

# Quality Innovation Newsletter

Issue 55 April 2025

**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/](http://www.essexproviderhub.org/provider-hub-news-and-events/)

## 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.

### Introduction to Spiritual Care & Managing Spiritual Distress ( End of Life) Face to face training

A new half day, in person, training session delivered by St Helena Hospice on Spiritual Care, both religious and non-religious. The session will cover:

What is spiritual care?  
How does spirituality relate to religion?  
What does spirituality mean outside of religion?  
How does the word 'care' help or hinder?

Multi-cultural approaches to death & dying  
Central American Day of the Dead  
Shinto shrines (Obon festival)  
Indian cremation on the Ganges

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Ghanaian Adowa Ceremony  
Tibetan Sky Burials  
Western Funerals  
What is spiritual distress & how to help  
Seven Domains of Spiritual Distress  
Introduce concepts of Dukkha/Lament

Tools for accompanying patients through spiritual distress  
Spiritual Care Assessments

### Dates & Venues

- 23rd April 2025, 9.30am to 1pm – Colchester Football Stadium
- 1st May 2025, 9.30am to 1pm – Hamptons, Chelmsford
- 17th June 2025, 9.30am to 1pm – Colchester Football Stadium
- 19th June 2025, 9.30am to 1pm – Hamptons, Chelmsford
- 1st July 2025, 9.30am to 1pm – Lopping Hall, Loughton

To book please email  
[quality.innovation@essex.gov.uk](mailto:quality.innovation@essex.gov.uk)

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## Understanding Dementia & Delirium and Dementia & Hearing Loss - Alzheimer Society

This full day training session, run by the National Alzheimer Society training team, will enable staff to find out about delirium and the symptoms associated with, it as well as understanding the difference between dementia and delirium. The course will explain how to support people experiencing delirium in primary and secondary care which care staff can apply to practice.

In the afternoon the session will explore Hearing loss which can be more common as people get older. For a person with dementia, this can cause extra problems. This course aims to provide information about dementia, hearing loss and deafness and to improve knowledge and understanding of how to support people and improve communication and quality of life.

### Dates & Venues

- 25th June 2025, 9.30am to 4.30pm – Colchester Community football stadium, United Way, Colchester CO4 5UP.- waiting list only
- 10th July 2025, 9.30am to 4.30pm – Hamptons Sport and Leisure, Tydemans, Chelmsford CM2 9FH – waiting list only

## Responding to Distressed Behaviours of a person with Dementia– Alzheimer Society

Develop your knowledge and skills in responding to challenging situations with empathy and respect. This full day course, run by the Alzheimer Society for Residential Care Staff, focuses on behaviour as a form of communication and equips attendees with the skills to recognise certain behaviours in people with dementia and their associated triggers.

### Dates & Venues

- 30th June 2025, 9.30am to 4.30pm – Hamptons Sport and Leisure, Tydemans, Chelmsford CM2 9FH- waiting list only
- 2nd July 2025, 9.30am to 4.30pm – Colchester Community football stadium, United Way, Colchester CO4 5UP – only 1 space remaining

To book please email

[quality.innovation@essex.gov.uk](mailto:quality.innovation@essex.gov.uk)

More resources on dementia can be found on the Essex Provider Hub at

<https://www.essexproviderhub.org/dementia/>

These can also be found in the Prosper Toolkit and the Domiciliary Care Toolkits on the Essex Provider Hub

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## Person Centred Dementia Care –

Open to both Domiciliary & Residential/ Nursing Care staff.

This full day in person training for care staff covers the following:

- Understand the feelings associated with living with dementia
- Know how to support and enable people with dementia to meet basic care and nutritional needs
- The importance of knowing people with dementia as individuals
- To recognise positive outcomes for people with dementia
- Recognise the difference between helpful and unhelpful communication and the barriers.
- Understand different realities and how to recognise and meet their needs
- Identify and respond to distress behaviours, understand and address common causes of distressed behaviour including pain.

### Dates & Venues

**Thursday 24th April 2025** – Colchester Community football stadium, United Way, Colchester CO4 5UP.  
9.30am – 4.30pm

**Thursday 15th May 2025** – Hamptons Sport and Leisure, Tydemans, Chelmsford CM2 9FH. 9.30am – 4.30pm

To book email [quality.innovation@essex.gov.uk](mailto:quality.innovation@essex.gov.uk)

## PROSPER Champions Study Days

Our Prosper programme uses quality improvement methodology in the prevention of falls, pressure ulcers and UTI's in Residential and nursing homes. The Prosper Champion Study Days are an opportunity for Prosper Champions to get together and share ideas, what has worked and what hasn't.

This round of champions days will be focusing on;

- Ecoli, Catheter Care and UTI's – delivered by the IPC teams from your area.
- Oral Healthcare – CQC expectations, assessments, how to support someone with Oral Health and the equipment to help you – delivered by Community Dental Services
- Simple Root Cause Analysis tools to help identify why something may have happened to inform your PDSA cycles.

### Dates & Venues

- **West** Thursday 5th June 2024, 10am to 2pm  
The Harlow Hotel, Harlow
- **North** Tuesday 10th June 2024, 10am to 2pm  
Colchester Football Stadium
- **Mid Essex** Thursday 12th June 2024, 10am to 2pm  
Hamptons Sport & Leisure, Chelmsford

There will be refreshments and lunch provided  
To book please email [Prosper@essex.gov.uk](mailto:Prosper@essex.gov.uk)

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## OT Monthly Advice Clinic

Our Senior Occupational Therapist, Caroline Robinson is running a virtual weekly advice clinic, an opportunity to ask any OT questions in relation to any person you are supporting. Every Wednesday, from the 23<sup>rd</sup> April 2025, 10.30am to 11.30am. To receive the link email

[quality.innovation@essex.gov.uk](mailto:quality.innovation@essex.gov.uk)

## Training Opportunities for Domiciliary Care Providers

### Oliver McGowan Tier 2 Training

Tier 2 of the Oliver McGowan Mandatory Training on Learning Disability and Autism is for people who may need to provide care and support for autistic people or people with a learning disability.

#### Dates & Venues

**Tuesday 8<sup>th</sup> April** -Hamptons Sport and leisure, Chelmsford, 9.30am-4.30pm

**Thursday 8<sup>th</sup> May** - Colchester football stadium, Colchester, 9.30am – 4.30pm

**\*\*Please ensure you complete Tier 1 of the Oliver McGowan Mandatory Training before attending this training.**

To book email [quality.innovation@essex.gov.uk](mailto:quality.innovation@essex.gov.uk)

## Hoarding Training (Virtual)

This training will give you an understanding of Hoarding and how to support a person with hoarding tendencies.

**Wednesday 9<sup>th</sup> April** either 10am – 11am **OR** 2pm - 3pm

To book please email

[quality.innovation@essex.gov.uk](mailto:quality.innovation@essex.gov.uk)

## Sepsis Awareness (Virtual)

This virtual training session will provide carers with an understanding of the cause, signs and symptoms of SEPSIS.

SEPSIS is a life-threatening condition that arises when the body's response to an infection injures its own tissues and organs, with the immune system going into overdrive.

- 22nd May 2025, 9.30am to 11.30am
- 22nd May 2025, 12pm to 2pm

To book email [quality.innovation@essex.gov.uk](mailto:quality.innovation@essex.gov.uk)

More information and resources on SEPSIS can be found on the UK SEPSIS Trust website <https://sepsistrust.org/>

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## Mental Health First Aid – 4 Day Course (Virtual)

This 4-day training course will cover:

A deeper understanding of mental health and the factors that can affect people's wellbeing.

Practical skills to spot the triggers and signs of mental health issues.

The confidence to step in and support someone in the workplace by guiding them to appropriate support.

Three years access to the MHFAider Support App® with 24/7 digital support.

Access to exclusive resources, ongoing learning opportunities, and the benefit of joining England's largest community of trained MHFAiders®

**All 4 days must be attended** to obtain your certificate.

Day 1 – 23<sup>rd</sup> April 2025, 9.30am to 2pm

Day 2 – 30<sup>th</sup> April 2025, 9.30am to 2pm

Day 3 - 7<sup>th</sup> May 2025, 9.30am to 2pm

Day 4 – 14<sup>th</sup> May 2025, 9.30am to 2pm

To book email [quality.innovation@essex.gov.uk](mailto:quality.innovation@essex.gov.uk)

## Healthcare Management

These in person sessions will cover common healthcare issues that the people you support may have and will give care staff an understanding of how to deliver personal care, the things to watch out for and the correct Infection Prevention Control measures.

### Catheter Care

- 7th May 2025, 9.30am to 12.30pm, Chelmsford
- 21st May 2025, 9.30am to 12.30pm, Colchester

### Stoma Care

- 7th May 2025, 1pm to 4pm, Chelmsford
- 21st May 2025, 1pm to 4pm, Colchester

### Pressure Area Care

- 11th June 2025, 9.30am to 12.30pm, Chelmsford
- 17th June 2025, 9.30am to 12.30pm, Colchester

### Diabetes Awareness

- 11th June 2025, 1pm to 4pm, Chelmsford
- 17th June 2025, 1pm to 4pm, Colchester

To book email [quality.innovation@essex.gov.uk](mailto:quality.innovation@essex.gov.uk)

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## Domiciliary Care Champions Days

We have some exciting new champion days coming up in June and July, aimed at Domiciliary Care Agencies and is open to any staff member.

The days will cover bitesize sessions with some interesting guest speakers.

The Champions Day will include sessions from:

- Essex Police - Modern Slavery & Human Trafficking,
- Essex Fire Brigade – Fire safety and their services
- IPC team – Catheter Care, Ecoli & UTI's,
- Hospices – their services and what it means when they are involved,
- Provider Quality Teams Senior OT – Falls & Caffeine

## Dates & Venues

- **26th June 2025, 9am to 3.30pm, Hamptons Sport & Leisure, Chelmsford**
- **3rd July 2025, 9am to 3.30pm, Colchester United Football Stadium**

To book email [quality.innovation@essex.gov.uk](mailto:quality.innovation@essex.gov.uk)

## Domiciliary Care Toolkit

At the beginning of this year we launched our new Domiciliary Care Toolkit on the Essex Provider Hub. The toolkit has lots of resources and links to free training opportunities that are offered by national organisations such as Parkinson's UK or the Huntingdon Disease Association.

Along with useful information such as the Essex Fire Services Fire Safety resources or Dementia UK's advice videos.

The toolkit is split into the following categories

- Dignity in Care
- Falls Prevention
- Fire Safety
- Frailty
- Health Conditions
  - COPD
  - Delirium
  - Dementia
  - Diabetes
  - Huntingdons Disease
  - Multiple Sclerosis (MS)
  - Parkinson's
  - Urinary Tract Infections
- Hoarding
- Nutrition/Malnutrition/Hydration
- Oral Health Care
- Staff & Managers

The toolkit can be accessed on the Provider Hub:  
<https://www.essexproviderhub.org/quality/quality-innovation-team/domiciliary-care-toolkit/>

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## Updates & Training Opportunities for AWD Providers

Please see details of our upcoming offers for April and May below. Click on the links under each heading for full session and booking details.

### Epilepsy Awareness & Buccal

#### Midazolam - Delivered Virtually by TEACH Ltd

A 3-hour accredited training course for anyone who supports a person with epilepsy and may be required to administer buccal midazolam for prolonged seizures. The course will provide delegates with a full understanding of epilepsy and seizure management; and in the safe administration of buccal midazolam. A practical demonstration on how to give emergency medication will be carried out.

#### Dates & Times

Tuesday 15 April 2025 9.30am- 12.30pm

**OR**

Tuesday 15 April 2025 1:00pm - 4:00pm

Please complete the booking form via [epilepsy-and-buccal-midazolam-april-2025.docx](#)

## Makaton Sign -A-Long

Debby Avauche is returning to deliver a fun Sign-a-Long session with us! This activity session is ultimately for the adults you support to have some fun, however if you want to join in and learn to sign-a-long to a song please do! All abilities welcome, even if you only wish to enjoy the music! Please complete [this form](#) and return to [quality.innovation@essex.gov.uk](mailto:quality.innovation@essex.gov.uk) to receive the joining link.

## Modern Slavery & Human Trafficking Awareness

Bob Fortt, Prevent & Protect officer from Essex Police's Modern Slavery and Human Trafficking team are offering this session to AWD providers across Essex. This session aims to teach you how to identify, address and prevent modern slavery across the care workforce. An overview of this training is as follows:

- Modern Slavery & Human Trafficking Overview
- Types of exploitation
- Signs of exploitation
- Victim barriers
- National Referral Mechanism/reporting concerns

To book please complete the booking form via [Events – Modern Slavery & Human Trafficking Awareness for AWD Providers | Provider Hub](#)



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## Learning Disability Health Day Event West Essex

Run by Hertfordshire and West Essex Intergrated Care System. This event is being run to ensure that individuals from the Learning Disability community have a better understanding of cancer, the signs and symptoms to look out for, and feel confident and comfortable completing their bowel screening and attending other screening tests. Please contact Hertfordshire and West Essex Intergrated Care System for further event information by using the link

<https://www.hertsandwestessex.ics.nhs.uk/contact/general-enquiries/>



## Learning Disability & Autism Learning Event 2025

Suffolk and North East Essex are hosting a free event on the 1st May 2025. This event is split into a morning session and an afternoon session. Please use the link below for further event and booking information.

[Learning Disability and Autism Learning Event 2025 Tickets, Thu 1 May 2025 at 09:30 | Eventbrite](#)

## Community Dental Services Training

To see details of the training opportunities offered by the Community Dental services please see

<https://www.communitydentalservices.co.uk/oral-health-improvement/social-care-training/>



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## Your Good News Stories

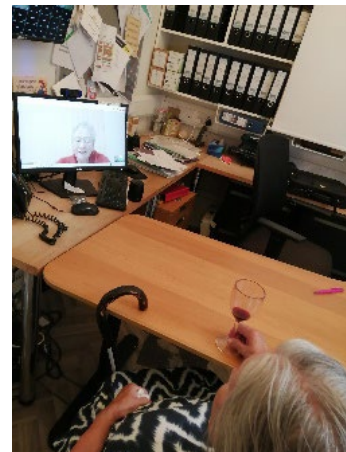
### Long Lost Families

Hargrave House Manager Shelley Sidhu told us how the homes deputy manager Devina Crane and Senior, Susan Rule turned their investigative skills to clever use to help find one of their residents long lost families.

Resident M had been residing at the home for two years with no known family or visitors, eventually the home managed to retrieve some of her personal belongings from her old flat, amongst them were some old photos and a birthday card from M's cousin with an Australian stamp on it.

Devina and Susan used the powers of social media and managed to locate M's cousin in Australia. The home then brought Australia to Hargrave house by facilitating a video call between M and her cousin. Both ladies were so pleased to finally have contact again. M's cousin had been trying for a few years to locate her and had no idea what had happened to her which proved unsuccessful. Shelley told us "My team have gone above and beyond to reconnect the family together and I am immensely proud of their efforts!"

Well done to Devina and Susan for reuniting the long-lost cousins.



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## Cook What you Eat – Elizabeth House

Elizabeth House, residential home in Benfleet, contacted us to tell us about their latest initiative 'Cook What You Eat'. Which aimed to get residents involved in home cooking and preserving their cooking skills while living in a care home.

Home receptionist Danielle McGuinness explains "All the residents made a vote on what they wanted to cook, and the majority was bread and butter pudding as it is defiantly an old-time favourite. We believe it is incredibly beneficial to promote cognitive stimulation following steps and keeping the residents happily active. Sensory stimulation is also very important as smells and textures trigger memories and past experiences, especially for those that have limited verbal communication.

that social interaction opportunity. After the baking, we all had a taste of the bread-and-butter pudding which was very delicious.

This challenge brought happiness and smiles on their faces, and everyone was talking about how they used to cook for their families when they were younger".

## 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](mailto:Quality.innovation@essex.gov.uk)

All our past newsletters can be found on the Essex Provider Hub

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



Danielle continued "It was wonderful to see everyone enjoying the session together and having

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## Essex Care Sector Awards

We are pleased to announce the Essex Care Sector Awards: The Prospers are back for 2025!

Celebrating the best of care in Essex demonstrated through innovation, achievement and outstanding contribution. This is the 8th Annual Awards and is open to all providers who deliver a care service to Adults in Essex County Council's Local Authority Area.

We welcome nominations from care staff, managers, seniors, relatives and the people you provide a service for!

There are 15 Awards up for grabs!

- The categories are:
- Outstanding Carer/Support Worker
- Outstanding Care Sector Nurse
- Outstanding Leadership
- Unsung Hero
- Team of the Year
- Prosper Award
- Ageing Well for Adults with Disabilities

- Community Partnership
- Dementia Care
- Palliative Care
- Activities and Wellbeing
- Mental Health and Wellbeing
- Digital Impact and technology
- Equality, Diversity and Inclusion
- Climate Action: Towards Net Zero

To enter your service, leader or individual please complete the [nomination form](#) and email to [TheProspers@essex.gov.uk](mailto:TheProspers@essex.gov.uk)

The nomination window opens on the 9th June 2025 and **closes 5pm 25th July 2025.**

You can enter as nominations for as many categories as you like. Please refer to the [Award Criteria](#) for each category for guidance on what the judging panel is looking for, please note [Terms and Conditions](#) apply.

Winners will be announced at the Award Ceremony, the evening of 3rd December 2025 at Chelmsford City Racecourse, Great Leighs.

Why not have a read of the categories and criteria and start planning your nomination, you must be in it to win it!