

QUALITY & COMMISSIONING TEAM NEWS

A monthly newsletter brought to you by Stockport Quality Team

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AUGUST 2018

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Good New Stories

As part of a wider piece of work being undertaken in conjunction with Greater Manchester Health & Social Care Partnership, the team are involved in evaluating the quality of life of residents of care homes and services users within the community. We would like to hear from you, where your staff have gone above and beyond their usual duties and have significantly improved the quality of life for individuals. This can be related to the impact on one individual or an initiative which has affected the whole service. The purpose of the work being undertaken in relation to this, is that it is important that we learn from positive experiences, not just negative ones and to share good practice.

Cawood House shared the following brilliant story with us:

Cawood House activities and lifestyle co-ordinator, Edward, has been taking the residents out to the local gym to deliver his usual exercise classes but in a different environment. The gym is open to the public and the community have been joining in with the residents. Feedback from residents is great, they report they have had a wonderful time. Cawood House received an email from a member of the public who had seen the activity in the gym and been invited to join in.

"I am writing this email as I want to inform someone of how impressed I was yesterday. I went to my local sports centre in Brinnington on Northumberland Road. When I went in to the gym in the sports hall on the right there was a gentleman in the centre of a large circle of chairs with elderly residents on each of the chairs all with a badminton racket in hand and a smile on their face. I asked the people on reception what they were doing and they said they're from a Borough Care home and they were keeping active. I told them I was very impressed by it as I have never seen anything active like this being done for the residents and I have lived in Brinnington 7 years now, The woman on the desk said it is open to the public and I could go in if I wanted to so I went over to the window and the gentleman in the middle saw me and came over and asked if I wanted to join in. So I took a seat and joined the circle, the man gave me a badminton racket and continued his game with the residents and myself. I can't get the picture out of my head of how they were all sat in their chairs, not like you see in a care home around the television, in a sports hall with their feet on the ground, laughing and smiling, engaged and ready, waiting to see if he was going to hit the ball (balloon) to them so they could hit it back. As I am sure you can read from this email I am just so pleased I was able to be part of this experience and I am so happy things like this are being created to give the residents new and different experiences."

If you have any stories you would like to share, please email Jenny at: jennifer.barber@stockport.gov.uk

Red Bag Update



The Red Bag pilot started in Stockport on 1st May '18 and is a partnership project between Stockport Council, Stockport CCG, Stockport NHS Foundation Trust and North West Ambulance Service. The concept was originally developed by NHS Sutton CCG in London and following the success of this NHS England and CQC are supporting full implementation across every local authority area in England. The Minister for Care Caroline Dinenage MP officially launched the scheme in Parliament on 12th June '18.

The Red Bag is a simple initiative with so many benefits for care home residents who are admitted to hospital. The bag contains standard documents including an Older People's Assessment form, a 'This is Me' (or alternative), care home contact details, MAR sheet etc. These all help the staff from NNAS and the hospital to understand the needs of the person and to ensure that the care they receive is person centred and appropriate. The bag also contains clothing and nightwear, safe footwear and any personal items eg dentures, glasses, mobile phone etc. It is important that care home residents have these personal items with them during their hospital stay so that they can be supported to get up and dressed and to move around the ward safely, as well as engage with any therapies.

20 care homes, 2 Extra Care Housing schemes and one domiciliary care provider have been involved in the pilot. We are in the process of reviewing progress to date, in conjunction with the new NHS England guidance, to ensure that our local pathway meets the national standards. Following this, we are planning to roll out Red Bags to all care homes in Stockport from November '18 and will be offering training and support to all providers over the coming months. If you have any questions about this please get in touch:

Sarah Statham

sarah.statham@stockport.gov.uk

Rachel Roberts-Newton

rachel.roberts-newton@stockport.gov.uk

A new network for deputy and assistant managers in Greater Manchester

Skills for Care are establishing a network for deputy and assistant managers, which will include development sessions tailored to their roles. **The first meeting is on 26 September 2018, 10am and 1pm.**

We know that the people in these roles play a crucial role in delivering great care and supporting their registered manager, so this network is for them. It is anticipated that through the opportunity to meet and talk to people in similar roles, as well as being able to undertake development activity, attendees will grow their confidence and skills.

Who can attend?: This session is for deputies and assistant managers from adult social care services in Greater Manchester.

Why are we introducing this network and what is involved?: This network is a pilot taking place exclusively in Greater Manchester. We know the value of meeting with like-minded people in similar roles; networks provide valuable opportunities to share experiences and build confidence. We will combine this with specific development activity, tailored to the role of attendees. We will also talk to attendees about what they would like to discuss and who they would like to hear from at future sessions.

When and where?: The first session will be held at the Crown Plaza, Oxford Road, Manchester on the 26 September 2018 between 10am and 1pm. **To book a place, deputies and assistant managers use this link:** <https://events.skillsforcare.org.uk/skillsforcare/476/home>

What should I do?: If you or your manager have any questions about this network please contact

carol.mitchell@skillsforcare.org.uk

This activity is being organised by Skills for Care and is funded by the Department of Health & Social Care.

Trusted Assessor Care Home Team (TACHT) Update

Recruitment continues for our TACHT team, please join us in welcoming Laura Crichton, Social Care Officer to the team. Laura will be commencing her induction as soon as possible and will arrange to come and meet you at your nursing and residential home. Laura has worked for Adult Social Care for several years and brings a wealth of experience in supporting vulnerable people

For more information contact: asc.qualityteam@stockport.gov.uk

Equipment Services



Hello! My name is Jennifer Little I am an assistant team manager for the Equipment Service from Adult Social Care. I work with Aurndra Golden who is a Manager of the service.

Between us we are responsible for the Simple Aids of Daily Living (SADL) and the Complex Aids to Daily living (CADL). The CADL contract is jointly funded by the NHS & Adult Social Care (ASC) but managed by ASC.

Equipment is provided via our contact with Ross Care. Equipment is delivered and repaired 24/7 365 days a year. The quickest speed of response is within 4 hours. Our goal is to ensure we get the right equipment to the right people at the right time. Individuals do however need to meet the criteria for provision of equipment.

Part of this role entails visiting care homes once a year, where I carry out equipment audits, to ensure we manage our stock levels and equipment borrowed that is no longer needed is returned to our contractor Ross Care. This is important for many reasons, to eliminate cross infection, to track equipment that needs servicing, which is a legal requirement, for product recall and to replenish our stock and manage our budgets to continue to provide equipment to those that are at risk.

I will be having a regular column where I cover various topics in relation to CADLS. I will also be attending the provider Forums and will look forward to meeting you soon.

Anything we can help you with regarding equipment provision please ring our service on 0161 218 1220 or 07527387430.



Do you know a Hidden Star?

Nominations for the Stockport Star Awards open on 10 September 2018 for the 2019 awards. This year we are delighted to announce a new awards category. The Hidden Star category celebrates those members of your team who work tirelessly, sometimes in the background, to ensure everyone's day runs smoothly. The award is open for nominations for both individuals and teams. Are your catering team the 'cherry on the cake'? Does your domestic team sparkle? Would you be lost in a sea of paperwork without your admin team? Maybe you have an activities co-ordinator or a volunteer who really makes a difference.

Whoever your Hidden Stars are, we want to hear about them and can't wait to celebrate their achievements with you at the awards ceremony on 7 February 2019 at Stockport County Conference Centre.

Nominations open 10 September 2018. Nomination forms will be circulated to all care organisations in time for the opening of nominations.

For more information contact stockport.star@nhs.net

Be a Flu Fighter!

Getting your flu jab each year is a really important decision! By getting the flu jab you not only protect your residents/service users, you also protect yourself and your family. We often think of the flu as causing more problems for those people who are older with other medical conditions, but actually one third of influenza deaths are in 'healthy people'. The vaccine is typically up to 70% effective, depending on the strains of flu circulating each year, so be a Flu Champion and have the jab! As well as getting your flu jab ensure you are regularly washing your hands, this will help reduce the spread of flu as the virus can live on surfaces for a long time. Finally, if you have flu, stay away from work until 5 days after the onset of your symptoms. The flu virus is highly infectious and outbreaks can happen quickly.

This year we are encouraging all care homes and home care provider companies in Stockport to sign up to our flu fighting pledge to demonstrate that you are doing all you can to fight flu and protect your residents/service users. If you would like more information on flu, the flu jab or the flu fighter pledge, please contact the **Health Protection Team on 0161 474 2440**.

The three dates and locations for open immunisation where you can receive your flu vaccine are:

- 16th October (Town Hall Ballroom)
- 5th November (Fred Perry Conference Room)
- 3rd December (Fred Perry Conference Room)

However the earlier you have your vaccine, the more effective it will be. There are a VERY limited number of FREE parking spaces available in the visitors section of the main car park, please report to the parking attendant who will direct you to these spaces.

****NB at the time of going to press, we have not been informed if the vaccine is going to be made available free of charge, therefore please look out for further information from your employer as it could be also be available at your local pharmacy or registered GP once a decision has been made.

For further information contact the **Health Protection Team on 0161 474 2440**.

DATES FOR THE DIARY



2018

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|-------------------|--|---------------|--------------------|
| 6 September | Home Support Forum | 14.00 - 16.00 | The Heatons Centre |
| 20 September | Care Home Forum | 14.00 - 16.00 | Stopford House |
| 28 September | CCG Care Home Focus Group | 10.00—12.00 | TBC |
| 21 October | Harm Levels Submission Deadline | | |
| 31 October | Dignity Forum | 13.00 - 15.00 | LDRC |
| 8 November | Care Home Nurse Forum | 10.00—12.00 | TBC |
| 22 November | Home Support Forum | 14.00 - 16.00 | The Heatons Centre |
| 7 December | CCG Care Home Focus Group | 10.00—12.00 | TBC |
| 13 December | Care Home Forum | 14.00 - 16.00 | Stopford House |

2019

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|-------------------|--|---------------|---------------------------------------|
| 17 January | Home Support Forum | 14.00 - 16.00 | The Heatons Centre |
| 21 January | Harm Levels Submission Deadline | | |
| 23 January | Dignity Forum | 13.00 - 15.00 | LDRC |
| 7 February | Stockport STAR Awards | 18.30 - late | Stockport County Conference Centre |
| 14 March | Home Support Forum | 14.00 - 16.00 | The Heatons Centre |
| 21 March | Care Home Forum | 14.00 - 16.00 | Stopford House |
| 21 April | Harm Levels Submission Deadline | | |
| 24 April | Dignity Forum | 13.00 - 15.00 | LDRC |
| 16 May | Home Support Forum | 14.00 - 16.00 | The Heatons Centre |
| 13 June | Care Home Forum | 14.00 - 16.00 | Stopford House |
| 18 July | Home Support Forum | 14.00 - 16.00 | The Heatons Centre |
| 24 July | Dignity Forum | 13.00 - 15.00 | LDRC |
| 5 September | Home Support Forum | 14.00 - 16.00 | The Heatons Centre |
| 12 September | Care Home Forum | 14.00 - 16.00 | Stopford House |
| 23 October | Dignity Forum | 13.00 - 15.00 | LDRC |
| 18 November | Home Support Forum | 14.00 - 16.00 | The Heatons Centre |
| 12 December | Care Home Forum | 14.00 - 16.00 | Stopford House |

THE NEW END OF LIFE CARE SIX STEPS PROGRAMME FOR CARE HOMES LAUNCH EVENT

OCTOBER 19TH 2018 9.30am—3.00pm

ST. ANN'S HOSPICE, ST ANN'S RD, HEALD GREEN, CHEADLE, SK8 3SZ,

Contact info@eolp.org.uk for further information and to book your free place.

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