

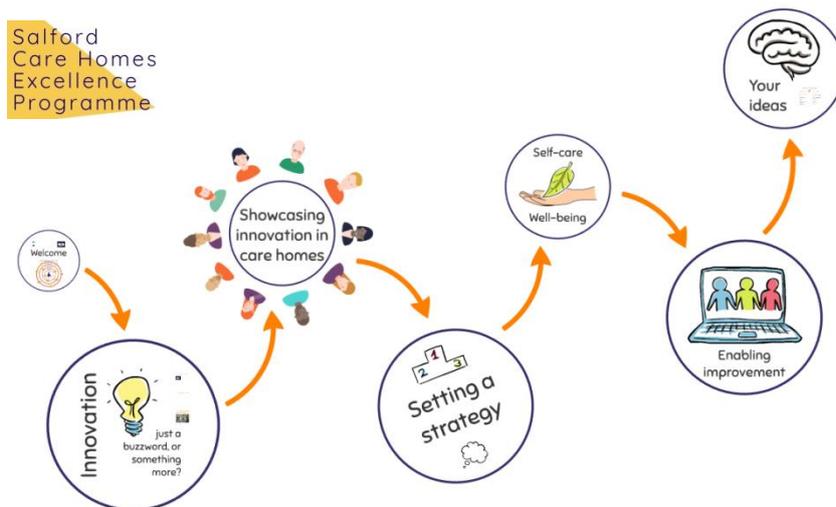
Innovation in Care Homes

Event Summary: 14 January 2020

Introduction

Salford Care Homes are invited to attend the sixth event of the Salford Care Homes Excellence Programme, the purpose of the event is to:

- share learning to scale success of funded innovation projects
- engage care home managers in developing new innovation ideas and improvement projects
- provide an opportunity for system leaders and care home managers to network and interact



The event was attended by 43 delegates from 12 care homes, with representatives from infection control team, CVS Salford, dementia champions, dietetics, CCG safety leads and safeguarding. All presentations and resources from the day are available [online](#).

Jo Evans (Senior Improvement Advisor, Safer Salford) opened the event, introducing Amanda Huddleston (Senior Improvement Advisor, AQuA) who will be supporting the care homes programme, with a particular focus on ongoing work to improve handover for residents from hospital.

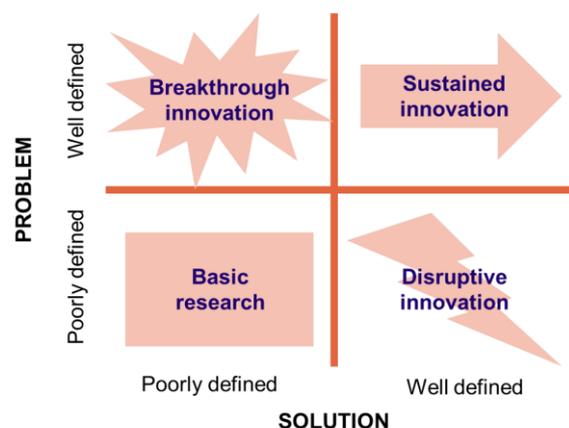
The innovation myth

There are multiple uses and definitions of the word “innovation”, and often it is over-used or dismissed as not relevant to roles which aren’t deemed “creative”.

For the purposes of working in care homes, we interpret the term innovation to mean:

“The application of ideas that are novel and useful, OR introduction of an existing idea into a new context”

Care homes and staff have an opportunity, not only in leading development of new ideas, but also the scale and spread good ideas which exist elsewhere – the content of this event will focus on supporting this process.



Showcasing innovation

Four innovation projects funded by Salford CCG (two in progress, one to start soon, and one in development) were invited to present to the SCHEP on their projects. Links to key resources are summarised below and available online.

Susanna Cox shared learning from work to train 50 “**Dysphagia Champions**” in 13 care homes, with a focus on providing safe, healthy and interesting meals for residents. Research suggests that 60% of residents in care homes have dysphagia, or swallowing difficulties, with new guidelines published relating to management, e.g. IDDSI and risk feeding. Sue Jones from Arden Court shared her positive experience of becoming a dysphagia champion. Susanna summarised some of the changes developed as a result of the project which could be spread to other homes:

1. Creation of boards containing food, fluid and feeding recommendations which were displayed in dining rooms and kitchens
2. Documentation of care plans and fluid / food charts containing IDDSI terminology (this is key: “if it isn’t written down, it didn’t happen”)
3. IDDSI room signage for residents who are cared for in bed
4. Staff using IDDSI food tests before feeding residents to ensure meals are correct consistency
5. Internal audits to review how staff are complying with dysphagia guidelines, e.g. fluid thickening
6. Informal and formal training from champions to wider staff based on findings from these audits.

David Haughton and Margaret Hadfield presented on outcomes from the “**Hear to Care**” project in 10 care homes to raise awareness of hearing loss, deliver interventions, find hearing champions and undertake regular hearing checks. Approximately 71% of adults over 70yrs have some kind of hearing loss, which if not managed well can contribute to reduced quality of life, social isolation and poor health and wellbeing. Age-related hearing loss often goes unnoticed as signs are misunderstood, for example as a sign of dementia rather than poor hearing. Feedback from Wentworth House: *“the project helped our staff to understand the importance of hearing aids in effective communication. We have also added the battery change day to residents’ diaries. This is highlighted in their individual care plans and is a reminder to staff on the day.... One family commented that their visits were so much more pleasurable as a two way dialog was happening.”*

Safer Salford Retweeted

 **Amanda AQuA RN HV MSc QN**
@MCR_Nurse

Bev shares her plans to implement Mouth Care Matters programme to improve oral care of residents in @SaferSalford care homes #SaferCareHomes amazing to hear the benefits in reducing infection (we all have billions of bacteria!)



12:19 pm · 14 Jan 2020 · Twitter for iPhone

Safer Salford Retweeted

 **Jeff Niel**
@JeffNiel3

Six older people fall every minute across the UK. James Chapman from @SafeStepsTech is telling us about Safe Steps falls risk assessment product designed for use in care homes and based on NICE guidance #SCHEP #SaferCareHomes @SaferSalford



11:53 am · 14 Jan 2020 · Twitter for Android

Bev Wasp from Salford City Council introduced a new innovation project due to start shortly called “**Mouth Care Matters**”, seeking to improve oral health for care home residents. Daily toothbrushing can reduce risk of infection, whilst 73% of care plans reviewed by the CQC did not include oral health. The Mouth Care Matters project will cover the following content meeting NICE Guidance 48, CQC requirements and implementation of CHORUS:

- Supporting mouth care with residents as well as those with behaviour that challenges
- Denture care and marking
- Mouth care policy in care homes
- Mouth care assessment
- Daily mouth care plans
- Recognising common oral conditions in older people
- Finding a dentist

To be involved in the work, contact the team: beverley.wasp@salford.gov.uk / clare.gross@srft.nhs.uk.

Finally, James Chapman introduced the **Safe Steps** programme, seeking feedback from care home managers as this project is in proposal form. Safe Steps is a secure digital risk management tool to enable better management of the risk and occurrence of falls, as well as providing real time reporting of causes and outcomes to support learning. Currently Safe Steps is live in 106 care homes in the North West, with a reported 28% reduction in falls and 20% reduction in ‘falls related’ ambulance call outs. James is seeking a small number of care homes who would be interested in testing Safe Steps and providing feedback with a view to rolling out the tool to all care homes in Salford.

Resources

- [Safe Steps](#)
- [Hear to care – World of Silence report](#)
- [Hear to care – how is your hearing leaflet](#)
- [Hear to care – Communication Tips Card](#)
- [Hear to Care – Accessible Information Standard Glossary](#)
- [Hear to care – Understanding Tinnitus Leaflet](#)

Salford Care Homes Improvement Strategy (2020 – 2023)

Jeff Niel (Quality Assurance Manager, Salford Care Organisation) reflected on the journey Salford care homes have been on since April 2017 when 61% of care homes in Salford were rated “requires improvement” or “inadequate” by the CQC, this was reduced to 37% in 2018 and just 23% in 2019 – a significant year on year improvement. All homes in Salford are now rated “good” for caring since November 2018 and we received our first domain rated “outstanding” in January 2020.

To build on this progress, Jo Evans introduced a **draft Improvement Strategy** which represents how the Salford system will, together with care homes, build on this progress, with focus on a few key areas. Participants were invited to give feedback on our draft aim, principles, priorities and what this will mean for staff and residents living and working in Salford care homes. Our shared vision is to create: “**an integrated system working together to provide the best possible quality of life for care home residents in Salford**”.

QUALITY OF LIFE / WELLBEING

- Social prescribing and community-based activities
- Engagement of lived experience in improvement activities
- Personalisation
- Safeguarding

IMPROVE HEALTH OUTCOMES

- Reducing avoidable harm (pressure ulcers, UTI, falls)
- Nutrition, hydration and oral health
- Care planning (inc. meds management)
- Dementia and challenging behaviour

The strategy is currently in development and input from care homes will be reviewed by key decision-makers involved in designing the health and care system in Salford before it is ready to be implemented. Care homes are invited to provide further feedback into the development of these plans.

Self-care and staff wellbeing

As care home managers, a lot of time is spent making sure our residents and staff are well looked after, but this often comes at the expense of manager's own wellbeing. The SCHEP invited Emma Howard to take participants through a guided breathing and **yoga** exercise. Taking just a couple of minutes out of each day to reflect and centre the self is a useful mechanism to better manage the stresses of running a care home and provide the best care for our residents.

Emma is a fully trained yoga instructor and has provided similar activities in care homes in Salford and Greater Manchester for care home residents, **building strength, resilience and mindfulness**.

Resources

Emma can be contacted at: youryogajourney@hotmail.com.

Enabling improvement and innovation

Following on from discussing some of the "system enablers" required to support innovation and improvement in care homes, presentations were invited from the CCG digital team and Salford University. Laura Hosey-Davies (Informatics Manager, Salford CCG) introduced a project which she is

SYSTEM ENABLERS

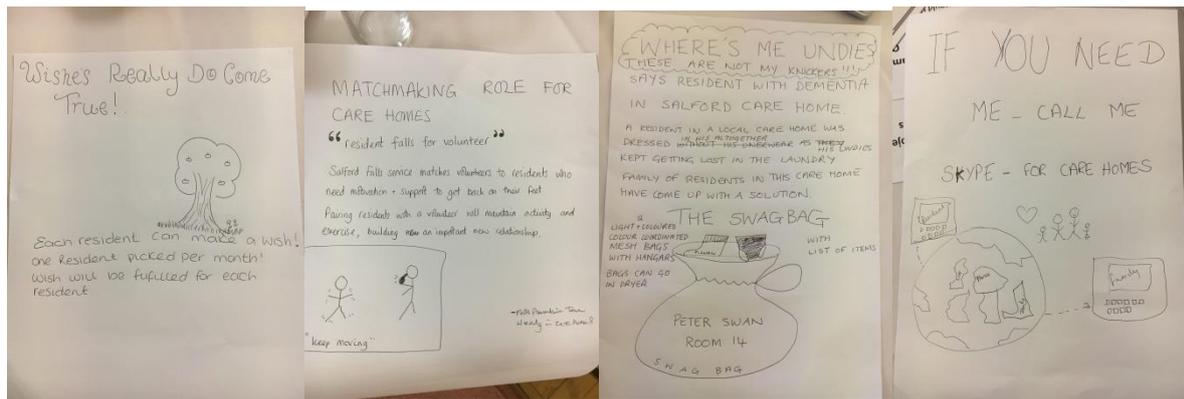
- IT and digital infrastructure
- Built and natural environment
- Workforce: skills, training and recruitment
- Flow and safe handover
- Community of practice and QI network

leading with additional funding from Greater Manchester to both bring care homes into the "NHS digital family" and support care homes to improve use of data systems for management and care planning. Laura will be in touch with all care home managers directly with a focus in the first instance in completing an audit of current use of digital media and establishing an nhs.net email account for all Salford care homes.

Dr Melanie Stephens (Senior Lecturer in Adult Nursing and Lead for Interprofessional Education, Salford University) presented on a pilot approach to training student nurses, with the intention to raise understanding and increase interest in a career in the care sector. Students will be connected with care homes to deliver a specific project or improvement, benefiting both the student and the care home. Managers who are interested in the programme are requested to contact the university, where they can be connected with an appropriate student, depending on the nature of the project.

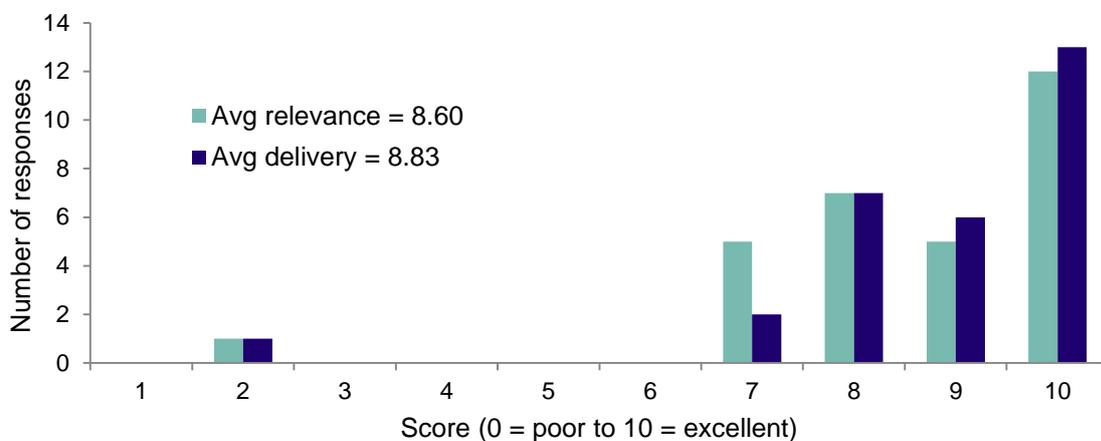
Designing care home innovation and improvement

Amanda Huddleston and Tony Ward (Dietician, Salford Care Organisation) led an interactive session, based on Tony's experience of the reality of delivering an innovation project. Some of Tony's key learning from the Kafoodles project was the importance of having a clear message and communicating this clearly to those who need to know. Amanda tasked participants to develop a "dragon's den" style pitch for an innovation idea in a care home, with the emphasis on building support for your idea. Below is just a selection of the ideas developed!



Event Feedback

Participant feedback scores



What have you enjoyed the most?

- Variable content, inclusive presentations and offers of support
- Everything, especially the yoga
- Last presentation was well delivered and interactive

What could we have done better?

- More interaction and networking
- A few more breaks
- It was all very good

What is your main take home message from this event?

- Innovation looking and working towards ideas
- Salford is making good progress to improve care homes but more needs to be done
- Lots of new ideas – share ideas no matter how small

What would you like to hear more about at future events?

- Care homes celebrating their successes with others
- Better engagement networks for resident, family and staff
- How innovations have progressed and what is in the future