

SPRING 2023 ISSUE 3

CHIT CHAT



Lothian Care Home and Integrated Teams Chat

Welcome...

Welcome to the Spring Edition of the Lothian Care Homes and Integrated Teams newsletter.

If you have anything you would like featured in the next edition or have any thoughts on this newsletter please contact us

loth.qstandardscarehomes@nhslothian.scot.nhs.uk

Spotlight on:

Framework to Enable Competency Assessment

The Framework to Enable Competency Assessment Across Health and Social Care in Lothian has been developed and authorised for use across all Health & Social Care services in Lothian.

The Framework was developed under the Lothian Care Academy umbrella to support governance arrangements, standardise the process, and promote 'best practice' with competency assessment across services. Fundamentally competency assessment can happen if a Service Level Agreement is developed. The Framework can be accessed via the NHS Lothian Internet site (<https://services.nhslothian.scot/carehomes/resources/guidance-legislation-and-frameworks/>)

Care Home Website Feedback

The Quality Improvement Team for Care Homes and Primary Care Settings maintains the Care Homes website and has been working to improve it for users - we can't do this properly without your views.

With this in mind we would very much appreciate it if you could give us your thoughts about what you like, don't like, and want to see on the website. You can do this by using the QR code (or the link on the website homepage) to complete a short questionnaire.

Thank you in advance!

This issue:

Welcome

Spotlight on:
Framework to Enable
Competency Assessment

Care Home Website
Feedback
PAGE 01

Edinburgh Napier
Retention Project
PAGE 02

Secure Email Update
PAGE 03

Care Homes Website
PAGE 04

QR Code



to the survey



A team of researchers and health and social care practitioners are offering two different ways to work collaboratively to support practice change and improve care home staff retention and wellbeing.

1. Staff Listening Events and Activities - we call it Listening CHAIR

We can host listening activities ensuring staff can engage with us in their preferred way and at times that are convenient for them. For example, small group discussions, feedback posters/listening chair and drop-in sessions. Your care home will be provided with a report on the collated staff views on how to support wellbeing and keep staff in their jobs, which could be used to inform future Quality Improvement activities in your home.

Drs Stephen Smith and Gerry Finnan of Edinburgh Napier University can then work with you to build on the outcomes of the Listening Activities by participating in an Appreciative Inquiry quality improvement project. This would involve your managers and staff working with them through an appreciative inquiry cycle. Together the practitioner researchers and care home staff will co-create their 'dream' of staff wellbeing at work and positive retention experience, then through quality improvement activity, evaluate these activities and use their knowledge of what works well, to enable these good things to happen more of the time.

2. Wellbeing Team Meetings - do your staff need a CHUDDLE?

Contact us if you are interested in introducing regular Staff Wellbeing Meetings (sometimes called Huddles or end of shift check ins). Evidence has shown the importance of staff sharing experiences, acknowledging difficulties and giving and receiving feedback. Over three months we would work with you to look at different ways of doing this and how this would fit with your care home. A small evaluation would be undertaken to capture the learning.

MEET THE TEAM

From Edinburgh Napier University:
Lucy Johnston, Stephen Smith and
Gerry Finnan.

Stephen is an Associate Professor in SHSC and has extensive experience of utilising Appreciative Inquiry in both education and research, specifically where research is applied to practice and enables direct improvements in care.

Gerry is a recently appointed lecturer in Napier and joined the school from NHS Borders where she was Quality Improvement Facilitator for PEOLC at NHS Borders, developing and implementing quality improvement initiatives both within the Specialist palliative care team and across wider areas of the board

We work in partnership with:

- ENRICH (Enabling Research in Care Homes) Scotland
- Dr Susan Shenkin, Reader & Honorary Consultant, NHS Lothian; Advanced Care Research Centre, University of Edinburgh
- Juliet MacArthur, Chief Nurse Research, NHS Lothian.

For more information

Or if your Care Home would like join us, please e-mail Lucy
l.johnston@napier.ac.uk

Successful project underway with NHS Lothian now able to share person identifiable information to some Care Homes in Lothian.

Following feedback from Care Homes, Scottish Care and NHS Teams, The Quality Improvement Team for Care Homes and Primary Care Settings undertook a project on Secure Emails for Care Homes.

Our aim was not only to increase the amount of Care Homes that had access to a secure email account but to also improve peoples' experience when communicating with the NHS.

The first stage of the project was to understand issues with the pre-existing process, which was providing NHS e-mails to Care Homes. We wanted to know who had access, the challenges people faced when using their account and if it was working or not.

Over the course of 3 months we found that only 45% of Care Homes had access.

When we spoke to the Managers, we found that almost exclusively all Care Home Managers had a negative experience with this system. Care Home managers expressed their frustration at the system and voiced concern about the amount of time they have wasted trying to either apply for an email account, access their account and phoning the IT Service Desk for support. During our conversations several Care Home Managers asked why they could not they use their business email addresses.

Following conversations with colleagues in the IT and Information Governance Teams we have designed a new process for the NHS and Care Homes to complete in partnership to allow the sharing of sensitive information.

We have completed a successful pilot stage of a new process which makes Care Homes existing business email secure. This means that NHS Lothian and all Care Home staff using the approved business emails can share resident identifiable and sensitive information via email.

We have completed this process for over half the Care Homes in Lothian. We are now in the process of contacting the remaining Care Homes to offer them a chance to complete this process.

If you have not been contacted yet or would like more information, please contact:

loth.carehomesqistandards@nhslothian.scot.nhs.uk





If you have information you want to share on the Care Homes Website - for instance: a page of your own; an item in Latest News; or information in Legislation, Guidance and Frameworks - please contact us at:

loth.gjstandardscarehomes@nhslothian.scot.nhs.uk

Please note: The address has changed for the Care Homes website and is now:

services.nhslothian.scot/carehomes/.



Address: services.nhslothian.scot/carehomes/

Each issue of CHIT CHAT will put the spotlight on two aspects of the Care Homes website. This issue we'll look at where you can find information relating to research and some of our fantastic new pages.



Research

In CHIT CHAT we regularly feature research studies, such as, the Retention and Wellbeing research study on page two. With this in mind we thought we'd highlight three of the research related pages on the website.

The **Care Homes Innovation Partnership's (CHIP)** ^{NEW} page can be found in the the **Care Homes Information** section of the website. It details work by CHIP who are a part of ENRICH, mentioned in the Retention and Wellbeing study. CHIP is a partnership team of six Care Homes who support each other in discussing issues relating to Care Homes, there is a focus on informing and taking part in research. They look at a range of topics in terms of tests for change.

The **Guidance, Legislation and Frameworks** page can be found in the **Resources** section of the website. Published research may at times be presented on this page. Furthermore, many of the documents on this page have themselves resulted from research and contain vital information relating to Care Homes and Care at Home services.

The **Latest News** page on the **Main Menu** of website features brand new information as it is released - almost like an announcement page. Information is varied but includes information on research studies, webinars and conferences as well as new guidance, legislation and frameworks.



Pages

Care Homes Community of Practice

A Community of Practice provides a model and safe place for connecting people in the spirit of learning, knowledge sharing, and collaboration. Lothian's Care Homes Community of Practice page can be found on the **Main Menu**. The page details what this Community of Practice aims to do, when they meet and how you can get involved.

Consultation Zone

In the spirit of collaboration, the Consultation Zone can be found on the **Main Menu**. It will feature draft documents relating to Care Homes and Care at Home services, in fact, the Competency Framework discussed on page one was the first document to feature. We would value your feedback on these draft documents as they will help shape the future of care - therefore, it's important that those working in care have a say in them.

OSCaRS

(Ongoing Supportive Conversations and Reflective Sessions)

Originally, designed by researchers affiliated with CHIP, OSCaRS are reflective debriefing sessions that take place in a Care Home after the death of a resident. The webpage details what OSCaRS are, how sessions work and contact details for more information. It can be found in the **Care Homes Information** section of the website.

Palliative Care Education

Whilst the OSCaRS look at support after death this webpage looks at training available for anytime during a life-threatening illness. It can be found on the **Education and Training** section of the website.

