

SPRING 2025 ISSUE 10

CHIT CHAT

Lothian Care Home and Integrated Teams Chat



Welcome...

...to the first CHIT CHAT of 2025! Hopefully everyone has recovered from the challenges of winter and are enjoying the new year and the new beginning of Spring.

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 an innovative Care Home 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

Returning Early June:

Early June will bring with it the 3rd Quality Improvement (QI) Forum for Care Homes (QIF).

On the 11th of March the 2nd meeting of the QIF took place with 22 attendees from Lothian's Care Homes and related teams.

We heard from two Care Homes about their QI experiences and their new collaborative work. We also heard about a project related to retention and recruitment and the QI course which made the project possible.

For more information or to register your interest please email: loth.carehomesqstandards@nhs.scot

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Good News Care Home Awards in 2024



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

Murrayside, Edinburgh



Many congratulations to Murrayside who won two awards in 2024. Manager Suzanne Welsh stated:

"When I first started at Murrayside three years ago it was quite a challenge.

My focus was to keep our staff happy and motivated; a happy workplace makes for happy residents. Over the last year, especially, we achieved so much.

We won "Best Nursing Care" in the UK wide Care Home Awards, this meant a lot to me as we have put a lot of hard work into our Dementia Care, implementing many specialist working practices and activities.

For me the highlight of the year was winning the "Best Workplace" Forth One award as my focus had been to ensure staff were happy at work. Winning showed I set out and achieved what I planned to do. Every award is special, but these votes came from the staff so meant a lot more to me.

A special thanks to Edinburgh CHST for all their wonderful support."

Kirk Lane, West Lothian



Many congratulations to Kirk Lane Nursing Home who beat off strong competition to win Regional Care Home of the Year Scotland 2024 at the Caring UK Awards.

The awards recognise excellence and achievement in all corners of the industry with an expert panel selecting winners.

Caring UK Awards director Dominic Musgrave said:

"This year's winners should be very very proud – the high standard of entries made it a tough job to select a final shortlist never mind a winner and runner-up in each category."

Kirk Lane is part of the Randolph Hill Nursing Homes Group, and Managing Director Peter McCormick stated:

"We are very proud and delighted that Kirk Lane has been recognised as Care Home of the Year Scotland. Together with the support of our Head Office team in Edinburgh, Kirk Lane proudly receives this prestigious award reflecting an unwavering dedication to delivering an exceptional person-led approach to care, innovative practices, a commitment to excellence, and strong teamwork driving their success. Our commitment also to workforce development showcases social care as a rewarding career. By fostering a supportive environment with diverse roles and clear career pathways, we deliver exceptional care while ensuring social care remains an attractive and fulfilling profession for those passionate about making a difference."

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 have also received awards.

Improvement projects for and with Care Homes

Stroke Pilot Education Package

This quality improvement pilot project originated through reflective discussions between members of NHS Lothian Stroke services, the Lothian Care Academy, and the Quality Improvement Team for Care Homes and Primary Care Settings. Initial discussions revolved around the suitability of the current stroke education programme in relation to supporting Care Homes.

Current provision of stroke training in NHS Lothian includes face to face workshops and online stroke training modules, both tending to focus on learners working in the acute stroke and community rehabilitation stroke settings - both were seldom accessed directly by Care Homes or their staff. During these early discussions there was a strong desire to create a stroke education training package that would be both relevant and beneficial to staff working in Care Homes who may require specific knowledge about stroke as they help support residents following a recent stroke or living with the longer term complications of stroke.

To make sure the education package suited Care Homes we wanted their involvement from start to finish and recruited four Care Homes to help design, test, and evaluate materials. Together, we developed a website of resources and delivered an initial face to face stroke workshop.

Confidence scores relating to stroke knowledge and skills increased post-workshop and although there were some points for improvement overall feedback on the workshop was positive. We did not gain enough feedback on other materials to evaluate them.

We are hoping to run another trial soon with more Care Home staff to ensure the material suits Care Homes on a wider scale - if you want your Care Home to be a part of this please contact us at stroke.trainer@nhs.scot or if you simply want to know more about stroke training events/ webinars please drop me an email.

Tissue Viability Direct Referrals: Enhancing Wound Care Support in Care Homes

In February 2024, a direct referral pathway was established to allow Care Homes with registered nursing staff and secure email access to refer directly to the Tissue Viability (TV) team. Supported by the Quality Improvement Team, this initiative delivered referral boxes to Care Homes.

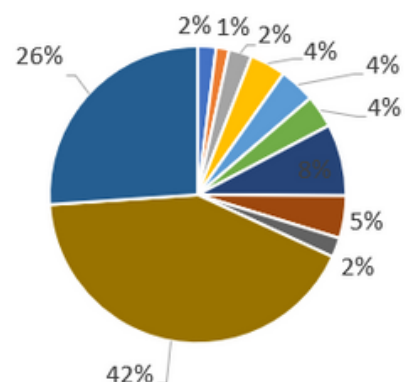
This process enables quick triage and guidance, directly by the specialist service (TV) leading to timely interventions; support for Care Homes staff; and equality with the aim to improve healing outcomes and enhance quality of life.

By reducing the reliance on intermediary teams, such as District Nurses, the process additionally helps lighten the load for others.

Since its implementation, the referral process has increased referrals to the TV team, with an average of 21 per month. It has also highlighted the complexities of wound management in Care Homes, with 42% of referrals for pressure ulcers and 26% for leg ulcers, among other wound types (see graph).

Despite minor IT issues, feedback from Care Home staff has been largely positive. The TV team values the opportunity to collaborate more closely with Care Home staff on resident care planning and education.

Wound Types Referred



- Abcess/Fistula
- Burn
- Diabetic Foot Ulcer
- Fungating
- Ischaemic
- Lympho/Chronic oedema
- Moisture Lesion
- Skin Condition
- Traumatic
- Pressure Ulcer
- Leg Ulcer

New Initiatives

Lothian Care Academy (LCA): Leadership and Stoma Education

Recognising the Leader in You



This new 5-month course is aimed at senior care staff who are looking to develop leadership skills.

Participants attend an introductory face-to-face class where they explore vital aspects of leadership, which they will then develop further in their monthly webinars. Applications for the next cohort in Autumn will be open in Spring; details will be advertised.

Stoma Care Study Day

This is a new workshop developed by LCA, NHS Lothian Clinical Education Team and the Western General Stoma Team.



Mannequin Image

These workshops are co-delivered by the Western General Stoma Care Team and CET and focus on practical learning, including how to change a stoma bag, while supporting individuals.

Check out the Education Directory for more information on these and other education and development courses



Outbreak Boxes

The Care Home Outbreak Box was initially suggested by the Midlothian Care Home Support Team.

The opportunity for a box was then discussed at NHS Lothians weekly Operational Group Meeting, which has representatives from NHS Lothian, the 4 HSCPs, Care Inspectorate and Scottish Care. It was suggested that we asked the Care Homes if they thought this type of box would be useful and 99% of respondents agreed that it would be a good resource to have access to.

Although it was recognised Care Homes manage outbreaks of infection well, the idea of having outbreak information and resources available in one central point was thought to be beneficial.

The box aimed to contain information required during an outbreak and contained guidance and posters on various aspects from PPE to sampling procedures. Boxes were offered to all Care Homes in Lothian in December 2024 and 100 boxes were created.

The Care Home Support Teams distributed the boxes and the uptake has been very encouraging. The Health Protection Team are encouraging the use of these boxes, should a care home call them with a suspected GI or respiratory outbreak.

If you have had a recent outbreak, we may be in touch with you over the next few weeks to ask for feedback on how useful you found the boxes.

If you wish to feedback before this, please use the QR code below.

