



Newsletter



What Matters To You Day - 6 June 2024

Will you join the conversation?

'What matters to you' - also known as WMTY - is an international celebration that takes place every year, putting people at the heart of their care and support.

WMTY conversations help teams understand what's important to each individual and supports staff to provide care in a meaningful way.

Last year we visited Esmond Street Support Service in Glasgow to promote the benefits of these conversations for staff and residents.

We were delighted to be invited back to see the progress they had made with their 'Wall of Life'.

Meet Pauline, she was so happy to share the 'what matters to you' wall they have created at Esmond Street and how the team know and act on what is important to her.



This year in partnership with Norwood Care Home in East Renfrewshire and Tommy Whitelaw, The Alliance Scotland, we are offering an in person workshop on 16 May 2 - 4.30pm to help staff plan activities for WMTY.

Book your space [here](#) and join the conversation!



RCN Scotland Nurse of the Year Award Finalists 2024

The RCN Scotland Nurse of the Year Awards is now in its second year. The awards highlight the best of nursing across care settings. Congratulations to all the finalists with a special mention to Maxine and Angela from Boclair and Braemount care homes.



Maxine Kinnoch
Manager
Boclair Care Home
East Dunbartonshire

Maxine is a finalist in the Care Home Nursing Award category. She is known to lead by example and prioritise residents needs.

Her vision and dedication demonstrates her commitment to quality care.



Angela Brown
Care Assistant
Braemount Care Home
Renfrewshire

Angela is a finalist in the Nursing Support Worker of the Year category. She is dedicated and known for her kindness, enthusiasm and commitment.

She always advocates for the needs of the residents in her care.

Meet our team... In this issue we introduce Vineta and Michelle



Vineta Scullion
Care Support Worker

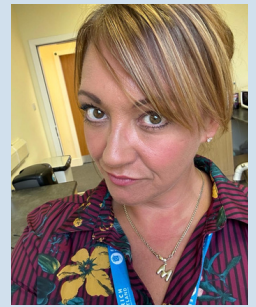
Hi, my name is Vineta and I joined the CHC as a Care Support Worker in June 2023. I had previously worked in Trauma and Mental Health services.

Working in the role has allowed me to get involved in a variety of different projects and I am passionate about supporting residents living with dementia.

I am inspired by the dedication of care home staff and have learned so much from staff sharing their experiences and supporting the delivery of care. I am looking forward to working with more dedicated staff and contributing to the support of residents care.

Hello, my name is Michelle and I am the Dementia Nurse Specialist at the CHC. I am a registered mental health nurse and I have worked with older people living with dementia in care homes, hospitals and community settings for more than 15 years.

Working with care home teams has been inspiring. I have come to this post to support care home staff to build on the great skills they already have. Working together we can help people living with dementia in care homes to live the best life they can by really understanding what matters to them.



Michelle Haddow
Dementia Nurse
Specialist

Dementia Awareness Week 27 May - 2 June 2024

There are more than 200 causes of dementia, and not every type of dementia leads to memory problems. Around 7 in 10 care home residents have a diagnosis of dementia, but this number might be higher as not all residents with symptoms of dementia have a formal diagnosis.

As part of dementia awareness week, Alzheimer's Scotland is asking people to put the kettle on, have a '**Tea and Blether**', and talk about dementia. At the CHC we are having a cuppa and highlighting good practice and resources on social media. We would love to hear about your 'Tea and Blether', so join the campaign and tag [@nhsggcchc](#) and [@alzscot](#) with [#mugshot](#)



Tea
&
Blether
2024

To help teams raise awareness, Alzheimer's Scotland have developed a tool kit. You can download the resources [here](#).

It is important to remember that people who live with dementia have had a whole life before dementia. Using the '[Getting to know me](#)' document, teams are able to understand what matters to the person, which can prevent and reduce distress in dementia.

When someone living with dementia seems distressed it may be that they need something but they can't find a way to tell the people looking after them. If this need cannot be met then the person will continue to become more distressed.

The CHC has training available to support staff working with residents living with dementia and this can be found on the [Care Home Collaborative website](#).

Sharing success in HC-One Care Homes

Understanding the why?

In the last few months, HC-One have been sharing the success they have had working in partnership with the Health and Social Care Improvement Team at the Care Inspectorate. During 2023, Katy Jenks, Dementia Care Manager, HC-One and David Marshall, Care Inspectorate worked with all eight HC-One Scotland care homes to reduce stress and distressed behaviours. One of the many successful case studies will feature in the Scottish Government's new Dementia Strategy and it's ten-year delivery plan.

The project aimed to reduce the reliance on routine and as required medication for the management of stress and distressed behaviours. The care teams involved were asked not to just reach for medications but to pause and observe the behaviour of residents. By doing this, they could identify possible causes and patterns to the behaviours.

For example, one resident would get distressed around sunset and felt threatened by people following him at this time. By understanding this as a cause, the team fitted a blind in his room to reduce the hallucinations caused from the shadows at sunset and the resident was calmer and settled.

The new Dementia strategy will feature a case study from Hillside View Care Home in Renfrewshire. The team realised that the height of care staff was causing distress to one of their residents during personal care. By identifying this, the team has been able to tailor personal care activities. As a result, the resident is accepting personal care on a more regular basis without becoming distressed. This resident participates in activities more often and is sitting for meals in the dining room. Staff feel the resident is more relaxed and content and their medication has also been reduced.



Hillside View Care Home team

At the end of March 2024, staff from the CHC were able to hear directly about the project and its success from Katy and David. The Webinar was recorded and you can listen [here](#).

Katy said “It was a very inspirational project, watching frontline staff embrace a new way of working that had positive impacts on people in our care. They embraced finding the “why” for behaviours and adapted care so that medication was only ever a last resort, resulting in better quality of life outcomes for people and improved job satisfaction for staff who work in these homes.”



Demystifying Death Week 2024

Taking place from 6 - 12 May, Demystifying Death Week is about shining a light on death, dying and bereavement in Scotland. People are encouraged to get involved by attending events that focus on these topics.



Care Home Collaborative

9th May
9.30am - 2.30pm

Care Home Collaborative Development Day

The Care Home Collaborative is delivering a free education event on Thursday 9th May for Care Home Staff. The programme will reflect 'Demystifying Death Week' which falls on 6th - 12th May 2024.

As part of this awareness week, the CHC Palliative Care Nurse Specialist will be available in the foyer of Crosslet Care Home on the day for those who wish to drop in and discuss the demystification of death.

Click [here](#) or scan the QR code below to register.

Certificate for 5 hours CPD

Programme

- What makes a good death?
- Oral Intake and Nutrition Screening in Palliative Care
- Understanding Dementia and its progression
- Palliative Wound Management and Pressure Ulcer prevention at End of Life

Venue Crosslet House Care Home, Argyll Avenue, Dumbarton, G82 3NS
For any queries contact: ggc.chccontact@ggc.scot.nhs.uk

As part of this, the CHC is holding a Development Day in Crosslet House Care Home in Dumbarton on 9 May 2024 for care staff that will focus on topics relevant to palliative and end of life care. Also, our palliative care nurse specialist will be available throughout the day in the foyer of the care home to meet, explore resources and discuss the demystification of death in care homes. We would welcome residents, relatives and staff to join us in joining the national conversation.

Hope to see you there!

Pressure Ulcer Prevention - Residential Homes

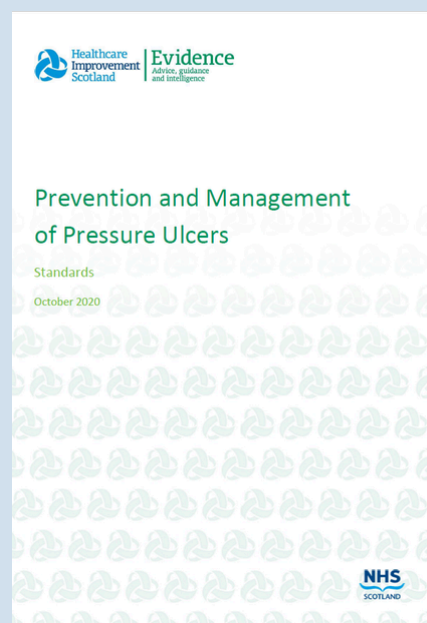
Health Improvement Scotland, [Standard for Prevention and Management of Pressure Ulcers 2020](#) state that all social care environments are required to risk assess people who are in their care.

The CHC team has worked in partnership with care home managers and staff at Hawthorn House Residential Care Home to develop a suitable risk assessment and package of change, to help reduce the risk of pressure damage to their residents.

Through education provided by the Glasgow City Care Home Nursing Team and using the tools listed below, residents at Hawthorn House had no Grade 2 and above pressure ulcers for almost 8 months.

- Community Pressure Ulcer Risk Assessment (CPURA)
- SSKINS Care Plan
- Repositioning Chart/ SSKINS Care Bundle
- Reasons for not delivering care
- Flowchart - identifying new pressure damage and route of escalation
- Advised stock list of pressure relieving equipment

This package is available to support other residential homes in managing the risk of pressure damage. If you manage a residential care home and are interested in knowing more please contact us at ggc.chccontact@ggc.scot.nhs.uk

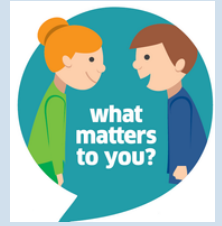


WMTY - Conversations with families and unpaid carers

Are you an unpaid carer for someone in a care home? Or for someone considering a move to a care home? Then this event is for you!

Join us for a jam-packed morning of inspiration:

- Hear from two local carers, who share their story of caring
- Tommy Whitelaw of The Alliance Scotland talks about "Intelligent Kindness"
- Swap stories with a local care home manager, and dive into the world of person-centred care.
- Tell us what matters to you



Join us at Eastwood House, Eastwood Park, Rouken Glen Road, Giffnock
Thursday 16 May 2024, 10am - 12.30pm - sign up using the QR code

Learning opportunities

- **Essentials in Psychological Care - Dementia Training**
8 May, 5 June
- **SSKINS Study Days** - 15 May
- **Learning Forum** - 11 June
- **Sage and Thyme** - 2 May, 28 May, 20 June
- **Care Home Development Day** - 9 May
- **Scottish Improvement Foundation Skills (SIFS)** - Next session begins 30 May with attendance also required 25 June and 12 September
- **Delirium** - 14 May, 12 June
- **Dysphagia events** - 28 May, 29 May, 30 May



[Click here or scan the QR code for further details of all our learning opportunities and to book one of our sessions](#)

How to get involved

There are many ways to get involved and the team welcomes your input.

- Sign-up for our newsletter and updates
- Share your stories of person centred care and good practice.
- Join our groups and inform our work



Contact us for support, information and enquiries.

Visit our website at www.nhsggc.scot/carehomecollaborative
for up to date resources and training