

Care Home Collaborative Newsletter

Welcome to November's newsletter. The clocks have just changed and the nights are drawing in. This month we focus on successes within Care Homes and information about upcoming events within the CHC.

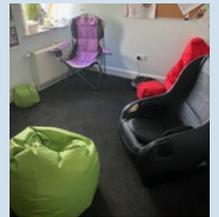
Celebrating Wellbeing in Inverclyde

Greenock Medical Aid Society, a charity based in Inverclyde, has developed the Wellbeing Champion role for staff in both Bagatelle and Glenfield Care Homes. This has had a positive impact on staff, and also on the lives of residents and their families, and has helped to maintain a homely environment for all.



A Wellbeing Room was created to give staff space to relax when they want or need it. One staff member commented 'I use the wellbeing room at break time as it is so peaceful.' The room has been put to good use with regular activities such as relaxation, facials, hand massage, health talks and craft activities that are well attended by staff from both homes.

A quarterly wellbeing newsletter has been developed to keep staff up to date with information and resources covering a wide range of topics that support their physical and mental wellbeing. The first newsletter included bereavement support, kindness matters, and menopause awareness to name but a few. The wellbeing champion is currently developing a Grief and Bereavement Support Session that can be accessed quickly to support team members when there is a death in one of the homes.



The homes are very much part of the community and staff and residents are regularly involved in fundraising activities. Most of the staff are local to the Inverclyde area, and some have worked at Bagatelle and Glenfield for over two decades. One staff member said 'It's really like an extended family. Even when we're not working we often pop in to see how our residents are doing or how activities are going'

As with many homes, when a resident dies, their relatives often continue to visit and be part of the Bagatelle and Glenfield family.

You are invited...Wound Care Study Day

We are pleased to announce our first Wound Care Study Day. In response to requests from care homes, we worked in partnership with colleagues across the six Health and Social Care Partnerships to develop a study day, which counts towards Continuous Professional Development (CPD). The day is a combination of information and hands-on practical sessions. The training is suitable for registered nurses, and care staff **who have an existing competency in wound management within their role in the care home**. The training will take place on 30th November and provides a refresher on wound care and current formulary products.

- Introduction to wound assessment and definition of a wound
 - Practical session to assess wounds
 - Management of wounds
 - Healing and antimicrobial stewardship
 - Use of case studies to demonstrate treatment of wounds
- Find out more and to book your place click [here](#).



Meet our team... In this issue we introduce Victoria and David



Victoria Campbell
Lecturer/Practitioner
Advanced Practice

Hi, my name is Victoria and I'm a Lecturer Practitioner of Advanced Practice within the CHC. My background is as an Advanced Nurse Practitioner (ANP) for the past 17 years. My role is the education and governance of ANPs that support care homes. This may be Care Home ANPs, Hospital at Home ANPs or Primary Care or General Practice ANPs.

My work focusses on enhancing the provision of the right care, at the right time, in the right place for care home residents. I am passionate about person centred care and I have a keen interest in quality improvement, clinical leadership and patient/resident safety.

Hello, I am David, one of two Quality Improvement Advisors with the CHC. A biomedical scientist by trade, I came to the CHC following seven years in roles across health science, clinical research and quality assurance.

The driving force throughout my career has been a passion for delivering quality care and at the CHC I am privileged to work with a multi-disciplinary team of professionals who share a similar ethos.

My role is to support the team and partners to understand and plan quality improvement work in collaboration with care homes. The most rewarding part of my job is empowering staff and seeing the impact these projects have on the lives of residents.



David Ejim
Quality Improvement
Advisor

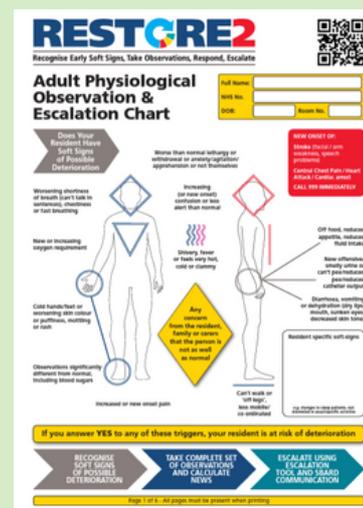
Winter Planning with RESTORE2



With winter fast approaching, care home staff are well placed to identify subtle changes with their residents, which can often be the first signs of them becoming unwell. If these signs are recognised early, this can often lead to better outcomes for residents, by helping to ensure they receive the right care, at the right time, in the right place. Caring for an unwell resident can sometimes be daunting for nurses and carers, who may voice feeling vulnerable and unsupported, with difficulties raising concerns about residents.

The Healthcare Framework recommends RESTORE2 as a tool to support nurses and carers. There are five key parts to RESTORE2:-

- Recognising soft signs of deterioration which supports carers to identify potentially unwell residents
- Knowing 'what's normal for the resident' which in turn helps understand when a resident's condition has changed
- Use of the National Early Warning Score to provide a standardised and objective assessment of risk and sickness
- An escalation / communication pathway to help staff 'get the right help' for their resident
- A structured communication tool to guide staff to 'get their message across'.



If RESTORE2 would be of benefit to your home, please have a discussion with your care home manager and/or visit the website to view and download the resources or contact us through our [Contact Form](#). More information to follow in the next issue.



Quality Improvement Methodology

Would you like help to implement a change idea in your care home?

Quality improvement (QI) provides you with the tools to measure change, demonstrate improvement and share best practice from one unit or care home to another. To provide health and social care professionals with the skills of QI, the Scottish Improvement Foundation Skills (SIFS) course was developed.

The CHC and partners are testing a model of delivering SIFS that consists of 3 full days of in-person workshops and runs over a 12 week period. The plan is to offer this to colleagues in care homes and HSCPs in 2024.

Dates will be available soon. In the meantime click on the link to find out more about Quality Improvement.



[NHS Quality Improvement Journey](#)

Williamwood Care Home - Nutritional Support

Gillian, Advanced Practice Dietitian at the CHC, was contacted by Williamwood Care Home in East Renfrewshire for support to improve the care home team's understanding, confidence, and implementation of the MUST Step 5 pathway. This pathway is used when a resident has a MUST Score of 1 or above, and guides staff on the management of malnutrition. Together, they decided that the CHC would provide bespoke, in-house training on MUST and the MUST Step 5 pathway for 15 team members, including the care home manager, chef, and senior carers. This training session took place in February this year.

Stuart, CHC Care Home Support Worker, has regularly visited the care home, supporting the team to develop a quality improvement project and identify change ideas that would meet the residents' nutritional needs. Ideas have included:

- Developing a MUST resource folder with relevant information for the team that is easily accessible to all staff.
- Scheduling monthly discussion sessions for senior carers using the MUST screening and MUST Step 5 pathway - this provides opportunities to highlight issues and seek solutions together.

In October, Stuart and Gillian held a focus group within the home to evaluate the project's impact. The feedback from this highlighted the following:-

- By working together, the MUST Step 5 pathway was successfully implemented by the team.
- Regular support from the CHC and the opportunity to ask questions increased the team's confidence in using MUST when a resident has a nutritional risk.

As a result, the team feel confident in supporting residents with an identified nutritional risk, with effective food fortification, resulting in a positive outcome for the resident.

This feedback was invaluable and will guide the implementation of the project. In future the CHC hopes to collaborate with other homes and share our MUST resource folder.

Useful resources supporting MUST and MUST Step 5 have also been developed and can be accessed on [Nutrition In Care Homes - NHSGGC](#)



The Williamwood Team

Scottish Care - National Care Home Awards 2023



Drumroll, please! The finalists for the Scottish Care National Care Home Awards 2023 have been announced.

Congratulations to all the nominees and the finalists from small to large organisations and everything in between. These awards honour and recognise excellence in the care home sector.

Special congratulations to all of the finalists from care homes across Greater Glasgow and Clyde who are being recognised for their expertise, passion and commitment.

The winners will be revealed at a dazzling awards ceremony on Friday 17th November at the Hilton Hotel in Glasgow.

From everyone at the CHC, have a fabulous night celebrating excellence in care homes, and we look forward to hearing more and of course finding out who will receive the Outstanding Achievement Award this year. Good luck everyone!



Learning opportunities



- Meaningful Activity Network - 7th November
- Essentials in Psychological Care - Dementia Training 15th and 29th November
- SSKINS - 16th November
- SPHERE Contenance Training Programme - 21st November
- Wound Care Study Day - 30th November
- Confirmation of Death Training - 6th and 14th December



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

New resources

Check out the latest resources added to the CHC website

- IDDSI and Dysphagia poster
- Falls prevention posters
- NHS Winter Vaccination information
- RESTORE2 resource links and videos added to the
- SAGE & THYME training dates

Click [here](#) to access.



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 workstreams and inform the direction of our work

Contact us for support, information and enquiries.

Keep up to date with our activity by following us on  at [@nhsggcchc](#)

