PRIESTNALL COURT—BUILDING INTERGENERATIONAL COMMUNITY LINKS

Priestnall Court have shared with the Quality Team the work they are doing to maintain community links. This is their story:

“At Priestnall Court we work hard to build and maintain links with our local community. We would like to share with you, our provider colleagues, some of our intergenerational community activities.

We have regular monthly visits from the local 0-5 nursery to the home. There are usually between 10 and 15 children who will come aged 3-4 years. They have helped us to create a sensory garden by painting pots and planting them with flowers and herbs from their sensory garden. The residents joined them in creating the items for the garden helping to paint and plant. Volunteers at the home varnished the pots.

The children come to play each month bringing, for example, play dough. Some residents like to join in and sit at tables with the children, others like to watch from further away, and some prefer to wait until just before the children leave when they go out into the garden and sing songs (the noise levels determine who likes to participate in what way). We have found that some residents who find verbal communication difficult on a daily basis are able to find their words more easily around the children and others who find social interaction with other residents difficult respond well to the children.

We have volunteers of various ages who come in regularly and help with activities. We worked with a local school and had 2 students for a week on work experience who the residents enjoyed having around. We also have links with the local churches who visit and some residents will go to social events that the churches organise.

In June we went to St Anne’s, to the beach, which the residents really enjoyed. People from the local community were invited to come along with us, which they did. We are planning a trip to Blackpool to see the lights towards the end of the year the community will, again, be invited to come along with us.”

If you have any stories you would like to share, please email Jenny at:

jennifer.barber@stockport.gov.uk

NHS BEDSITE

Homes in Stockport have started using the NHS provided Care Home Live Bed State Portal. This is a website which aims to minimise delayed transfers of care by enabling Care Homes to instantly share their live bed state and enable hospital discharge teams and other stakeholders to rapidly find available nursing and residential beds which significantly improves the speed and efficiency of finding capacity at the time it’s needed.

Care Homes are in complete control over what capacity they declare and also how often they update their bed state on the site. If changes are reported as soon as possible it will reflect the most up-to-date status possible. Care Homes also have the ability to instantly publish key operational messages through a message board such as temporary closure or inability to accept admissions after 5pm etc.

It is possible to see more information and register to use the site at

https://carehomes.necsu.nhs.uk/
QUALITY CHECKERS—MEET PHIL & JAMIE

During an introductory visit to Rushworth Court back in May 2018 (provider is United Response) Quality Assurance Officer Trina met Phil and Jamie.

Phil and Jamie live at Rushworth Court and both are employed by United Response as Quality Checkers.

Phil shared his experience of becoming a Quality Checker with Trina.

Phil explained that he had to apply for and be interviewed for the role of Quality Checker. This role involves visiting other United Response properties at least 3 / 4 times a year carrying out Quality Checks for which he is paid. He goes along with either a key worker or other member of staff to visit the properties, he contacts the properties to make arrangements himself but is supported with getting to and from visits and during the visit if necessary.

He has a set list of questions to ask as part of the Quality Check – using a Quality Checker Proforma to ask specific questions related to 4 categories: Your Home, Your Support, Your Respect, Your Independence. The final part is then his observations from the actual visit and feedback to manager and staff team to show his findings and to highlight what actions have or will need to be taken as a result of the visit.

Phil said “It makes me feel proud, making sure people are not on their own and people are looking after them”

When asked why he chose to do the Quality Checker role Jamie said “To help people, I am in the same position as them so quality of care is important. I get to meet new people and help them if they need help. I feel pride, hope – knowing that I make a difference”

The role includes 3 training courses per year – with a focus on communication. The provider is considering the use of a technology (a tablet) to support this role in the future.

Stockport Adult Social Care are currently working with Age UK, Stockport Advocacy and Health Watch to create an independent Quality Checking team. The team will comprise of service users (experts by experience) and people who may need services in the future. The model will be based on a successful Quality Checkers scheme in Enfield which has been running since 2012.

If any provider organisation would like to get involved in supporting the co-production of this exciting initiative, please get in touch with the quality team to register your interest. Call the team on 0161 474 4600 or email asc.qualityteam@stockport.gov.uk.
HOMECARE PAYMENTS CHRISTMAS 2018

As in previous years, Stockport Council will pay double rate for the following dates over the festive period:

25th, 26th and 31st December

1st January 2019

You will receive your payment as usual on 21st December for the two weeks ending 9th December

Can you please submit your next invoices on 27th December as the offices are closed from 21st December until 27th December

Your next payment is due to credit your accounts on 11th January but we will endeavour to get this payment in on 8th January and then payment as usual on 18th January

If you have any problems with this please contact Vince Fraga or Jon Wilkie to discuss.

Email: asc.qualityteam@stockport.gov.uk

MULTI-AGENCY STRATEGY FOR SELF-NEGLECT AND HOARDING

Safeguarding Adults in Stockport have developed a Multi-Agency strategy for self-neglect and hoarding. The strategy and guidance for practitioners can be found here:

http://www.safeguardingadultsinstockport.org.uk/for-professionals/self-neglect-strategy/

Why do we need this strategy?

Self-neglect is a complex area of work, arising as it does from a large range of causal factors. Safeguarding Adult Review Reports frequently highlight self-neglect signs and symptoms as a factor in or indicators of subsequent serious events that have resulted in life threatening consequences or even death. When seen in isolation self-neglect behaviours may not give rise to safeguarding intervention. However when understood collectively a very different picture often emerges.

Adults have the right to live the way they choose even when that involves what may be perceived by others as poor or risky lifestyle choices.

The Care Act 2014 recognises self-neglect as a potential safeguarding matter among those who are either in receipt of, or in need of care and support, and when their health and wellbeing or that of others is seriously compromised. The Strategy sets out the ambiton in Stockport by clearly defining self-neglect; framing it within the legal context and setting out the responsibilities of the Local Authority and its partners who come into contact with this particular group of people.

Gill Frame—Independent Chair Stockport Safeguarding Adults Board


QUALITY TEAM DAISY MARK—WE DID IT!

As we told you in the last issue the Quality Team have been working hard towards achieving our Daisymark Accreditation for Dignity in Care and we are very proud to announce that WE DID IT!

We received confirmation this week from the Daisymark Accreditation team that we have successfully achieved our accreditation and will receive our plaque in an awards ceremony in December.

In addition the Daisymark Dignity team nominated this newsletter for a Daisy Best Practice award. The team felt that the newsletter "Ensures all the good practice is shared and the communication links are open between your team and clients, it is a great tool for sharing new initiatives and keeping them all up to date with any changes."

We want to express our thanks to all our providers who supported us to achieve these successes.

We couldn't have achieved this without the support of everyone who responded to the survey sent out by the Dignity team, everyone who provided testimonies on their interactions with the Quality Team and everyone who submits the good news stories or offers feedback on the newsletter.

Thank you for all your support.
**PRECIOUS TIMES**

During visits to a care home Quality Improvement Officer Jane met 2 sisters who during chats told Jane they originally grew up in Salford, as did Jane’s Parents, before being evacuated to Stockport in 1940. Jane said “We discussed schools and the streets where they played. I joined the Salford Yester Years group and I was able to locate some photos of where they once lived and went to school. I can’t tell you how amazing it was to see their faces when I took the pictures to them when their faces lit up and they were clearly overwhelmed with their memories. Their stories brought the black and white pictures to life. The photo of the Whit Walks had one of them on it! Special memories for them to share. It didn’t take me long or cost me anything to get the pictures together, but their response and their faces was priceless. Little things really do matter.”

**SAVE THE DATE**

**GETTING TO GOOD AND OUTSTANDING WORKSHOPS**

**Thursday 13 December 2018**

We are delighted to offer these workshops to all our provider leadership and management teams. The response has been fantastic and we are now full for the morning session (care homes) and there is limited availability for the afternoon session (care agencies). Due to the popularity of this workshop we plan to deliver it again in 2019 for anyone who missed out this time.

Expressions of interest in a session in the future to: asc.qualityteam@stockport.gov.uk

**WINTER PLANNING**

As the temperatures start to drop and the weather deteriorates our thoughts turn to winter planning and ensuring we are all prepared for the significant disruption caused by severe cold and wintry weather over the coming weeks.

Below is a link which details the expected response from providers, please ensure that you have familiarised all staff with the details.


**HOME CARE PROVIDERS:** Please ensure you have contingency plans in place for staff being unable to get into work or to complete home visits. It would be extremely useful if you could share these plans with us as soon as possible. If you, as providers, are experiencing difficulties with regard to this please communicate this to us via Choosing and Purchasing 218 1953.

**NURSING/RESIDENTIAL HOME PROVIDERS:** Please ensure you have contingency plans in place for staff being unable to get into work and have all shifts covered. It would be extremely useful if you could share these plans with us as soon as possible. If you, as providers, are experiencing difficulties with regard to this please communicate this to us via The Quality Team Duty System 474 4600 or asc.qualityteam@stockport.gov.uk.

**EXTRA CARE HOUSING/SUPPORTED TENANCIES:** Please ensure you have contingency plans in place for staff being unable to get into work and have all shifts covered. It would be extremely useful if you could share these plans with us as soon as possible. If you, as providers, are experiencing difficulties with regard to this please communicate this to us via The Quality Team Duty System 474 4600 or asc.qualityteam@stockport.gov.uk.

Please could you all keep in close contact with us about any vacancies you have so that we can plan appropriate support during what may prove to be a difficult period for both the community and Acute Trust.

Register on the NHS Bedsite by visiting:

[https://carehomes.necsu.nhs.uk/](https://carehomes.necsu.nhs.uk/)

Some useful information on the Cold Weather Plan for England including an easy read booklet is available by following this link:

STOCKPORT STAR AWARDS

The Stockport Star Awards nominations are now closed. We now have the difficult task of shortlisting your amazing nominees. We would like to thank everyone who nominated and everyone who supported residents, service user’s and families to nominate.

We look forward to seeing as many of you as possible at the awards ceremony on 7 February 2019. Details on how to book your tickets will be shared shortly.

If you require further information about the event or to book a table please contact Wendy Morrell on 07557 758563 or wendy.morrell@nhs.net.

See your stars shine in 2019

DIGNITY ACTION DAY 1 FEBRUARY 2019

Dignity Action Day #DAD2019 is an annual opportunity for health and social care workers, and members of the public to uphold people’s rights to dignity and provide a truly memorable day for people who use care services (source: https://www.dignityincare.org.uk/Dignity-in-Care-events/Dignity_Action_Day/)

Here at the Stockport Quality and Commissioning Team we are busy planning our event for Dignity Action Day.

We will be sharing our plans for the day in the December newsletter and look forward to sharing some exciting ideas with you all. Have you started to plan your Dignity Action Day event? The Dignity in Care website has some great ideas and resources and is a brilliant place to start your planning.

https://www.dignityincare.org.uk/

GM Infection Prevention & Control Collaborative - E.Coli Resource Packs

Greater Manchester Health & Social Care Partnership E.Coli Working Group have produced resource packs for care home and home care provider settings. These have been created to support the Secretary of States ambition to reduce the incidence of gram negative bloodstream infections by 50% by 2020.

The majority of gram negative BSI occur in community patients who reside in their own homes, however residents in care homes are not immune to these infections.

The resources in the packs can be used with staff teams, residents and service users to educate them on what they can do to prevent these bloodstream infections:

This resource can also be found at https://www.networks.nhs.uk/nhs-networks/gm-infection-prevention-and-control

Further information can be found at https://improvement.nhs.uk/resources/preventing-gram-negative-bloodstream-infections/
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<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
<th>Time</th>
<th>Location</th>
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<tbody>
<tr>
<td>13 December 2018</td>
<td>Getting to Good &amp; Outstanding Workshop (Care Homes)</td>
<td>9.30 - 13.00</td>
<td>Upper Ground Floor, Stopford House</td>
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<tr>
<td>13 December 2018</td>
<td>Getting to Good &amp; Outstanding Workshop (Care Agencies)</td>
<td>13.30 - 17.00</td>
<td>Level 4, Stopford House</td>
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<td>17 January 2019</td>
<td>Home Support Forum</td>
<td>14.00 - 16.00</td>
<td>The Heatons Centre</td>
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<td>21 January 2019</td>
<td>Dignity Forum</td>
<td>13.00 - 15.00</td>
<td>LDRC</td>
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<td>1 February 2019</td>
<td>Dignity Action Day</td>
<td>All Day</td>
<td>Various locations</td>
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<td>7 February 2019</td>
<td>Stockport STAR Awards Ceremony</td>
<td>18.30 - late</td>
<td>Stockport County Conference Centre</td>
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<td>14 March 2019</td>
<td>Home Support Forum</td>
<td>14.00 - 16.00</td>
<td>TBC</td>
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<td>21 March 2019</td>
<td>Care Home Forum</td>
<td>14.00 - 16.00</td>
<td>Stopford House</td>
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<td>21 April 2019</td>
<td>Harm Levels Submission Deadline</td>
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<td>24 April 2019</td>
<td>Dignity Forum</td>
<td>13.00 - 15.00</td>
<td>LDRC</td>
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<td>16 May 2019</td>
<td>Home Support Forum</td>
<td>14.00 - 16.00</td>
<td>The Heatons Centre</td>
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<td>13 June 2019</td>
<td>Care Home Forum</td>
<td>14.00 - 16.00</td>
<td>Stopford House</td>
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<td>18 July 2019</td>
<td>Home Support Forum</td>
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<td>24 July 2019</td>
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<td>5 September 2019</td>
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