshops on the following.

- Prosper Pictionary – Prosper and its methodology
- Personal Care – with practical demonstration by Training2 Care
- Falls and how to safely lift someone following a fall and the IStumble flow chart, with Provider Quality's Senior OT.
- Sepsis – Signs, symptoms and what to do

Dates

- **11th May 9.30am to 4.30pm County Hotel, Chelmsford**
- **18th May 9.30am to 4.30pm Zinc Arts, Ongar**
- **23rd May 9.30am to 4.30pm Princes Theatre, Clacton**
- **25th May 9.30am to 4.30pm Princes Theatre, Clacton**
- **15th June 9.30am to 4.30pm Wat Tyler, Basildon**
- **21st June 9.30am to 4.30pm Colchester Football Stadium**

To book email prosper@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. The sessions are 2hrs in duration.

Falls prevention, strength, and balance

15th Mar, 19th May, 14th July, 21st Sept, 1pm to 3pm and 24th Nov 10am to 12pm.

Manual Handling People; Top Tips

24th Mar, 24th May, 19th July, 28th Sept, 10am to 12pm.

Plus-sized handling & recording handling risks and plans

29th Mar 9th Jun, 3rd Aug, 6th Oct, 10m to 12pm

Postural positioning 24/7

19th Apr, 16th Jun, 18th Oct, 1pm to 3pm and 18th Aug, 10am to 12pm

Bed safety - considerations, risk assessments and equipment

26th Apr, 1pm to 3pm and 28th Jun, 31st Aug, 3rd Nov, 10am to 12pm

Enabling meaningful activity

5th May, 7th Jul, 10am to 12pm and 6th Sept, 15th Nov, 1pm to 3pm.

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

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A Very Special Royal Visit



On 7th March there was a very special visit to Colchester Library, The King and The Queen Consort attended to hear about ECC's Essex Year of Reading campaign, which aims to improve pupils' reading skills and the Dementia intergenerational work. The Intergenerational work creates opportunities for young and older people living with Dementia to enjoy the wellbeing benefits of connecting across generations.



The Queen Consort was presented a book of poetry published by ECC Provider Quality Innovation team, called 'That's the story So Far'.

The book is written by Joan Vincente who lives with Dementia in Howard Lodge Care home in Essex. Joan has been writing all her life and is a regular storyteller to children in her home and local community.

Joan was also delighted to meet King Charles III, The Queen Consort as well as Children's author Dermot O'Leary and Royal photographer Arthur Edwards (pictured below) what a truly amazing day for Joan and all involved in this valuable project.



Joan's book is available to read on the Essex Year of Reading app which can be downloaded from the App Store.

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Nightingale Bursary – Funded apprenticeship accredited courses

The Nightingale bursary offers great opportunities, enabling existing health and care employees without a qualification to gain a national and sector recognised Diploma that supports their job role and progression. Additionally, there will be opportunities for employees to undertake an accredited Certificate that will support their Continuous Professional Development. The training will help to raise the skills and confidence and enable individuals to progress and excel in their role. Maths and English is also offered as part of their programme.

Some of the courses on offer are
Level 2 Diploma in Healthcare support
Level 3 Diploma in Senior Health care support
Level 5 Diploma in Leadership and Management for Adult Care
Fast Track Management
Level 2 Diploma in Housekeeping
Level 2 Team Leading

For more information or to apply for any of the courses please contact:

nightingale@essex.gov.uk Tel: 03330 139 502

More information can be found at

www.aclessex.com/nightingale



Fun with Fluids

Runwood Care Homes have introduced a variety of 'fun with food' activities across all their homes commencing in Nutrition and Hydration week. The interactive hydration games encourage greater fluid intake for residents by offering a wider variety of drinks in a fun way, examples of the games are 'Guess the Drink Challenge', 'Name that drink' and a 'Dice Drinking Race Game'. These hydration Care Concepts are designed to maximise appeal, encourage greater fluid intake which in turn will help towards reducing UTI's, pressure sores and falls for residents.



The Provider Quality Innovation Team's Prosper project has lots of ideas on how to increase hydration, reduce falls, pressure ulcers and UTI's, if your care home would like to be part of the Prosper programme email prosper@essex.gov.uk

More information on Prosper can be found at

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

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Interactive Life Stories



Belmont Lodge shared how they are the first home in the UK to introduce OMI 'Life Stories', an interactive sensory projection system with games, music, and social activities for individuals to engage with on any surface. Residents can reconnect with their past, reminisce and share their personal experiences and memories



The home worked closely with families and residents to personalise and upload their life stories onto the system which then creates personalised and engaging activities, tailored to each individual Resident, promoting feelings of nostalgia and happiness.

More info about the OMI Life Stories can be found at <https://omi.uk/life-stories-initiative/>

Namaste Dementia Care

The Provider Quality Innovation team organised Namaste Care training, delivered by St. Helena Hospice, for care home staff. Two homes have shared with us how they have implemented Namaste Care following the training.

Mundy House - Manager Josi George at Mundy House told us how 'Namaste Care offers person-centred care, social and emotional support through meaningful activities and sensory stimulation. The word 'Namaste' means to 'honour the spirit within', and expresses this special way of providing comfort, connectedness, and wellbeing of our residents."

The home has created their Namaste Care room which enhances individuals' personal space and comfort and provides relaxation with hand and foot massage, aromatherapy, music, and lighting.

Lime Court – Following the Namaste Care training Lime court have set up a quiet room away from the hustle and bustle of the home, with dimmed lighting, light music, and sensory objects. They have different themes including water and woodland. Residents can choose an oil/ scent of their choice and enjoy a light hand and arm massage. The home also reviews and tracks the outcomes for individuals, to see if it is making a difference to them and if any changes need to be made. They also used the prosper methodology of Driver Diagrams and Plan Do Study Act (PDSA) as part of the planning to create the namaste care day room.

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Essex Care Sector Awards 2023: The Prosperers!



We are delighted to announce the Essex Care Sector Awards are back for 2023. Celebrating the best of care in Essex demonstrated through innovation, achievement, and outstanding contribution.

The Awards were 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 nomination window closed on the 31st March 2023 and the Judges are now busy deliberating over each of the nominations.

Those shortlisted will be notified in May and invited to the Awards Ceremony on the 6th of July 2023, held at Cressing Temple Barns.

Within Essex County Council we have a priority to focus on Climate Action and we will be adopting a climate friendly approach in the planning and delivery of the Essex Care Sector Awards this year.

Poetry Corner

Happy Springtime

By Sue Smith, Manager Cherry Wood Grange

Clocks went forward, and the nights become light! I look out of my window to a beautiful sight!

Rolling hills and trees turning green! It really is a stunning scene!

Birds flying overhead, flowers blooming in the summer bed!

Fish splashing in the pond nearby, the clouds fluffy in the deep blue sky!

The breeze blowing giving a breath of fresh air! Children playing everywhere!

Laughter and happiness the atmospheres great! Wildlife in abundance as it's time to mate!

Lambs bouncing as the farmers count their sheep! While pigs laze around in the mud and full asleep!

I absolutely love this time of year! It's full of harmony and it makes me cheer!

So, embrace in the season and take it all in, close your eyes as the church bells ring!

Happy springtime everyone, I hope you all have lots of fun!

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