

Quality Innovation Newsletter

Issue 52 October 2024

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/

Dementia Carousel Experiential Learning

The Dementia Carousel Experiential training is taking a tour of Essex, the next two dates are now available to book and will be taking place in Chelmsford and Harlow. This is open to Residential Care homes. The experience takes staff through a series of experiential booths, designed to create cognitive challenges, confusion, and sensory overload, giving a person with a healthy brain empathy towards what a person with Dementia may feel and experience.

The Dementia Carousel is about evoking an emotional response to foster empathy and understanding of the feelings, emotions, and behaviours a person with Dementia may experience.

Attendees said:

“It was a real eye opener to dementia & taught me a lot more on how to deal with

certain situations or why a resident might be feeling or acting a certain way in the scenario.”

“Focused on feelings/perceptions that you don't often think about.”

“The Sensory overload cafe made me more aware of behaviours shown by residents at mealtimes and why they show them.”

“It was such an eye opener to how they must feel and why sometimes they react how they do, also how to be more mindful in how you treat a situation.”

Dates & Venues

15th November 2024, 9.30am to 12.30pm or 1.30pm to 4.30pm, Hamptons, Chelmsford

21st November 2024, 9.30am to 12.30pm or 1.30pm to 4.30pm, Harlow Hotel, Harlow

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

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

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OT Bitesize – Virtual Sessions

These sessions are open to all services including residential care homes and domiciliary care agencies.

Falls prevention part 1 – leading causes of falls and best practice in prevention.

6th Dec 2024, 10am to 12pm

31st Jan 2025, 10am to 12pm.

Falls prevention part 2 – falls retrieval and bed safety.

11th Oct 2024, 10am to 12pm,

10th Dec 2024, 1pm to 3pm,

4th Feb 2025, 10am to 12pm

Seating and Sleeping positioning – keep it symmetrical.

16th Oct 2024, 1pm to 3pm

17th Dec 2024, 10am to 12pm

12th Feb 2025, 1pm to 3pm

How to unlock meaningful activities

24th Oct 2024, 10am to 12pm

10th Jan 2025, 10am to 12pm

27th Feb 2025, 10am to 12pm

Safer handling part 1 – manual handling people with dignity protocol, active & passive hoisting, and plus sized handling

13th Nov 2024, 1pm to 3pm

15th Jan 2025, 1pm to 3pm

18th Mar 2025, 10am to 12pm

Safer handling part 2 – risk assessments, handling plans, bed movement & equipment to support standing.

19th Nov 2024, 1pm to 3pm

23rd Jan 2025, 1pm to 3pm

25th Mar 2025, 1pm to 3pm

Nursing CPD Conference

The CPD conferences for Registered Nurses working in Nursing Homes 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. Workshop sessions will include participatory elements which can be used as evidence for revalidation of registration.

6th November 2024, 9.15 to 4pm, Colchester football stadium

12th November 2024, 9.15am to 4pm, Hamptons sport & Leisure, Chelmsford

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

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Mental Health First Aid – Refresher

(Delivered virtually.) Attendees must have previously attended the 4-day Mental Health First Aid course.

- Wednesday 23rd October 2024 9.30am-2pm

Oliver McGowan Part two – Face to Face

Training - attendees must have completed part1 e-learning prior to the training.

- 17th October 2024, 9.30am-4.30pm, Hamptons Sports & Leisure, Chelmsford
- 24th October 2024, 9.30am to 4.30pm, Colchester Football Stadium
- 20th November 2024, 9.30am to 4.30pm, Colchester Football Stadium
- 14th November 2024, 9.30am to 4.30pm, Hamptons Sports & Leisure, Chelmsford

LGBTQIA+ identities

How much do you really know about the psychological and physical needs of Lesbian Gay Bisexual and Transgender (LGBT) people, particularly those living with dementia?

Do you know how to support a trans woman who may need a prostate check?

Do you know about douching and dilation?

Are you aware that “outing” your LGBT service users without their consent could breach GDPR and other legislation?

The course will cover:

- Cultural competence.
- Words and language.
- LGBT community statistics, and its aging population.
- The lived experience of LGBT People Living with dementia.
- Interactive Case studies.
- Health needs and hidden risks.
- Legal issues and obligations.
- Health passports -end of life planning.
- Loss of LGBT identity in death and bereavement

16th October 2024, 9.30am to 12.30pm or 1pm to 4pm – Colchester football stadium, Colchester

21st October 2024, 9.30am to 12.30pm or 1pm to 4pm – Hamptons sport & leisure, Chelmsford

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Makaton for Frontline Workers

The incredibly talented Debby Avauche delivered another Makaton for Frontline Workers Workshop for our AWD providers on 10th September. The attendee's will be returning to their workplace able to empower the adults they're supporting by enhancing their communication abilities. Tailored for those supporting adults across a variety of care settings, this workshop focuses on communicating during challenging and high stress situations.

The quality innovation team are thrilled to be able to offer further sessions of Makaton to providers across the county, please follow the link for session and booking info for our next date:

6th November 2024, 9.30am to 1.30pm - Clacton

[Events – Makaton - Frontline: General Wellbeing for AWD Providers | Provider Hub \(essexproviderhub.org\)](#)

Epilepsy & Buccal Midazolam Training for AWD Providers

A further two virtual Epilepsy and Buccal midazolam awareness sessions are now open for booking. The 2-hour accredited training provides staff with a full understanding of epilepsy, the different seizure types and the impact epilepsy can have on learning and behaviour. Attendees also learn a variety of strategies to support a person with epilepsy.

Training includes the use of emergency medication for prolonged seizures (buccal midazolam) and set out the principles and safety aspects that relate to administration.

Further session and booking information can be found here:

29th October 2024, 09:30 - 12:30 or 13:00 - 16:00 – Virtual via Zoom

[Events – Epilepsy Awareness & Buccal Midazolam Accredited Training Course for AWD Providers AM Session | Provider Hub \(essexproviderhub.org\)](#)

[Events – Epilepsy Awareness & Buccal Midazolam Accredited Training Course for AWD Providers PM Session | Provider Hub \(essexproviderhub.org\)](#)

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Dementia for Adults with a learning Disability and/or Autism

This awareness session covers Dementia in Adults with a learning disability and/or Autism. This is a one-day workshop to look at how you can identify potential dementia in adults with learning disabilities with or without Autism.

We will also look at how you can evidence your concerns to share with health professionals and then continue to support the individual with dementia to lead a healthy and positive life.

Please click the link below for further session and booking information.

19th November 2024, 09:15 – 3.30pm Colchester
[Events – Dementia in Adults with Learning Disabilities with or without Autism | Provider Hub \(essexproviderhub.org\)](#)

Sepsis Awareness for AWD Providers

Data from LeDeR reviews has shown us that there are some common themes involved in the often-avoidable deaths of people with a learning disability. Sepsis is one of the health factors that is not always understood and contributes to poorer health and, at times, death. Sepsis is a common and potentially life-threatening condition triggered by an infection which causes the body's immune system to go into overdrive and could result in multi organ failure.

We are offering the opportunity for providers to attend a virtual session with Training for Health on Sepsis awareness.

Please follow this link for further session and booking information.

2nd December 2024, 10am to 12pm - Virtual
[Events – SEPSIS AWARENESS for AWD PROVIDERS | Provider Hub \(essexproviderhub.org\)](#)

Nutrition & Hydration for Health – AWD Providers

This virtual session supports understanding of how adequate nutrition and hydration supports the maintenance of health and the recovery from ill health. The session will cover the following.

- Understand the fundamental components of a nutritious diet
- Understand the effects of poor nutrition and hydration on health
- Identify the common signs and symptoms of dehydration and malnourishment
- Identify and apply fundamental interventions to prevent and treat dehydration and malnourishment

13th Nov 2024, 1pm to 3.30pm – Virtual [Events – Nutrition & Hydration for AWD Providers | Provider Hub \(essexproviderhub.org\)](#)

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End of Life Training with Essex Hospices for AWD Providers

The course covers aspects such as:

- Increased confidence in matters relating to end-of-life care
 - Recognising when someone is exhibiting changes which could be part of dying
 - Know how the individual and those close to them may respond to their anticipated death, and - how to support them with this response
 - Understand the person-centred approach to Advance Care Planning including DNACPR, Mental Capacity and consent, faith and spirituality, self-awareness and Lasting Power of Attorney or any relevant documentation depending on locality
- Farleigh Hospice, St Lukes Hospice and Saint Francis Hospice will each deliver one of the days covering different aspects of End of Life.

The first two days are held in Chelmsford and the third day will be held at St Lukes new hospice and training centre in Upminster with a chance to look around a modern hospice and see how it delivers a service to those at end of life.

Due to demand this course is already fully booked! If you would like to express interest for the next date (not yet open for booking) please email quality.innovation@essex.gov.uk

Dysphagia Awareness for AWD Providers

The Provider Quality Innovation Team have collaborated with Hertfordshire Partnership Foundation Trust to deliver Dysphagia awareness training for services that support adults who have learning disabilities and or Autism.

The day will cover the following.

- To be able to assist in the recognition of dysphagia.
- To be able to participate in the management of dysphagia.
- To be aware of your professional responsibility in the role of dysphagia management.
- To understand the structures & processes involved in the normal swallow
- To be aware of the signs & symptoms of dysphagia
- To understand commonly made recommendations & why they're made
- To know the different individuals' roles in managing dysphagia
- To know who to refer to & the roles of the MDT

20th November 2024, 10am to 3.30pm, Chelmsford
[Events – Dysphagia Awareness for Adults with Disabilities Providers | Provider Hub \(essexproviderhub.org\)](#)

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Ableism Awareness: How to be more inclusive.

We are pleased to offer a new session covering ableism awareness delivered by Enhance the UK. By the end of the course delegates will:

- Be able to define disability and ableism.
- Know ways in which ableism can manifest
- Explore and identify types of ableism
- Identify examples of biases and microaggressions
- Understand the importance of language in combating ableism and how to communicate with people appropriately about their access requirements.
- Know strategies for promoting anti-ableism and ways to effectively advocate for disabled people in a social care setting.

Please follow this link for further session and booking information.

21st November 2024, 10am to 3.30pm, Chelmsford

[Events – Ableism Awareness; How to be more inclusive - For AWD Providers | Provider Hub \(essexproviderhub.org\)](#)

Managing Malnutrition – Advice for Carers

Carers play a key role in managing malnutrition as many people they care for are at higher risk. Signs of malnutrition can include:

- unintentional weight loss
- poor food intake
- struggling to swallow food and drink
- bowel issues
- pressure ulcers

NELFT have produced this [advice for carers](#). If you think someone in your care may be suffering with malnutrition, keep a [weekly food record](#) for them to help monitor their intake. You may also find this [guide to making the most of your food](#) intake useful.

Dementia Resources on the Essex Provider Hub

The Essex provider Hub has a range of information and resources to support individuals caring for someone with dementia, it includes videos which you may find helpful with staff training. To explore please see [Dementia | Provider Hub | Essex \(essexproviderhub.org\)](#)

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Sepsis- Do you know the signs?

Did you know that Sepsis kills 5 people every hour in the UK, would you know the signs? The NHS Community Infection Prevention Control team in North Yorkshire have produced the below flyers to provide information, links are included to view more resources and videos.

Click on this link for the Care Homes Bulletin
<https://www.essexproviderhub.org/media/hogiqdd/bulletin-care-homes-no-53-sepsis.pdf>

Click on this link for the Domiciliary Care bulletin
<https://www.essexproviderhub.org/media/ddtba4n/a/bulletin-domiciliary-care-no-43-sepsis.pdf>



IPC Bulletin for Care Homes
Issue No. 52 - August 2024

What is sepsis?

Sepsis is a life threatening condition that arises when the body's response to an infection causes widespread inflammation, leading to tissue damage, organ failure, and potentially death. Every year millions are affected by sepsis, but with prompt recognition and treatment, lives can be saved.

[Click here to view the 'What is Sepsis' 3 minute video](#)

Sepsis... the facts!

- Sepsis is the number one cause of preventable death in the world.
- It accounts for around 50,000 deaths each year in the UK.
- This is more than the combined total number of deaths from breast, bowel, and prostate cancer.
- Any type of infection - bacterial, viral or fungal, can lead to sepsis.

5 people die with SEPSIS every hour in the UK!

Anyone can develop sepsis, however certain people are at an even higher risk...

- Children under 1
- Adults over 60
- People with weakened immune systems
- People with no spleen
- People with chronic diseases, such as lung, liver, or heart disease

Care home residents are one of the highest risk groups for sepsis, often living with co-morbidities, immunosuppression and are at increased risk of infection.

Recognise the signs...

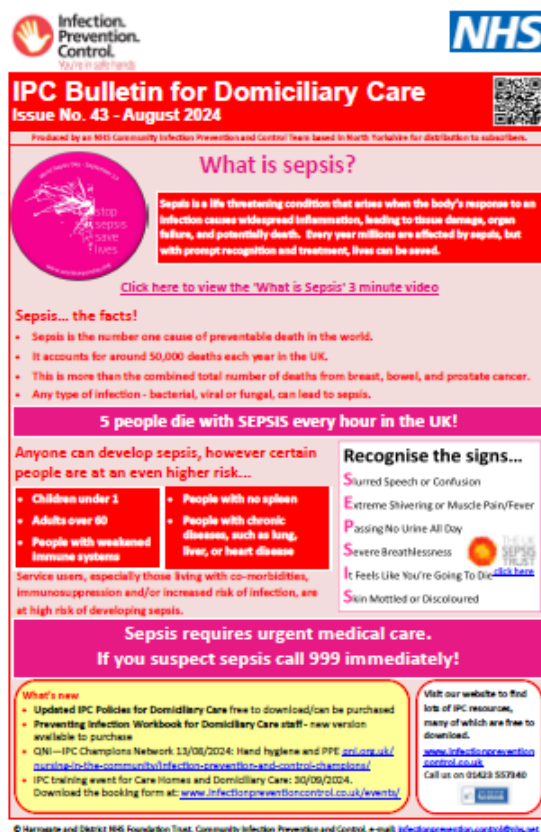
- Slurred Speech or Confusion
- Extreme Shivering or Muscle Pain/Fever
- Passing No Urine All Day
- Severe Breathlessness
- It Feels Like You're Going To Die
- Skin Mottled or Discoloured

Sepsis requires urgent medical care.
If you suspect sepsis call 999 immediately!

What's new

- Updated IPC Policies for Domiciliary Care free to download/can be purchased
- Preventing Infection Workbook for Domiciliary Care staff - new version available to purchase
- QNI-IPC Champions Network 13/08/2024: Hand hygiene and PPE www.infectionpreventionandcontrol.co.uk/news/
- IPC training event for Care Homes and Domiciliary Care on 30th September, 2024. A booking form can be downloaded at: www.infectionpreventionandcontrol.co.uk/events/
- Hand hygiene training exercise: Instructions/Video now available.

Visit our website to find lots of IPC resources, many of which are free to download.
www.infectionpreventionandcontrol.co.uk/
Call us on 01423 557940



IPC Bulletin for Domiciliary Care
Issue No. 43 - August 2024

What is sepsis?

Sepsis is a life threatening condition that arises when the body's response to an infection causes widespread inflammation, leading to tissue damage, organ failure, and potentially death. Every year millions are affected by sepsis, but with prompt recognition and treatment, lives can be saved.

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Sepsis... the facts!

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- Any type of infection - bacterial, viral or fungal, can lead to sepsis.

5 people die with SEPSIS every hour in the UK!

Anyone can develop sepsis, however certain people are at an even higher risk...

- Children under 1
- Adults over 60
- People with weakened immune systems
- People with no spleen
- People with chronic diseases, such as lung, liver, or heart disease

Service users, especially those living with co-morbidities, immunosuppression and/or increased risk of infection, are at high risk of developing sepsis.

Recognise the signs...

- Slurred Speech or Confusion
- Extreme Shivering or Muscle Pain/Fever
- Passing No Urine All Day
- Severe Breathlessness
- It Feels Like You're Going To Die
- Skin Mottled or Discoloured

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- IPC training event for Care Homes and Domiciliary Care: 30/09/2024. Download the booking form at: www.infectionpreventionandcontrol.co.uk/events/

Visit our website to find lots of IPC resources, many of which are free to download.
www.infectionpreventionandcontrol.co.uk/
Call us on 01423 557940

More information and resources on Infection Prevention and Control can be found at:
<https://www.infectionpreventioncontrol.co.uk/>

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Millard House

Millard House Care Home in Braintree recently celebrated a truly special day for its residents and their families with the grand opening of a newly revamped garden. This new space, designed to bring joy, relaxation, and connection to all who visit, marks the beginning of a wonderful story of partnership and collaboration. The opening of the garden was more than just a celebration of a beautiful new space; it was the start of an inspiring collaboration between Millard House and the 'Rethink Art and Social Group', a local organization dedicated to supporting people with mental health challenges through creativity and social engagement.

Konrad Ludkowski, Manager of Millard House, expressed his excitement about this new venture: "We decided to invite the Rethink Art and Social Group to collaborate with us by painting a mural in our garden. Little did we know that this partnership would flourish so beautifully and continue to bring benefits to all parties involved."

Trina Whittaker said: "Braintree Rethink Art & Social Group were honoured to be asked by Konrad Ludkowski Manager of Millard House to create some art work in their new revamped garden. My members thoroughly enjoyed every day we were there everyone treated us with such kindness. We noticed how caring the staff were to the residents. We were invited to their Garden Party which was fabulous and we all agreed that we would not have

missed it for the world, everyone had happy smiling faces throughout the day like one big happy family. We look forward to working with residents and staff in the future".

The partnership began with the idea of creating a mural to brighten the garden space, but it quickly grew into something much more meaningful. Residents and members of the Rethink Art and Social Group bonded over their shared love of creativity, painting, and expression, turning what was originally a single project into a long-term collaboration. Now, Millard House is delighted to announce that it will host regular art classes facilitated by the Rethink Art and Social Group, specifically designed for elderly residents. These classes will offer a fantastic opportunity for residents to explore their artistic sides, engage socially, and enjoy the many benefits that creativity can bring to mental and emotional well-being.

The Rethink Art and Social Group is well-known in the area for its commitment to supporting individuals with mental health problems, using art as a powerful tool for connection and healing. Their involvement with Millard House represents a beautiful example of how partnerships can enhance the lives of everyone involved, creating opportunities for learning, growth, and mutual support. Millard House said this is just the beginning of a journey toward creating a more inclusive, supportive, and creative environment for all.

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Milton Lodge awarded Accreditation For End of life Care



St Helena Hospice has awarded an accreditation certificate to a Colchester care home for its good professional standards of end-of-life care. Milton Lodge on Ipswich Road, Colchester, completed a range of training, shadowing and critical friend visits provided by St Helena through its Hospice Education programme, to develop the skills of their workforce and achieve best practice in end of life care.

Imelda Hodgkinson, practice educator at St Helena, worked closely with Milton Lodge, and praised the care home team: "It has been an absolute pleasure to work with the team at Milton Lodge. From the moment I stepped in the door they made me feel really welcome and I could just see this is the residents' home. "It has been a pleasure and long may the great care that I witnessed continue."

Registered manager at Milton Lodge, Trudi Snee, said: "Having this award has cemented what we do. The training for us to learn and develop what we already had in place and to act on it, has been amazing. "I look forward to us to continue to do this work and to be able to offer the end of life care to our residents."

The Hospice Education accredited certification shows clients, families and professionals that care homes and care agencies have undertaken quality training from experts in palliative and end of life care.

To achieve accreditation several requirements must be met and the care home must have a Care Quality Commission (CQC) rating of good or above.

Visit <https://sthelena.org.uk/what-we-offer/for-health-and-social-care-professionals/education-team> for more information

Poetry Corer

By Sue Smith, Manager Cherry Wood Grange

It's Halloween night, 'TRICK or TREAT' with children knocking on doors in your STREET!
Wearing a scary mask or a painted FACE to make your heartbeat and skip PACE!

You offer treats rather than have a FRIGHT, because it's already scary on Halloween NIGHT!
Children wearing Halloween fancy DRESS, trying to look there frightening BEST!

There's a sense of joy in the AIR and the children's plans are to aim to SCARE!
So when they come knocking be PREPARED the best treat you can give is acting SCARED!

Happy Halloween to EVERYONE I hope you have lots of treats and FUN!

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Your Good News Stories

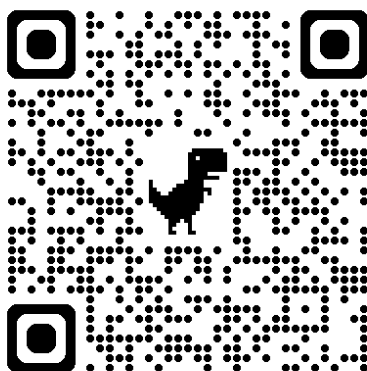
if you would like to share your ideas or good news stories, please email us at
Quality.innovation@essex.gov.uk

Eligibility

All 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.

Provider Quality Innovation

For more information on our team, events, workshops and training, scan the QR Code



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