Event Summary

Thursday 11 April, 9.30am – 3pm

Introduction

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

- Highlight learning and new ways of providing safe nutrition and hydration
- Provide an update on activities underway, e.g. Handover workstream
- Share learning between care homes, reflecting on how ideas have improved quality of care provided to residents

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.

Attendees

10 care homes participated on the day, represented by both managers and support workers, alongside representatives from services supporting care home residents. Not including session facilitators, 36 individuals attended the day. Care homes represented were:

- Abbeydale Nursing Home
- Arden Court
- Barton Brook
- Beech House
- Broughton House

- Cherrytrees
- House Martins (1 and 2)
- Park View
- Thornton Lodge

List of other representatives:

- Safeguarding review and extra care team
- District nursing team
- Director of quality and innovation (CCG)

- Director adult social care (Salford Care Organisation)
- Quality Assurance Manager (Salford Care Organisation)

Introduction and reflections

Jo Evans (Haelo) provided an overview of the Care Homes Excellence Programme, refreshing participants on the topics covered to date and structure of the community. The core principles of the programme are:

- bringing services together and wrapping these around our residents
- focus on priority areas
- continuous improvement
- a forum to share ideas and experiences

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

Session: focus on nutrition and hydration

There has been significant development of projects in Salford to promote healthy nutrition and hydration, directed by the Malnutrition Taskforce. Tony Ward (Community Dietician, SRFT) provided

an overview of the programme and initiatives underway in Salford to support residents, including a summary of data showing how Salford compares with our GM neighbours. Tony introduced a number of key tools, such as the Paperweight Armband and an eLearning package available.

Colette McLoughlin (Community Dietician, SRFT) and Helen Christmas (Acute Dietician, SRFT) shared findings from an

innovation project delivered within EAU to support identification and follow up support related to malnutrition. This work found that the majority of cases came from older residents living independently at home, although many of these are then discharged into a care home.

Tony provided an overview of the Kafoodles innovation project, aiming to improve the nutritional content of food provided in care homes through an online menu tool. Kafoodles also assists kitchens reduce waste, reduce dependency on supplements and cater effectively for individual resident needs.

Susanna Cox (Speech and Language Therapist, SRFT) introduced a new project to introduce Dysphagia Champions in Salford Care Homes. The focus of this work is to:

- introduce and establish International Dysphagia Diet Standardisation Initiative (IDDSI) standards
- establish and build confience in support patients who are "risk feeding"
- develop a risk assessment ans upport package for feeding residents with dysphagia

Susanna spoke passionately about the need for the project and provided participants with a case study example highlighted some of the challenges experienced within care homes.

Following these presentations, attendees were invited to participate in a series of interactive workshops to gain practical skills and experience of the tools:

- MUST and drinks fortification
- IDDSI food identification
- CQC inspection criteria and introduction to the eLearning

All presentations online at: http://safersalford.org/wp-content/uploads/2019/04/Nutrition-and-Hydration-Master-Slide-Deck.pptx

eLearning package can be accessed from: www.paperweightarmband.org.uk

eLearning Flyer: http://safersalford.org/wp-content/uploads/2019/04/eLearning-Flyer-with-Set-up-Guide-Malnutrition-and-Swallowing-difficulties.docx

CQC nutrition and hydration standards: http://safersalford.org/wp-content/uploads/2019/04/CQC-and-Regulation-14-Nutrition-and-Hydration.docx

Session: Handover update

Jo Evans provided an update from the Handover: task-finish group which includes representatives from SRFT A&G / EAU / admissions team, discharge co-ordinations / patient pathway managers, Pendleton suite alongside care home managers. The purpose of this group is to identify issues impacting on handovers between care homes and hospital, and identify tests of change to improve reliability and safety of this process.

This group has reviewed data collected to identify problems and defined a safe handover between settings as:

1. pre-agreed between care home and hospital
2. everything required is available on arrival to new setting
3. patient / resident and staff satisfaction

Current tests of change being developed include:

- document checklist / cover sheet
- identification of care home resident on EPR to highlight transfer of care documentation
- co-ordinated contact prior to discharge

Glimpses of Brilliance

Darren Bisby (Registered Manager, Cherrytrees) opened this session with a summary of the resident-centred initiatives underway within his care home. Cherrytrees care home is a mid-80's building supporting service users with residential and nursing needs; the home has 30 rooms and specialises in a wide range of nursing needs with personal care methods that include mental health and dementia care. A number of innovative ideas have been developed and implemented at Cherrytrees, such as:

- posters / wallpaper to 'disguise' doors which shouldn't be accessed by residents and create a coronation street themed room (voted for by the residents)
- headphones for distressed residents with dementia to facilitate self-led feeding
- family communication board and pen pal scheme (with local and international care homes and a local school) to help combat loneliness
- activity board moved to lower height to enable those with walking aids / wheelchairs to easily see information
- range of activities, such as ballet, crafts and zoo lab
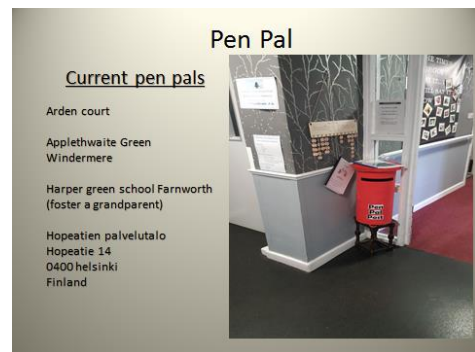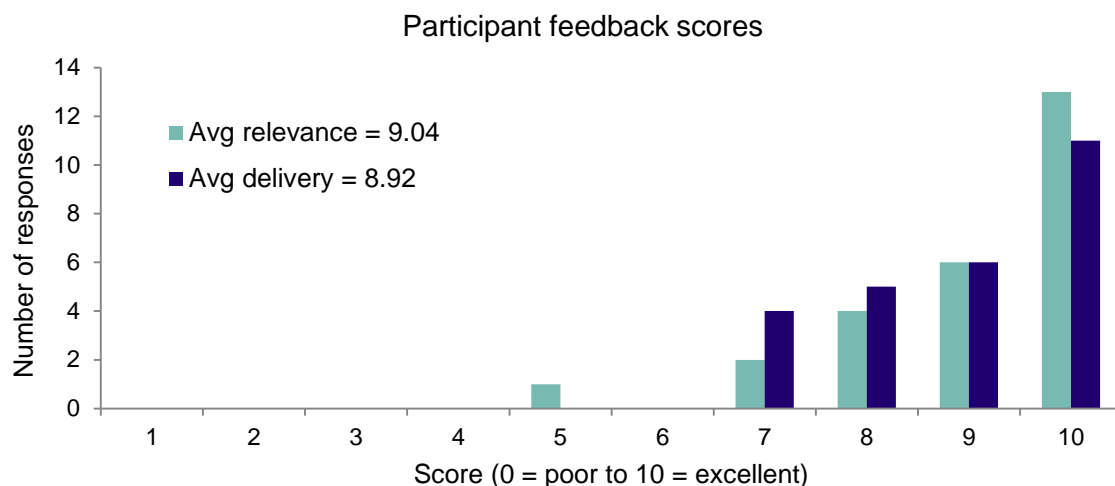
- IDDSI identification wristbands

Attendees were given the opportunity to reflect on these examples and share other ideas from their care homes. A number of ideas where highlighted which could be scaled up across Salford care homes, in particular the pen pal scheme and IDDSI identification wristbands, which would be of particular value when residents transfer between settings.

Training Sessions

During the breaks, participants were asked to identify topics for training which we could collectively provide as a system for care homes (as opposed to individual care homes sourcing for themselves). The following topics were identified and voted on:

- skin care (5 votes)
- diabetes (5 votes)
- epilepsy (5 votes)
- drug / alcohol misuse (4 votes)
- mental health (4 votes)
- catheter care (2 votes)

- autism (2 votes)
- fire safety (2 votes)
- ANTT (1 vote)
- chef training (1 vote)
- emergency aid (0 votes)
- moving and handling (0 votes)

Event Feedback

Participant feedback scores

Avg relevance = 9.04
Avg delivery = 8.92

(Chart: Number of responses vs Score (0 = poor to 10 = excellent))

What have you enjoyed the most?

- Workshop sessions and nutrition presentations
- Learning something relevant to my work
- Interactivity, new ideas and communicating with others

What could we have done better?

- Could not see the screen / projector not working
- More interactivity

What is your main take home message from this event?

- Spread to colleagues what I have learnt
- Sharing of different ideas / sharing information / communication
- Practical actions (e.g. wristbands, bucket lists, check swallowing assessments, complete e-Learning)