SUMMER 2023 ISSUE 4

CHIT CHAT

Lothian Care Home and Integrated Teams Chat



Welcome...

...to the 4th edition of CHIT CHAT, we hope you are enjoying the start of the summer.

It is a year since the first issue of CHIT CHAT and we hope we have brought you interesting, enjoyable and useful information over the past year.

Our past articles have focussed on teams who work with Care Homes or projects carried out in Care Homes.

We would like to continue to bring you this news but in this edition we would also like to tell the stories of the Care Homes involved in their own words.

To read past issues of the newsletter please visit https://services.nhslothian.scot/carehomes/ or use the QR code:

If you would like to contribute an article to CHIT CHAT please contact us at:
loth.qistandardscarehomes@nhslothian.scot.nhs.uk

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Research Spotlight

Care Home Innovation Partnership (CHIP)

Cheryl Henderson and Dr Susan Shenkin

This group was set up by Jo Hockley to trial 'tests for change' in advance of a Training and Research Based Care Home (ToRCH) being built, plans for this are ongoing.

CHIP aims to get Care Home managers, other health and social care professionals, and researchers together to:

- Share best practice
- Support each other (particularly key during the pandemic)
- Help inform new research ideas
- Liaise with researchers and support research

We initially met face to face, then headed online during the pandemic, every 3 months, for 1-2 hours.

The sharing of what is working well, as well as what is needed, within Care Homes has been liberating. We have:

- Had a voice in shaping Scottish Government policy, e.g. on the National Care Service, end of life medications, and the governance and ethics around the use of data
- Helped to develop new services e.g. Online Supportive Conversations and Reflections (OSCaRS) after a death
- Identified priorities for research, which has led to funded studies on staff recruitment and retention, the use of care home data, and digital readiness, and several other ideas in progress.
- Shared some of the best practice and tests of change with each other, and at various conferences

Some of the tests for change the group have been involved with are:

- Namaste care for residents with dementia
- Student placements
- End of life training, debriefs and medication
- Technology, including electronic MAR system and Care Planning systems
- PainChek
- Data Scoping

Meet the Team



Supported by
ENRICH
Enabling Research in Care Homes

Co-Chair – Cheryl Henderson Education and Dementia Co-ordinator with Elder Homes Ltd.

Co-Chair - Susan Shenkin Clinical Academic (Reader) in Ageing and Health, University of Edinburgh

Care Homes involved:

- Erskine Edinburgh
- Viewpoint
- Braeburn
- Manor Grange
- Cluny Lodge
- Chamberlain House

Researchers and other health care professionals from:

- Napier University
- University of Edinburgh
- Marie Curie
- NHS Lothian

Find out more: please use the QR codes below or email us!

tay.enrichscotland@nhs.scot

CHIP QR Code

ENRICH QR Code

Nazareth House Bonnyrigg - Our Team, Our Journey

Josh Stallard Employee Engagement Manager, Nazareth Care

Josh Stallard has been working in Care Homes for decades and over the last 2 years he has led a huge transformation in Nazareth House Care Home in Bonnyrigg, Midlothian.

Since Josh has been in post, Nazareth House has undergone improvements in the care they deliver with their Care Inspectorate grades doubling to 4's on all five aspects of the inspection.

In this article Josh explains how he and the staff at Nazareth House Bonnyrigg have worked tirelessly to achieve this.

"Failure has never been an option to me as a Care Manager, the work required to support Nazareth House has been the biggest challenge of my career to date. This was not an easy task!"

The Goal

A well-run Care Home needs strong leadership; a clear direction; a supportive manager; and an environment that creates opportunities to develop. This was representative of my own first experience in working in care and is something I have always strived to replicate.

Creating The Team

My starting point had to be about creating the Team. I had experienced staff on the wrong shift patterns and had to make some changes so that the staff I needed were in the correct roles to support development.
Additionally, I had a Deputy Manager (now the General Manager) who was close to burnout with the amount of tasks she had been left to deal with – sharing this workload was vital as well as delegating some of this work to the new senior team I created.

Quality Recruitment

As with a lot of Care Homes, we struggled to recruit and retain staff and had to focus on quality recruitment. I realigned the interview process to our Core Values and working alongside our Sister Superior, we created a very relaxed and informal interview process. This was a springboard to helping us increase our staffing numbers as people enjoyed meeting us.

Collaboration and Partnership

Partnership working has been vital in upskilling and developing our staff team. Our journey working alongside the Midlothian Care Home Support Team (CHST) has been a wonderful experience. We worked with the CHST to roll out Anticipatory Care Planning (ACP) Training; Pool Activity Level (PAL) Training; End of Life and Palliative Care Training; Continence Training: and are currently working on Restore2 and Ongoing Supportive Conversations and Reflective Sessions (OSCaRS).

Creating a Learning Culture

This desire and opportunity to learn has created a learning culture. Our ethos moving forwards is to upskill and develop our own talent; with this in mind many of our staff are now undertaking their SVQ Level 3 Apprenticeships in Adult Care. Furthermore, our newly created “Learning Lead” is being funded to go to Stirling University to complete the Dementia Facilitator Training qualification.

Summary

This massive team effort demonstrated that strong leadership, drive and determination alongside a willingness to open up and learn new skills can lead to very fulfilling end results. We are all very proud of what we achieved in Nazareth.

Time Out Together

Donna Wood General Manager, Queen's Manor (Barchester)

In this article General Manager of Queen's Manor Donna Wood discusses the project the Care Home are undertaking to support resident's to access outdoor space. The project is supported by a member of the Quality Improvement Team for Care Homes and Primary Care Settings in Lothian at Queen's Manor's invitation.

Background

Following a Care Inspection where it highlighted difficulties for our Memory Lane residents to access outdoor space, we joined forces with Jennifer Newman NHS Lothian Associate Quality Improvement Advisor to launch a project looking at how best we could support our residents outdoors.

Scoping and planning the project

We worked with the residents, relatives and staff to listen to ideas, gather information and formulate a plan for us to implement into our daily Queen Manor life.

Jennifer took the concept and turned it into action providing a robust framework to ensure we had the evidence to support the initiative; assisted us to ensure the correct risk assessments were in place; and supported us to engage with everyone concerned. Providing sense and structure to the idea and encouraging us to consider some things we may not otherwise have thought of. It's a breath of fresh air, literally, to work with an external organisation but share the same common goals.

The Goal

Each Monday and Friday at 2.30pm we invite all residents, staff and visitors to a walking club. The goal is that twice a week, every week, the whole home will stop to ensure that everyone who wishes to go outside during this time, has the assistance to do so.

Staff will not hold meetings or reviews during this time and there will also be no activities during this time, to ensure that staff are on hand to assist with Memory Lane residents and residents who have mobility support requirements who wish to take part.

Progress so far

We are three weeks into our project and while we have had a few teething problems e.g. everyone remembering not to book appointments at 2.30pm, we have received overwhelmingly positive feedback.

Project growth

While initially we hoped the project would support us to meet the needs of our Memory Lane residents, it quickly became clear that the project could support all of our residents, particularly those who require physical assistance getting in and outdoors.

In addition to the positive impact on residents, our staff feel the benefit of spending time outside, hence the name "Time Out Together".

Summary

Time Out Together gives us all some time out from our daily roles, gives us all fresh air and breathing space, reminds us all why we choose the roles we do and allows us to support and spend quality times with our residents while they benefit from being outside.



Care Homes Website

Hazel Stewart AQIA, RMN, BSc (Hons)

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.qistandardscarehomes@nhslothian.scot.nhs.uk

Address: services.nhslothian.scot/carehomes/

Review of Menus/Pages

Following a review of the website we have moved some information and created new sections with the aim of improving navigation - content has not been changed.

- A-Z: Services and Referral Pathways - Services and Referral pages are now in their own menu on the main menu.
- Teams for Care Homes - Care Homes Teams and NHS Teams pages have joined each other in this section on the main menu.
- Education, OSCaRS & Secure Email - was previously named Care Home Information.

NEW Sections NEW

Involvement in Improvement

It is vital that those who are involved in care are a part of the development of care.

This new section on the main menu of the website details some of the ways you can get involved. Pages in the section include:

- CHIP (Care Home Innovation Partnership)
- ENRICH (Enabling Research in Care Homes) NEW Page NEW
- Lothian Community of Practice
- Quality Improvement Team
- Contribute to Legislation and Guidance

Support and Wellbeing for Everyone

Whether you work in care, provide care for a loved one as an unpaid carer, or both sometimes you can need a little support.

This new section on the main menu of the website details a variety of different support and wellbeing resources. Pages in the section include:

- Wellbeing resources for everyone
- Dedicated resources for unpaid carers, including our NEW Page NEW for VOCAL.
- Dedicated resources for Care Home staff and Managers

NEW Pages NEW

Lothian Care Academy (LCA) - Training Page

This page details courses offered by the LCA with an online form to express an interest in the courses. The page is in the Lothian Care Academy section on the main menu.

Screening and Early Detection

This new page details screening available for older people, including - breast, bowel, and abdominal aortic aneurysm screening. There are also contact details for further information. You can find the page in A-Z: Services and Referral Pathways.

Celebrating You - Care Home Open Week

This issue of CHIT CHAT has focussed on the good work happening in Care Homes in Lothian through the voices of people from Care Homes.

In a similar vein Care Homes Open Week took place 26th June - 2nd July across the UK.

Care Home Open Week is a chance to share and celebrate the good work Care Homes are doing whilst also celebrating the staff, residents, relatives and carers who are at the heart of the home.

This year's celebrities joining the celebrations included Tony Christie. Diagnosed with dementia himself, Tony has sung an anthem for the collaboration between Music for Dementia and Thank You Day. It is to thank those who aren't thanked enough, the country's unsung heroes, in particular carers. Take a listen to your song using this QR code.

We'd love to hear and share your stories of how you celebrated - please email us at loth.carehomesqistandards@nhslothian.scot.nhs.uk

Take a Break - Wordsearch

A	S	O	A	H	R	T	P	F	R	T	A	N	I
A	G	E	O	I	O	A	F	E	T	E	H	O	I
R	L	T	U	E	O	O	R	I	M	G	M	A	O
M	A	E	T	O	R	R	E	H	E	H	P	T	E
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I	E	O	O	A	T	L	A	A	T	I	G	A	O
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C	O	L	L	A	B	O	R	A	T	I	O	N	A
A	A	R	N	G	S	F	I	H	I	A	T	S	M
I	M	P	A	R	T	N	E	R	S	H	I	P	A
E	L	E	A	D	E	R	S	H	I	P	E	F	S
M	I	H	S	O	H	P	T	T	N	E	A	R	T
H	R	N	E	I	O	E	P	M	H	H	T	I	E

TEAM
CHIP
OUTDOOR
TOGETHER
ENRICH
NAMASTE
LEADERSHIP
FRESHAIR
PARTNERSHIP
COLLABORATION

WordSearch Created Using - https://thewordsearch.com

We appreciate sometimes you can be too tired or busy for reading.

Maybe just you want or need a little time-out from your day, with this in mind, here's a little bit of fun for you!

All of the words are from articles in this edition of the newsletter.

Answers

