

SUMMER 2025 ISSUE 11

CHIT CHAT

Lothian Care Home and Integrated Teams Chat



Welcome...

...to the Summer issue of CHIT CHAT of 2025! Hopefully you are all looking forward to doing summery activities with your residents and having a little Summer break yourselves.

This newsletter is aimed at Care Homes and as a part of that we want to hear from you and share your Care Home stories!

Would you like to share a story of good news in your Care Home? Perhaps, you have a Care Home improvement project you would like to share with others? Or would you like some support with an improvement initiative in your Care Home?

If so, please contact the Quality Improvement Team on: loth.carehomesqstandards@nhs.scot

Quality Improvement Forum (QIF):

On the 10th of June the 3rd meeting of the QIF took place with attendees from Lothian's Care Homes and related teams. The next QIF will be September/October.

We heard from Gail Morris at Jewel House (A Walk Down Memory Lane), Becky NG from Camilla House (Decaffeination for Serenity) and Sam Gailbraith from NHS Lothian's Quality Improvement Team for Care Homes and Primary Care Settings (Discharges from Hospital to Care Home).

For more information, to register your interest or to present at a forum please email: loth.carehomesqstandards@nhs.scot

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Good News

Care Home Improvement Projects

At CHIT CHAT we want to celebrate and share the good work done by Care Homes in Lothian with our readers!

The stories on this page have come directly from Care Homes themselves. If you have good news you'd like to share please contact us at:

loth.carehomesqstandards@nhs.scot

Jewel House, Edinburgh: A Walk Down Memory Lane



This edition, Deputy Manager Gill Morris shares her project aimed to help improve communication for residents and staff.

"My aim was to create a life story book which I named "A walk down memory lane".

Creating a picture story book involved collecting photos and images and compiling them to tell the resident's story.

My inspiration came from taking part in residents reminiscing groups.

Although there is immense value in reminiscing. I found photos and pictures evoked stronger memories for some.

I discovered photos and pictures helped transport a person back to that moment and was key to connecting people with their past. Each image told a story, and it was amazing how effective this was for recapturing past memories.

Memories hold tremendous value for people by bringing back forgotten times with images that may otherwise be a distant memory to them.

The positive feedback was the driving force for me as it has made the whole experience worthwhile."

Murrayside, Edinburgh: Staff Morale



Fresh back from a trip to Buckingham Palace to meet the Royal Family for her contribution to and engagement with the community, manager Suzanne Welsh shares with us the work she has undertaken to improve staff morale in her Care Home.

"At Murrayside one of our key focuses is to ensure staff morale is always high. As a manager I have learned a good Care Home derives from happy staff and have worked hard to achieve this..

We have a "Gem of the Month" board and a "Hi 5" board.

We will be holding our 2nd Awards ceremony in June which will be cowboy themed. Last year was an amazing success and we decided let's make this a regular occurrence.

We hire out a local hall and nominations go out to staff for them to vote for Personality of the Year/ Carer of the Year/Team of the Year.

The atmosphere in the home during this time is amazing creating a buzz within the home.

I'm not sure if any other home does this but it works!"

Please note Whilst this article reports on the good news in Care Homes these stories are not a recommendation of a Care Home from CHIT CHAT and other Care Homes also do good work.

Services for Care Homes

Bladder and Bowel Team: Update

NHS Lothian has employed a Bladder and Bowel Specialist (Mamie Gosling) and HCSW Product Specialist (Lyndsay Allen) who will be working with Care Homes in Edinburgh, East and Mid Lothian.

Both Mamie and Lyndsay will offer a visit to all Care Homes and look forward to meeting you.

Mamie is working on updating the Bladder and Bowel webpages on NHS Lothians Care Home website; we hope the pages will be completed by the end of July. Mamie is keen to hear from staff what they would like to see on the Bladder and Bowel webpages and asks for any suggestions to be sent to the below email address.

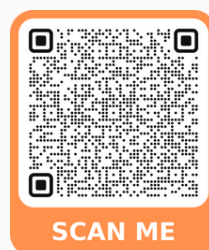
To contact Mamie and Lyndsay please email: lothbbch@nhs.scot.

Please be aware that Mamie works Tuesday and Wednesday and Lindsay Monday to Friday, so there may be a short delay in responding.

Service &
Information
Webpage
→



Training
Webpage
→



OSCaRS: New Facilitator Training Trial

OSCaRS are facilitated reflective debriefing sessions. The aim is to support staff around palliative and end of life care, in relation to a recent death of a resident within their Care Home.

All facilitators of these sessions are trained beforehand to ensure they deliver the best possible support for staff.

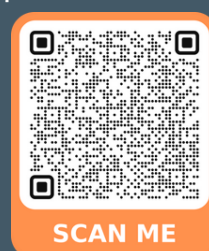
We are going to trial a new educational process with facilitators called a Shadow box. If the trial is successful, we will incorporate this into facilitator training moving forwards and may even use it in other ways.

What is Shadowbox?

It is a non-judgemental enhanced scenario-based process using anonymised real situations around palliative care in Care Homes alongside expert opinion to guide learning.

The idea will be to show recorded scenarios and at key points stop and ask the trainees questions, their answers will then be compared with the panel's opinions to help new facilitators understand the thinking behind these views. In this way they will get to hear a wide range of opinion.

If you wish to find out more about the OSCaRS please see the webpage on NHS Lothian's Care Homes website using the QR code. If you have specific questions about the OSCaRS or wish to become a facilitator, please email loth.oscars@nhslothian.scot.nhs.uk



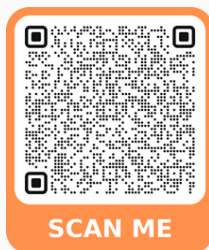


Education

Lothian Care Academy (LCA): Retention and Career Pathways

We have been working closely with Edinburgh Napier over the last few years to understand retention challenges and opportunities in Care Homes. You might have been involved with the Listening Chair or have seen the CHURN study.

We've also developed the Careers Pathways webpage (see QR code) to support staff and managers with career development, which is a vital part of retention.



Throughout the rest of this year, we will be continuing to look at how we can work collaboratively with Care Homes to support staff in their career development

We're just at the beginning of this journey and have already been speaking to lots of Care Home managers and staff about their experiences. In June we held an online event to hear more about the opportunities and direction we should take.

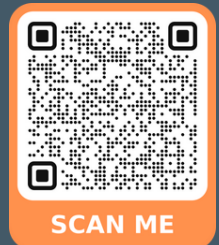
Contact us!

In addition to the above, we're also looking for managers and staff to collaborate further – so if you'd like to be involved in this development, share your stories, or test what we create, please email Loth.CareAcademy@nhs.scot for more information.

To Dip or Not to Dip: Urinary Tract Infection

There is a suite of new resources available on the Care Home Website to assist you in the management of Urinary Tract Infections (UTIs).

The UTI webpage (see QR code) has been designed to share best practice guidance and education with Care Home staff.



Additionally, there is also a face-to-face session that can be delivered by the Clinical Education and Training (CET) Team for Care Homes.

These sessions cover the following:

- Prevention of UTIs
- Recognition of signs and symptoms
- UTI assessment tool
- Sampling
- Management

These resources and education sessions have been piloted with a group of Care Homes and have been positively received by Care Home Staff. Staff feedback:

"It made me more aware of how UTIs can be reduced and prevented, treatment of UTIs"

"Made me more aware of recognising a possible UTI and things to implement while querying this"

"I am now able to much better understand UTIs, their causes and signs as well as preventative measures to take to avoid UTIs"

Check out the **Education Directory** on NHS Lothian's Care Homes website for more information on other **education and development courses**

