

SUMMER 2026 ISSUE 15

CHIT CHAT

Lothian Care Home and Integrated Teams Chat

Welcome...

...to the Summer 2026 issue of CHIT CHAT! We hope you are all enjoying the longer and warmer days, this issue we would like to share some good news from Care Homes and some information on new resources for Care Homes.

We want to hear from you!

- Would you like to share a story of good news in your Care Home?
- Perhaps, you have a special event you would like to share in the next edition?
- Is there any information you would like covered in the Newsletter?
- Or would you like some support with an improvement initiative in your Care Home?

If you have said yes to any of the above, please contact the Quality Improvement Team on:

loth.carehomesqstandards@nhs.scot

Newsletter for all adult Care Homes

Previously, this newsletter has been shared with Older Adults Care Homes, but as some Care Home teams move to working with all Adult Care Homes in Lothian, the newsletter will now be shared with all Adult Care Homes, so everyone can hear news from these teams and other Care Homes. We will share the newsletter through email and on the Care Homes website. We will also provide a poster with a QR code, which you may wish to use for dissemination to your staff.

Additionally, this and all past editions of the newsletter can be found on the CHIT CHAT section of the Care Homes website. Please scan or click the QR code to view.



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New Resources for Care Homes

Bowel screening booklets: Information on screening and important considerations

Bowel cancer is the third most common cancer among men and women.

Everyone aged 50-74 years is sent a bowel screening kit every two years; this is sent to the address you have registered with your GP.

The purpose of bowel screening is to identify bowel cancer at an earlier stage, before symptoms occur, when treatment is likely to be more effective. A third of the cases of bowel cancer among the eligible population are diagnosed by screening.

Two information booklets have been developed by the Public Health and the Bowel Screening Service at the WGH with support from the [Care Home Programme team](#).

One booklet is for health and social care staff and the other for people living in care homes, their friends and families. Each booklet includes information on the national bowel screening programme and the importance of informed consent. The staff booklet also includes several examples to help staff when they are considering issues to do with consent and capacity.

To view the booklets, please visit the [Bladder and Bowel](#) webpage on the Care Home website and go to the Bowel Screening section. Please use the QR code to visit the page →



Hearing Passports: Caring for your residents with hearing loss

There are an estimated 850, 000 people with hearing loss in Scotland, with around 70% of those people being over the age of 70 years old ([Scottish Government, 2014](#)).

[Scottish Care Partners for Integration](#), in collaboration with Care Homes in Edinburgh and with support from [NHS Lothian's Quality Improvement Team for Care Homes and Primary Care Settings](#), carried out a project in relation to Scottish Government recommendations to improve care for people with sensory differences - this led to the **Hearing Passport Pack**.

The **Hearing Passport pack** is a collection of documents and tools for use in Care Homes with Care Home residents to help ensure a person-led approach to caring for someone's hearing needs. So far, it has received good feedback from Care Homes who have used it.

The idea is to explore an individual's hearing loss: what it means to them, what they call it, how it makes them feel, their experiences of it, and any related needs or treatments.

This information is used to support a consistent, person-centred approach by helping staff understand the individual's communication needs and preferences. It enables staff to provide the right support to promote the person's wellbeing, dignity, and ability to participate fully in everyday life within the Care Home. The same approach can also be used across other settings, including when support is provided in the person's own home, ensuring continuity and consistency of support.

Please contact Rene Rigby ([Scottish Care Partners for Integration](#)) if you wish to know more. Email: rene.rigby@scottishcare.org

Care Homes Good News

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

Royston: RCN Awards



“The team were runner up in the category of care homes for Scotland at the recent RCN Nursing awards ceremony . It is an exceptional achievement of which we are very proud to receive and showcase our engraved cup and certificates also congratulations from officials and councillors.” - Karen Wright, Manager.

The team is strongly committed to ongoing professional development, reflective practice, and close multidisciplinary working, ensuring that clinical decisions are evidence based and focused on improving outcomes and resident experience. Since nurses were introduced to the care home three years ago, bringing together NHS and City of Edinburgh Council staff, the team has demonstrated outstanding resilience, adaptability, and teamwork, particularly in challenging circumstances.

They work seamlessly together to manage complex health needs, including dementia and end-of-life care, while also mentoring junior staff and supporting families with empathy and compassion.

Through audits, quality improvement initiatives, and use of the Care Home Dashboard, the team has achieved measurable outcomes, including a 50% reduction in falls and hospital attendances, a 60% reduction in GP visits, and the release of 20–30 hours of district nursing time back into the community each week.

Murrayside: Care UK Awards



Manager Suzanne Welsh contacted us to share the proud news that Murrayside (in Corstorphine) was crowned Home of the Year at the Care UK Stars Awards 2026.

Suzanne stated:

“This award is presented to the home that delivers the most outstanding and consistent care and recognises team members who go above and beyond to achieve this.

I was overwhelmed when we won, it was a tremendous achievement and so proud of all my staff and the hard work that they have put in to get where we are . I could not have done it without them and may the awards continue.”

Rene Rigby from [Scottish Care Partners for Integration](#) shared some of her thoughts on the award:

“To be named number one out of 256 homes is an extraordinary honour.

This award is a testament to the dedication and professionalism of the entire Murrayside team, whose work ensures residents experience safety, connection, and meaningful daily living.

The judging panel commended the home’s culture of compassion, innovation, and continuous improvement—qualities that align strongly with Scotland’s national health and social care ambitions.”

Please note Whilst this page 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.

More New Resources for Care Homes

New Stroke Education for Care Homes: A Whole-Home Approach to Stroke Care

Over the past two years an education pilot project exploring stroke care training for Care Homes has been run by the NHS Lothian Stroke team in collaboration with Care Homes in Lothian and support from the [NHS Lothian Quality Improvement team for Care Homes and Primary Care Settings](#). **This stroke education is now being offered to all Care Homes in Lothian.**

Through the project it was recognised that a wide range of Care Home staff interact daily with residents and therefore all staff require an understanding of stroke and its impacts. In addition, staff require varying levels of knowledge depending on their roles and previous training, highlighting the need for a more flexible and tailored approach.

In response a whole home approach has been adopted through a [tiered education framework](#), enabling all staff to access stroke training aligned with their roles and responsibilities.

For a person centered approach, education doesn't just focus on physical symptoms of initial stroke but other areas that may be affected for years after, including: emotions, communication, sight/perception and other aspects.

A [webpage](#) has been developed with various educational resources and accessible stroke awareness training sessions are also available these focus on recognition and lived impact.

We would also like to thank the Care Homes involved in piloting this project.

To view the website of resources and access the education sessions available, please visit the [Stroke Information and Education for Care Homes](#) webpage on the Care Home website. Please use the QR code to visit the page →



Diabetes Framework for Care Home Staff: Launching June 2026

Diabetes is a complicated condition with different types of diabetes and many different signs, symptoms and treatments. It is estimated that 1 in 3 people over the age of 65 in the United Kingdom have diabetes. Furthermore, there is a growing number of residents living in Care Homes who are living with diabetes.

The aim of the **Diabetes Framework for Care Home Staff** is to support staff to improve the care provided to people living with diabetes, who live in Care Homes. The framework will equip staff with improved knowledge and skills to recognise the symptoms of diabetes, prevent complications and manage signs and symptoms associated with diabetes. The framework also signposts staff to further diabetes training and resources.

It is a supportive Framework to assist Care Home staff in the routine management of residents living with diabetes. The information provided is supported by evidence-based literature and best practice.

The Diabetes Framework for Care Home Staff is currently in the process of being printed and will be **shared with Care Homes in June 2026**.

The Diabetes Framework for Care Home Staff aligns with four aims within the [Healthcare framework for adults living in care homes - My Health, My Care, My Home \(Scottish Government, June 2022\)](#).