



Welcome to July's edition of the PROSPER newsletter. Designed to keep you updated with the progress of the PROSPER project.

Promoting Safer Provision of care for Every Resident.

Prosper Support Visits

The Prosper team are able to provide Prosper Support Visits to help you with your PDSA cycles, driver diagrams or to discuss an ideas you may have. These visits can be completed in the following ways:

- Virtually via Microsoft Teams
- Garden Visits at the home
- In the home, either in a office or appropriate room

We will continue to abide by social distancing rules that are in place at time of the visit and will have the appropriate PPE to use. We will also complete a Lateral Flow Test before coming for the visit, but we are also happy to complete another one when we arrive if you require it.



Rod Manning, Our Prosper Support Officer in the South recently completed a support visit at Silvana Court, and Manager Sue was very grateful to see Rod and be able catch up with him about Prosper and what the home have been up to.

As it's been a while since we have been able to visit in person, we completely understand you may have put Prosper on the back burner, but we will be happy to come and support you to get started again, we can give you a quick Prosper refresh, talk about what you are doing or plan to do or give you some ideas! To book your visit please email your support officer direct or email Prosper@essex.gov.uk We are looking forward to seeing you all soon!

Residents Riddle?

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

Answer to last month's riddle was **The Rain**

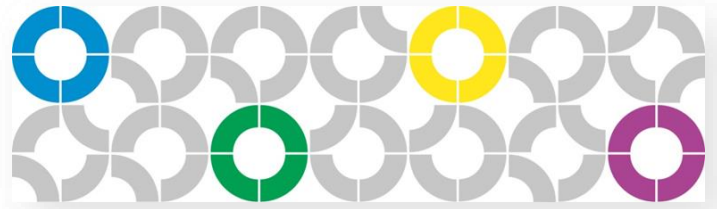
We had lots of responses this month and a Well done goes to **Parkview, Umika Lodge, Southminster and Hill House** for answering it correctly.

This month's riddle

What goes up and down but never moves?

Answer in next month's newsletter, with of course a new riddle for your residents to solve.





PROSPER in Action at Silvana Court

Now that PROSPER support visits have recommenced, home manager Sue Smith is keen for Silvana Court to use PROSPER methodology and resources to strive for continual improvement at the home.

At a recent support visit Sue and her team spotted early indications of an increase in the number of people being treated for a UTI on the home's Runtime Dashboard and decided this was the area the home would focus on at this time. Individual SMART aims were set for each floor of the home, and staff members have lots of ideas to ensure residents are always well hydrated.



Sue said "we have decorated our refreshment trolleys making them more colourful and we have colourful beakers too (glasses are available if residents wish). we fill our trolleys on a regular basis with fresh

drinks, fruit and nibbles and we also bring the trolleys around during our happy hour every afternoon 3:00 to 4:00pm, including wine and beer"!!



Symptoms of a UTI

Can Include the following:

Changes in behaviour, such as acting confused or agitated

Incontinence (worse than usual)

Shivering or shaking

Pain or burning when peeing

Needing to pee suddenly or more often than usual and will have Smelly or cloudy urine

Lower tummy pain

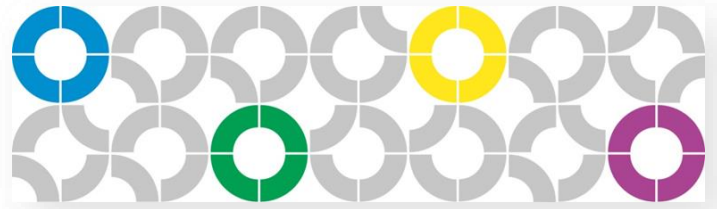
Loss of bladder control

A mild temperature

Did you know?

Women are more likely to develop UTIs than men because women have a shorter urethra, which makes it easier for bacteria to reach the bladder





Frontline Workers Day



Belmont Lodge shared with us how they marked NHS and Social Care & Frontline workers day on 5th July. Activity coordinator Dawn Harrison told us “This is a wonderful opportunity for us to pay tribute to all the local doctors, nurses, care workers, police force, fire service and other frontline staff who play a key role in saving lives and keeping essential services going when Covid-19 struck our country. Their commitment and sense of duty was an inspiration to

everyone, and this was our chance to say thank you to every single one of them.”

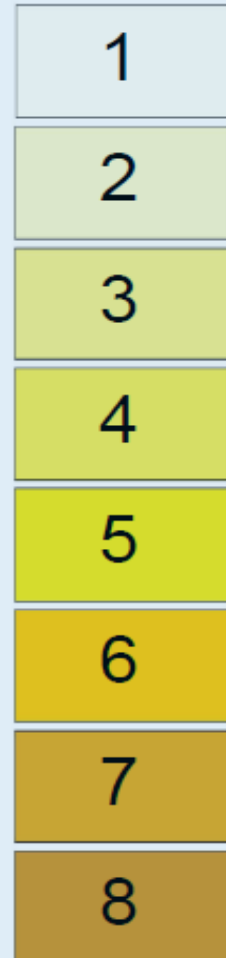
The home started celebrating the day with the raising of their flag at 10am, this was followed by two minutes silence at 11am with the ‘Last Post’ playing whilst they remembered those lost during the pandemic. At one o’clock the amazing team at Belmont lodge raised their glasses along with the police force, fire service, local Councillor and Chair. They all enjoyed refreshments and treats of ice cream from their local ice cream van. Certificate of grateful recognition were awarded to all and the celebration was rounded off by a one-man band live singer who performed and danced for them.

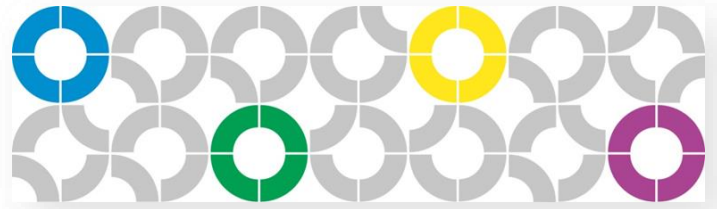
Dawn said” We would like to say a massive thank you to our amazing residents for their fantastic artwork and making our posters and banners, local brownies for theirs cakes and pictures, Tesco, Londis and our local community for all their help and support.

What colour is your Pee....

With the current hot weather it’s really important to be extra obervant of residents fluid input and output to identify any signs of dehydration and possible Urinary tract Infections, so remember.....

**Healthy pee is 1-3
4-8 you must hydrate!**





Isolation but not alone

We know arriving to stay in a care home can be a daunting and frightening time for an older person, unfortunately the Covid pandemic has meant for many they have had to face this alone without family and had to isolate in their bedrooms for the initial period. Manager **Cheryl Wright** at **Frank Foster** created an easy read document to share with new residents, who had to isolate upon their arrival, simply explaining the need to isolate. It offered reassurance that staff were available to support them, ideas of what was available to help occupy their time and reminding them they could contact their family should they wish to. This was laminated and given to new residents, we think this is a great idea, well done Cheryl and her team!

- Card 1:** This is to protect you and others from becoming ill with COVID 19. You will have to stay in your room for 14 days. This is to help stop the spread of COVID 19.
- Card 2:** If anyone is poorly they will have to stay in their room too. Staff have to wear a mask, we may have to speak louder than usual, do not be afraid. Staff will help you and spend time with you throughout the day.
- Card 3:** You will not be able touch your family and you will have to be 2 metres away when they visit. You can do activities in your room. You can watch tv or dvds or read books from the library.
- Card 4:** You may play board games or do crosswords. You may use the homes ipad's. You may wish do arts and crafts.
- Card 5:** Staff can tell you what activities are available for you. You may talk to family on the phone. You may facetime or skype family.
- Card 6:** You room will be a rainbow room for 2 weeks to let everyone know you are on isolation. You can use the countdown chart to help you see when you can leave your room.

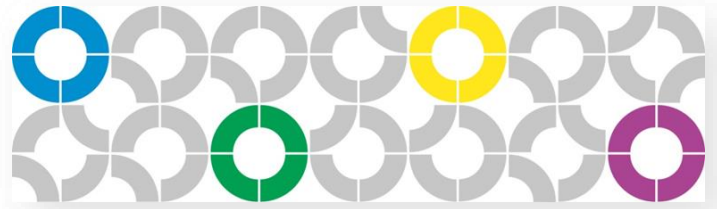
Become a Prosper UTI Champion

Would you be interested in becoming a UTI /hydration Prosper champion?

A Hydration/UTI champion is someone who takes the lead on promoting UTI prevention through good hydration, personal care and infection control in the home. Someone who is passionate about wanting to make a difference to the quality of resident's lives. They are happy to share best practice and educate other members of staff on UTI prevention and the importance of good hydration. Willing to look for new ideas on reducing UTI's and happy to undertake training or attending events to help them in their role.

Find out more at [Care Provider Information Hub - Prosper Toolkits \(livingwellessex.org\)](https://www.livingwellessex.org/)





Edensor Residents Make Tribute to Prince Philip

Edensor Nursing Home, in Clacton, have completed their training in the Montessori for Ageing with Dementia, and now make sure they include a lot of meaningful activities at the home.

Muhammed Neeliyath, Manager said, “The Edensor residents were very keen to do something in memory of the Duke of Edinburgh, so our Activities Coordinator spoke with them and together they decided to take inspiration from the Prince’s coat of arms and create a tribute for the Home.



“One of our resident’s Susan Field, used to be a Nursery Teacher and absolutely loves crafting and led the project assisted by a couple of other residents. They have been working on the crest for a few days and Susan has been singing while crafting much to everyone’s delight.

“The finished work is now proudly displayed on a wall in the Lounge so everyone can see it and we will be sending a picture of the completed project to Her Majesty the Queen and we do hope she likes it.”

I am sure you will all agree it is a lovely tribute, and the residents at Edensor did an amazing job and we are sure the Queen will be very pleased.

If you would like to undertake the Montessori for Dementia and Ageing course please email; quality.innovation@essex.gov.uk



Social Activity Hub

Several care homes in Clacton have joined together to form a Social Activity Hub.

They meet virtually every fortnight and each home takes it in turn to host an activity. Residents meet new people and have some fun.

Marmora Care home were first to host with a who am I game, each resident spent a few weeks working with Diane the activity co-ordinator to create an outfit/costume to dress up as a famous person. They then took it in turns to show the other homes virtually, so they could guess who they were. Costumes included John Wayne, Mae West and Frank Sinatra to name but a few.



If you are interested in starting a Social Activity Hub in your area please email Prosper@essex.gov.uk and we will connect you with other homes.



Manning's Methodology Corner

Tips for conducting PDSA Cycles

We are constantly talking about using **Plan, Do, Study, Act** (**PDSA**) cycles to test an idea out. Today I want to suggest some tips to conducting a successful **PDSA** cycle.

1: Know the outcome you are hoping to achieve – Generally any **PDSA** cycles will be linked to your current **SMART** aim, but even if it is not, do have an idea of what you want the change to achieve, otherwise you will just be conducting a **PDSA** for the sake of it.

2: Do not overstretch yourself – In other words it is perfectly acceptable to be conducting a **PDSA** cycle for a small initiative. Maybe in just a small section of your home or with one resident.

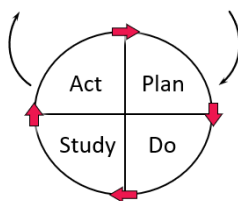
3: Make sure everyone is aware of any tasks allocated to them – This should be recorded in the **Do** box of the worksheet, so everyone involved is fully aware of what is expected of them.

4: Regularly review progress during the duration of the **PDSA** Cycle

4: Have an end date – At the start of the **PDSA** cycle decide a date when the cycle will end and the initiative will be reviewed. Do not let **PDSA** cycles just drift along with no review, or just 'fizzle' out.

5: Do not be afraid to 'tweak' your initiative and conduct a fresh PDSA cycle

– Far too often if an initiative is not instantly successful, the previous situation is reverted to. However, often with a slight 'tweak' the initiative could work well and be an improvement. This is the point of using **PDSA** cycles to trial new initiatives.



PROSPER Monthly Data Surveys

The more 'eagle-eyed' amongst you may have noticed That the July 2020 to December 2020 pages of the Monthly Mapping surveys have now been removed.

These pages were left on the surveys when we inserted 2021 pages at the turn of the year, as it was felt some homes may still want to input 2020 data, particularly if they had newly engaged with the project. However, now we are mid-way through 2021 it is felt that this is unlikely. Plus, sometimes homes can easily inadvertently use the 2020 pages to input 2021 data, which causes the need to double-check this is what has occurred.

You can still back-date your surveys into 2020. Should any home want to submit any 2020 missing data, contact your PROSPER Support officer who can manually input the data to your survey. Your Monthly Dashboard will still show all the data input.



Silvana Court's Poem

It wouldn't be right to end this month's edition any other way, another amazing poem written by the Manager at Silvana Court Sue Smith,

From my window

I look out for my window and what do I see, I see you arrive for work to take care of me!

I see a beautiful garden with flowers galore, I see a large oak tree and so much more! ❤️

I see grass so green with a patio set, this is where we sat when we first met

You were kind and talked to me and listened to my needs ❤️

I live in your care home now and you take good care of me I sit by my window I dream of days gone by Sometimes I laugh sometimes I cry ❤️

But most of all I can see the world go by and the sun is shining high in the sky

I am content as I feel so loved, I am as free as Turtledove! ❤️

I look out my window and what do I see I see my husband smiling & waving at me ❤️

You can't see him but I know his there! I feel him beside I feel his presence in the air ❤️

So when you close my curtains you block my view! my window means more to me than it does to you ❤️

So please remember when I look out my window it's more than just a view! ❤️

It's my whole life and full of my memories too ❤️



<https://www.livingwellessex.org/care-provider-information-hub/>

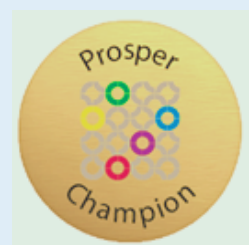
Done Something New and Exciting?

Do you have a top tip, an amazing new idea to share or an event that is different to any other and would like it published in the newsletter?

Email:

Prosper@essex.gov.uk

Don't forget to wear your badge with pride!



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