

Salford Care Homes Excellence Programme

Event Summary

Thursday 13 December 2018, 12.30 – 4pm

Introduction

Representatives from 42 care homes (nursing, residential, specialist and mental health) are invited to attend the fourth event of the Salford Care Homes Excellence Programme (SCHEP). The purpose of the event was to:

- Share learning between care homes, reflecting on how ideas have improved quality of care provided to residents
- Review options for improving handover between care home and hospital (the hospital transfer pathway)
 1. Would this work in Salford?
 2. Who and what is needed to test this out?
- Progress learning using the “six steps to improvement” with a focus on understanding how small tests (the P-D-S-A cycle) can inform our learning and engage our teams in developing change.

This event was hosted by Salford CCG, Salford City Council, Salford Together, Salford Royal NHS Foundation Trust and Greater Manchester Mental Health Foundation Trust as part of the “Safer Salford” programme. The event was facilitated by Haelo, an Innovation and Improvement Science Centre in Salford.

Attendees

The event was attended by 6 care home managers, alongside representatives from services supporting care home residents. A number of managers submitted apologies on the day of the event. Care homes represented were:

- | | |
|-------------------|------------------|
| - Arden Court | - Cherrytrees |
| - Barton Brook | - House Martins |
| - Beenstock House | - Bluebell Court |

List of other representatives:

- | | |
|--|---|
| - Palliative care nurses (SRFT) | - Director adult social care (Integrated Care) |
| - District nursing team (SRFT) | - Director adult social care (Salford City Council) |
| - Director of quality and innovation (CCG) | |

Introduction and reflections

Kurt Bramfitt (Haelo) provided an overview of the Care Homes Excellence Programme to date, reminding participants of the content covered in previous sessions, in particular referring back to the “six steps for improvement” framework that has provided the structure for developing and testing new ideas.

Further notes from previous sessions are all available online: <http://safersalford.org/salford-care-homes-excellence-programme/>.

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Participants were invited to select an object from the “prop cupboard” and use it to describe a successful change, idea or improvement within their home to others in the room. We heard some fabulous examples, such as:

- A mother and baby group which uses the care home as its meeting place, which brings the residents to life
- Images of “fake” bookcases used to disguise doors to prevent residents going into the wrong areas of the home (e.g. the kitchen)
- Bringing a box of toys into the care home to give young relatives visiting a resident something to play with while they are there

It is fabulous to hear some of these glimpses of brilliance from across Salford. We will consider how as a programme we can best capture these (and the many other) examples of excellent care and share these more widely for the benefit of the whole community.

Resource:

The six steps for improvement (summary poster): <http://safersalford.org/wp-content/uploads/2018/07/6-steps-to-improvement-30.04.18.pdf>

Six steps for improvement – toolkit (based on learning from Safer Care Homes collaborative 17/18): <http://safersalford.org/wp-content/uploads/2018/07/Compressed-Final-SCH-Toolkit-02.05.18.pdf>

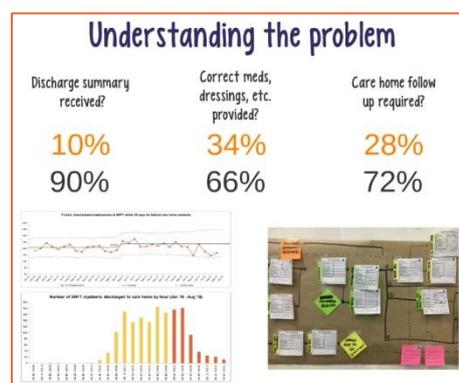
Session: hospital handover pathway planning

This community has invested time to understand more about the process, successes and challenges of handovers between hospital and care homes. Following the third event some of our care homes have collected data to capture and understand our current baseline. Jo Evans (Haelo) reported this data back to the community (see image – the figures in orange represent the times we don't get this right).

During this session participants were provided with some resources developed from other localities tackling similar issues relating to handover between care homes and hospital. Participants were encouraged to review the “Hospital Handover Pathway” and consider whether a) would this work in Salford and b) who and what is needed to test this out?

Key feedback from participants was:

- This proposal has a strong focus on the acute setting rather than focusing on specifically addressing the issues identified within care homes, however it does present an opportunity to align processes across Greater Manchester if appropriate
- Need to collaboratively develop the checklists to ensure these are standard and applicable for all homes, but also address the necessary documents and equipment requirements (a more detailed list was provided at the event and has been recorded separately)
- A similar approach had been trialled with End of Life patients (“yellow file”) however documents went missing due to poor staff engagement and awareness
- Hospitals need an improved understanding of what happens when a resident returns to the home
- There is currently no live feedback mechanism between care homes and hospital to capture and report issues or ‘what went well’ between settings – any scheme needs to involve a two-way flow of information



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The community agreed the below action to take away from this session and develop this work further:

Form a task-finish group with key representatives from all partners involved in the process (e.g. nursing leads, discharge co-ordinators, clerking staff in A&E, sub-group of care homes, etc) to develop and test whether this scheme will improve the quality and safety of handovers; reporting back to the community at the next event.

Resource:

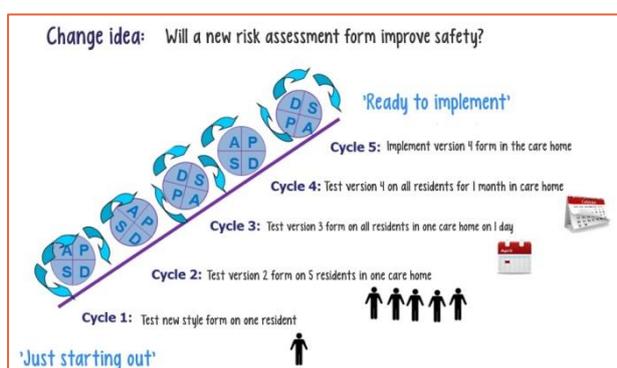
Handover recording template: <http://safersalford.org/wp-content/uploads/2018/12/Hospital-to-Care-Home-Handovers-Data-Collection-Form-All.docx>

NHS England summary of the Care Homes Hospital Handover Pathway (note that this document is written with a strong focus on the acute setting): <https://www.england.nhs.uk/urgent-emergency-care/hospital-to-home/red-bag/>

Session: Testing out our ideas

Following on from the creative thinking activity at the previous event, Kurt Bramfitt and Stuart Clough (Haelo) introduced a simple process, called the “P-D-S-A cycle” (Plan, Do, Study, Act) which supports quick and small scale testing of ideas, building knowledge to support development of successful change ideas.

Often it is easy to jump to “implementing” an idea which we have heard from elsewhere, or someone is passionate about, without fully understanding how this works in context. A key benefit of the PDSA approach is that it provides an opportunity to test in your care home, and provides a useful tool to



engage staff with the development of new ideas in a learning environment. Testing small can mean trying out a different way of doing things on one resident on one day, and building learning from this test until ready to take a new approach to scale across the whole home.

With the “community of practice” model in mind, another benefit of PDSA testing is that it provides a mechanism to document learning; crucial to help sharing good ideas between homes within Salford.

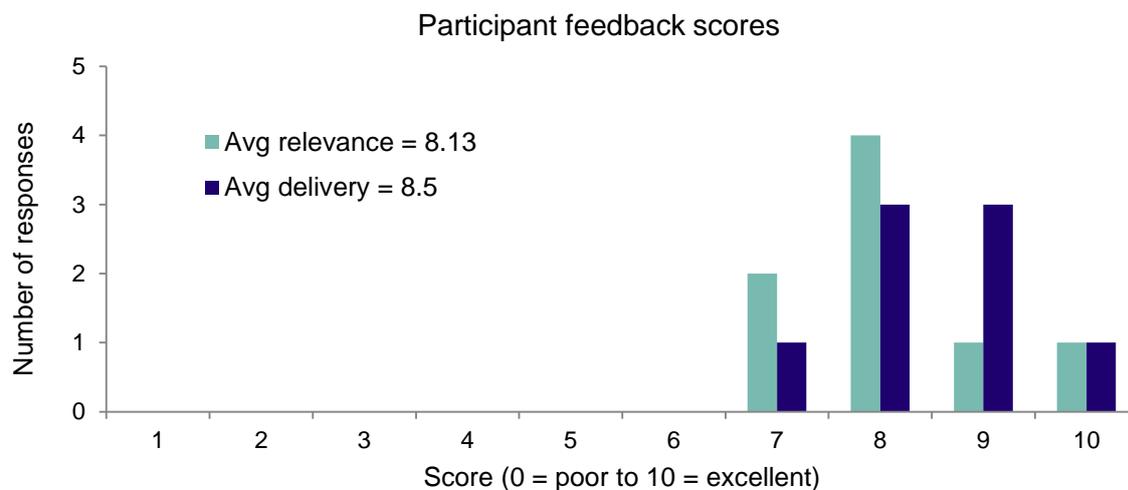
Participants were given the opportunity to try out this approach – and unleash their competitive spirit – with the coin slide activity! The challenge: to reliably move a £1 coin from one end of the table to the other. This proved more complex than it first sounds; each team was able to test 5-8 different ideas out within a short space of time and learn collaboratively what worked well.

Resource:

PDSA planning template: <http://safersalford.org/wp-content/uploads/2018/12/PDSA-Form-with-Prompts.doc>

NHS Improvement “Plan, Do, Study, Act (PDSA) cycles and the model for improvement: <https://improvement.nhs.uk/documents/2142/plan-do-study-act.pdf>

Feedback



What have you enjoyed the most?

- Interaction with others
- Practical exercise to share with care homes was great
- Coin slide exercise

What could we have done better?

- Poor facilities / environment to support learning (building works ongoing)
- More time to think about how apply learning in own setting

What is your main take home message from this event?

- Hearing the good things that are going on in care homes in Salford
- Small scale testing of ideas
- Testing can be fun and engaging
- Together is better / not just us and them, but "us"