



# Partners in Care

Wednesday 27th March 2019

13.30-16.30

York Sports Club, York, YO30 5RE



# Agenda

Care Home Pharmacist Update (20)	C Turner/M Cooke
Care Home Capacity Tracker and hospital transfer pathway standards update (5)	S Fiori
CHC Update (10)	A Griffiths
Discharge Team Update (10)	G Younger
York Integrated Care Team update (15)	J Topping
React to Red Update (10)	H Degnan
Identifying Deteriorating Residents (10)	S Fiori/K Ford
<b><i>Interval and Refreshments Break (10)</i></b>	Group
NYCC Quality Improvement Team Update and Dementia Friends Training Session (30)	S Smith
CHAD Update (10)	L Kovrlija
Skills for Care Update (10)	A Thompson
Opportunity for discussion; issues to be raised, Good practice/ learning to share. (10)	Group

# Care Home Pharmacist Update



# The Capacity Tracker & Hospital Transfer Pathway

Link to the You Tube video for information;

[Capacity Tracker](#)



- ❖ Ability to update your bed availability real time
- ❖ Share information regarding your home with colleagues and potential residents/ significant others at the touch of a button
- ❖ Support a more streamlined admission process
- ❖ Free!
- ❖ Resource section now available
  
- ❖ Have you submitted approver emails for log ins?
- ❖ Do you want support?
- ❖ Are you updating weekly?
- ❖ **93% of Nursing and Residential care homes now registered and updating**  
**THANK YOU ! Only 4 homes remaining in CYC, 100% in NYCC!!**

<https://carehomes-demo.necsu.nhs.uk>



**Vale of York**  
Clinical Commissioning Group

# CHC Team Update

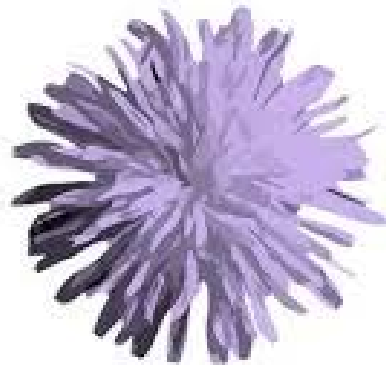


# Discharge Hub Update



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# York Integrated Care Team Update



York Integrated  
Care Team



**Vale of York**  
Clinical Commissioning Group







What has React to  
Red achieved?

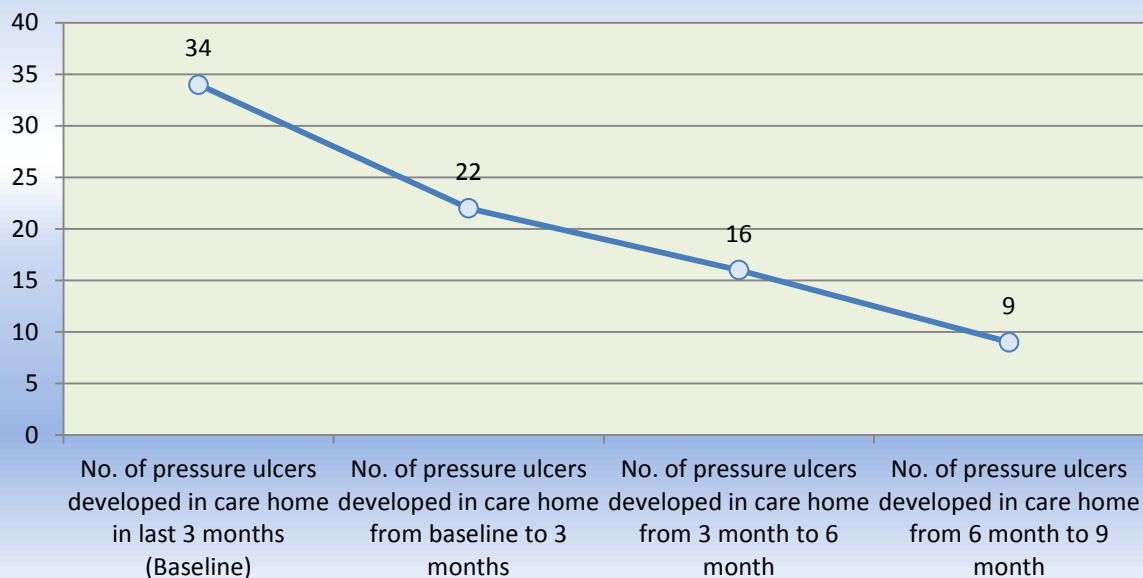




# Early findings are looking really positive!



**Incidence of Pressure Ulcers during project**



## And there's more....!



A decrease in severe pressure  
damage - stage 3, 4 &  
ungradeable





**BRAVO** **GOOD** **I**  
**WORK** **HIGHS**  
**HAIL** **HIP-HIP HOORAY**  
**GREAT** **HEAR**  
**JOB** **YIPPEE** **HEAR**  
**WELL DONE**  
**YOU DID IT**  
**Congratulations!**



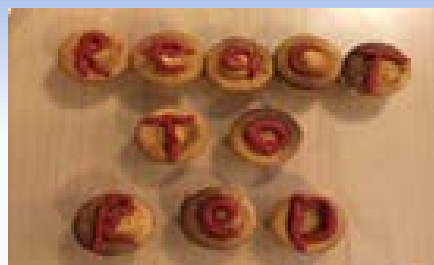
You have reduced  
service user distress!

You've saved Health  
and Social care money

You are giving your care  
home a good name



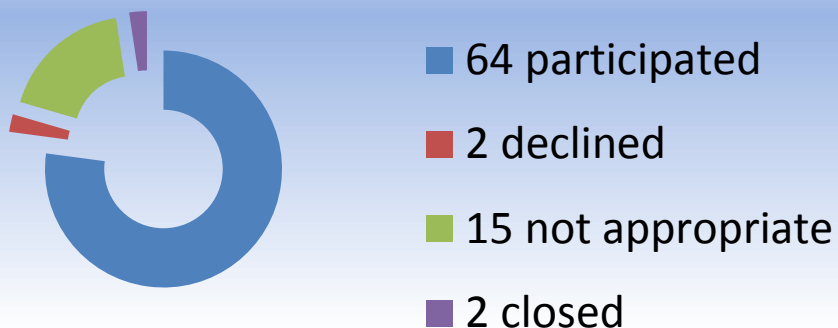
# GREAT WORK!



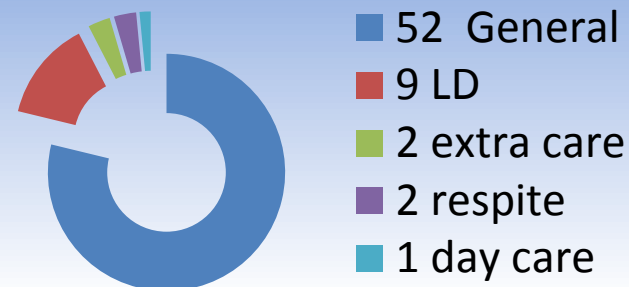


# Participation

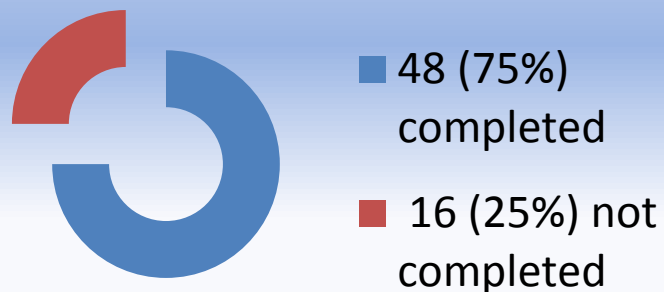
## 83 care homes



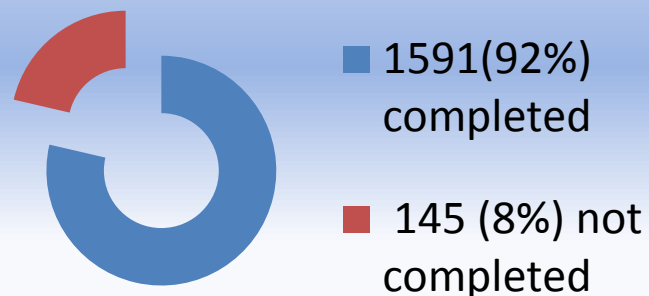
## 64 participating services



## 64 Participating services



## 1736 eligible staff





# The Training







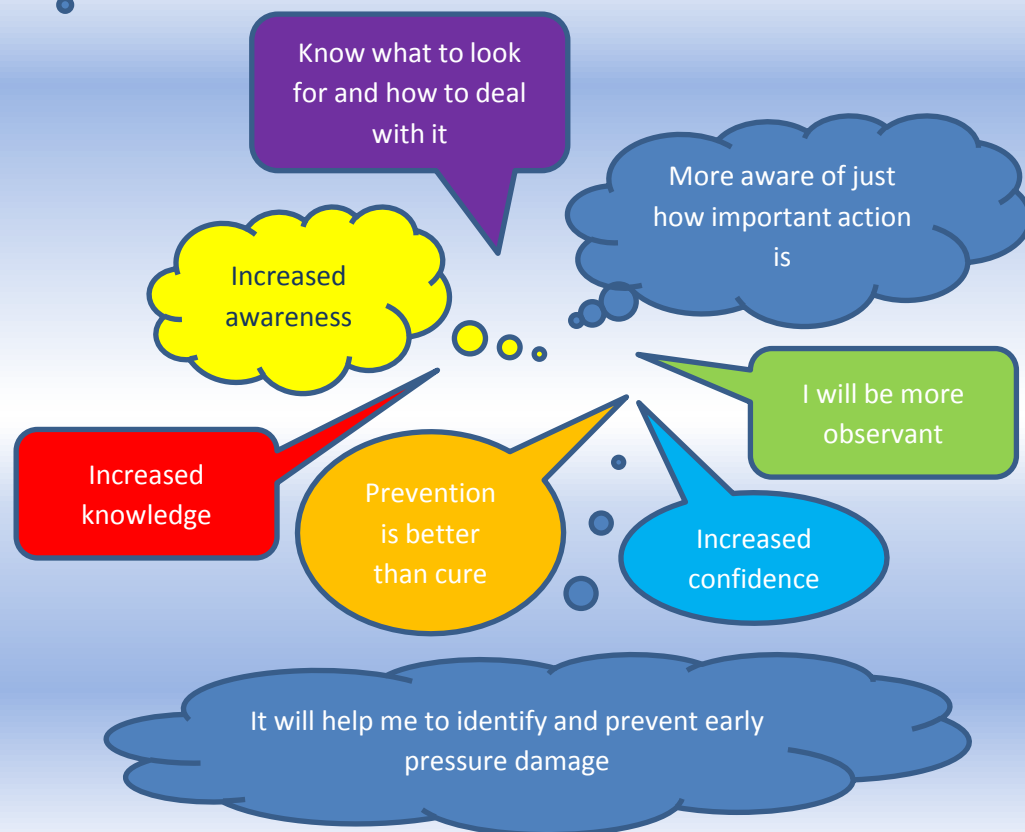
Participants  
thoughts!

## How it will improve your practice

- 99.9% thought it was easy to follow
- 99.3% thought it was at the correct level

## What you would like more of!

- Resources to take away
- Case studies/examples
- Info. About products
- More info about palliative care
- Categorisation for nurses
- Availability in different languages





## Training Feedback

### Knowledge of Pressure Ulcer Prevention

43.83% improvement following training

### Pressure Ulcer Early Recognition

42.51% improvement following training

### Knowing How to Refer Pressure Ulcers

37.76% improvement following training

Lots of good ideas in enhancing nutrition

A very important theme. Prevention much better than cure

Excellent course, very useful

Brilliant trainer

Very informative, especially about the cream not to use with incontinence

The training was excellent and helped staff identify problem areas and address before it became an issue.

30 degree tilt is not familiar with staff here so very helpful



# Sustainment is in your hands!





## Challenges!

- High turnover of staff, managers and care staff
- Not part of induction
- Not mandatory/CQC requirement
- Not a priority
- Lack of commitment and engagement
- Lack of time for link champions to cascade training
- Staff unwilling to attend training

## What you can do!

- Embed R2R into your care home ethos
- Use as part of induction to ensure that all new starters receive training
- Ensure staff complete an annual refresher
- Recruit and replace R2R link champions
- Give link champions time

Keep on with the  
great work you are  
doing!



An e-learning version of the **React to Red** Training Resource has been launched!

**REACT  
to RED**

## Using the React to Red approach for pressure ulcer prevention

Developed in line with evidence based practice this will raise the level of knowledge of prevention and awareness strategies that are person focused and promote excellence for outcomes of care

It is an evidence based, competency assessed training resource, aiming to increase awareness and knowledge of pressure ulcers, prevention strategies and improving outcomes. Whilst the focus is on care home settings and aimed towards carers, the training resource aligns with the Stop the Pressure Programme (NHS Improvement) and spans other healthcare settings such as Community and Acute Trust settings

A Training Pilot/Evaluation was undertaken during 2017 in conjunction with The University of Bradford to establish evidence and support for a wider roll out, early learning demonstrated:

- Increased staff knowledge/early recognition and reporting of G1/G2 pressure damage
- Improved partnership working
- Development of good practice/innovation

### How to access the e-learning

**NHS Trusts (in the North of England):** Skills for Health/ESR - search for the course '000 North React to Red' when logged in to ESR

**Care Homes:** [https://www.nwyhelearning.nhs.uk/elearning/yorksandhumber/shared/React2Red/RTR\\_HTML/index.html](https://www.nwyhelearning.nhs.uk/elearning/yorksandhumber/shared/React2Red/RTR_HTML/index.html)



**Well done! Keep up the  
good work and keep  
everyone inspired!**



Have your say..





- ❖ How has react to red influenced your practice/how you manage pressure ulcers
- ❖ Please give examples if you have any. E.g. catering around nutrition
- ❖ Do you think that the training has contributed to the reduction of pressure ulcers in your home (if so how/ if not why?)
- ❖ How do you feel the programme has benefited your care home
- ❖ How do you intend to continue with the programme e.g. incorporate into induction/develop champions/additional training



## Stop and Watch - Early Warning Tool



If you have identified a change while caring for or observing a resident, please circle the change and notify the person in charge with a copy of this tool.

Name of resident: ..... Date of Birth: ...../...../..... Room Number: .....

**S  
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W  
A  
T  
C  
H**

- Seems different to usual
- Talks or communicates less
- Overall needs more help
- Pain – new or worsening; Participating less in activities
- Ate less
- No bowel movement in 3 days; or diarrhoea
- Drank less
- Weight change
- Agitated or more nervous than usual
- Tired, weak, confused, drowsy
- Change in skin colour or condition
- Help with walking, transferring or toileting more than usual

Describe the change you noticed: .....

Carer Name: .....			
Team Leader reported to: .....			
Team leader Actions			
Reported to (circle)	GP	111	999 UCP Not reported (Why)
.....			
Used SBAR format (Circle)	Y	N	
Date.....	Time.....	AM/PM	
Outcome (circle)	Phone advice		
	Treatment given in the home (Circle)	GP	Ambulance UCP
	Transfer to hospital		
	Other .....		
In line with their preferred place of treatment/ death? (circle)		Y	N

If No reason:

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## Using the Stop & Watch Tool (Carers)

If you think a resident may have deteriorated, grab a tool from the team leaders office and complete the Stop & Watch Assessment – even if its just a gut feeling!  
Spotting signs of deterioration and taking action early really does make a difference.



If you can please describe why you are worried

Complete your name and the team leaders – the team leader will then take action.

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Live happily with us Clinical Commissioning Group Part of the Yorkshire & Humber AHSN

### Stop and Watch - Early Warning Tool

If you have identified a change while caring for or observing a resident, please circle the change and notify the person in charge with a copy of this tool.

Name of resident: \_\_\_\_\_ Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_ Room Number: \_\_\_\_\_

**S  
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- Seems different to usual
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- Change in skin colour or condition
- Help with walking, transferring or toileting more than usual

Describe the change you noticed: \_\_\_\_\_

Carer Name: \_\_\_\_\_

Team Leader reported to: \_\_\_\_\_

Team leader Actions

Reported to (circle) GP 111 999 Not reported (Why) \_\_\_\_\_

Used SBAR format (Circle) Y N Time \_\_\_\_\_ AM/PM

Date: \_\_\_\_\_

Outcome (circle) Phone advice Treatment given in the home (Circle) GP Ambulance UCP

Transfer to hospital

Other \_\_\_\_\_

In line with their preferred place of treatment/ death? (circle) Y N

If No reason: \_\_\_\_\_

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Let your team leader know, face to face

Your team leader can then take the best action

Please pass this information on to the rest of the team as soon as possible so everyone can ensure correct care is given.

## Using the Stop & Watch Tool (Team Leaders)

If a carer tells you they are concerned about a resident, ask them to complete a Stop & Watch Tool

Spotting signs of deterioration and taking action early really does make a difference.



Make sure you have a description re why you are worried

Make sure you keep the carer and team informed of what happens

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Vale of York  
Clinical Commissioning Group

**Improvement Academy**  
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**Stop and Watch - Early Warning Tool**

if you have identified a change while caring for or observing a resident, please circle the change and notify the person in charge with a copy of this tool.

Name of resident: \_\_\_\_\_ Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_ Room Number: \_\_\_\_\_

**STOP and WATCH**

Seems different to usual  
Talks or communicates less  
Overall needs more help  
Pain — new or worsening; Participating less in activities  
Ate less  
No bowel movement in 3 days; or diarrhoea  
Drank less  
Weight change  
Agitated or more nervous than usual  
Tired, weak, confused, drowsy  
Change in skin colour or condition  
Help with walking, transferring or toileting more than usual

Describe the change you noticed: \_\_\_\_\_

Carer Name: \_\_\_\_\_

Team Leader reported to: \_\_\_\_\_

Team leader Actions Reported to (circle) GP 111 999 Not reported (Why) \_\_\_\_\_

Used SBAR format (Circle) Y N \_\_\_\_\_

Date: \_\_\_\_\_ Time: \_\_\_\_\_ AM/PM \_\_\_\_\_

Outcome (circle) Phone advice Treatment given in the home (Circle) GP Ambulance UCP  
Transfer to hospital  
Other \_\_\_\_\_

In line with their preferred place of treatment/ death? (circle) Y N

If No reason: \_\_\_\_\_

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Assess the resident yourself, check this tool is completed as fully as possible

Follow all relevant steps for treatment of deterioration

If calling for help use the SBAR communication tool

Please pass this information on to the rest of the team as soon as possible so everyone can ensure correct care is given. Update the team about what happened at the next handover



## SBAR Communication

### Before calling for help

Evaluate the resident using the Stop & Watch Tool:

**Review Record:** care plans, medications

**Have Relevant information available when reporting**

(i.e. notes, charts, DNACPR, allergies, medication list, advanced care plans)

### SITUATION

Who are you calling about and how long have you been concerned about the resident?

Are they getting better, worse or are they stable?

### BACKGROUND

Important medical history? (e.g. Heart Failure, Diabetes, COPD, Kidney disease, Stroke)

Do they have a DNACPR or Advanced Care Plan?

### ASSESSMENT

Identify the change/s from the stop and watch tool

If available: consciousness level, breathing pattern

### RECOMMENDATION

Ask if there are any actions you should take, if visit has been agreed check when expected

# Recognising and Responding to Deterioration in Care Home Residents

## Before calling for help

Evaluate the resident: Complete relevant aspects of the SBAR form below

Check Vital Signs (where possible) :

Review Record: Recent progress notes, medications, other orders

Have Relevant Information Available when Reporting

(i.e. medical record, vital signs, advance directives such as DNACPR and other care limiting orders, allergies, medication list)

### SITUATION

I am calling because I am worried about:.....Date of Birth: ...../...../.....

This started on ...../...../.....

Since this started it has got Worse.....Better.....Stayed the same.....

### BACKGROUND

Medical Condition.....

Other medical history (e.g. Medical diagnosis of CHF,DM,COPD)

DNACPR Y/N Advanced care plan Y/N

### ASSESSMENT

Identify the change/s from the stop and watch tool)

If available: Vital signs: BP ...../..... Pulse.....Resps..... Temp.....NEWS.....

Blood Sugar (Diabetics) .....

### RECOMMENDATION

Responding Service Notified: .....Date...../...../..... Time(am/pm).....

Actions you were advised to take :



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# Coffee Time!



# Quality Improvement Team Update

Suzanne Smith



# Care Home and Dementia Team Update







**Angela Thompson**

# Update – March 2019

## Angela Thompson - Locality Manager





# Our support at a glance

## Skills for Care:

- Membership – Skills for Care is the membership organisation for registered managers
- **Networks** – Skills for Care supports over 150 networks for registered managers, covering every local authority area in England
- We publish practical resources on key priorities including CQC inspection, recruitment and retention
- deliver respected leadership programmes including our Well-led programme written with, and for, registered managers. We also deliver a number of other leadership programmes such as Graduate Management Programme
- We collect intelligence on the sector and produce reports on key workforce demographics that are used strategically at national, regional and local level.

# NMDS-SC and new Adult Social Care – Workforce Data Set





## NMDS-SC benefits

- Using NMDS-SC is seen by Commissioners as a sign of quality and is often built into Contracts
- Analysing your own data using either the dashboards or the new tableau system you can workforce plan and have access to data that will enhance your business
- Access to the Workforce Development Fund (WDF) for staff learning and qualifications
- Record staff learning and qualifications, use the NMDS-SC to provide reminders and information for CQC



# Support contact details

Phone: 0845 873 0129

Direct line: 0113 241 0969 to speak to a member of the NMDS-SC support team.

Email: [nmds-support@skillsforcare.org.uk](mailto:nmds-support@skillsforcare.org.uk)

Available Monday to Friday from 9 to 5 (except bank holidays)  
(apart from the first working Thursday in every month where support will be available from 11.00 due to training).

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# The National Recruitment Campaign Adult Social Care





## Context - How has a national recruitment campaign come about?

- To help fill a recruitment gap; there are 110,000 vacancies at any one time in England with a staff turnover rate of over 30%, alongside an aging population with a complex set of care needs.
- To change people's perceptions about what it means to work in adult social care and improve the sector's image as a long term career option.
- To support care providers to recruit the right people with the right values to increase staff retention.
  - *The campaign has been developed based on a scoping exercise and a recommendation from Skills for Care.*





# Campaign aims

- Drive awareness and consideration of adult social care as a prospective job opportunity for those people with the right values for the job to support vulnerable adults
- Drive to have 10,000 new applications to the sector
- Equip the sector with the knowledge and tools to be more effective in how it recruits and retains staff
- Focus on variety of roles, breadth of opportunities, progression routes, value of the work and helping to making a real difference to people's lives

# Campaign overview - Messages

- Find out about the many rewarding and varied ways to make a difference when you work in social care.
- See how working in social care helps you build on the skills you have and learn new ones.
- Build a rewarding career in social care; there are many training and progression opportunities.
- Social care jobs are available near you; apply today.

The campaign is called:

**“Every day is different when you care”**

- Based on audience insight and testing; the ‘new’ news for people considering a job in ASC is its rich variety day-to-day and across the different job roles available.

# Creative imagery Range of scenarios and settings



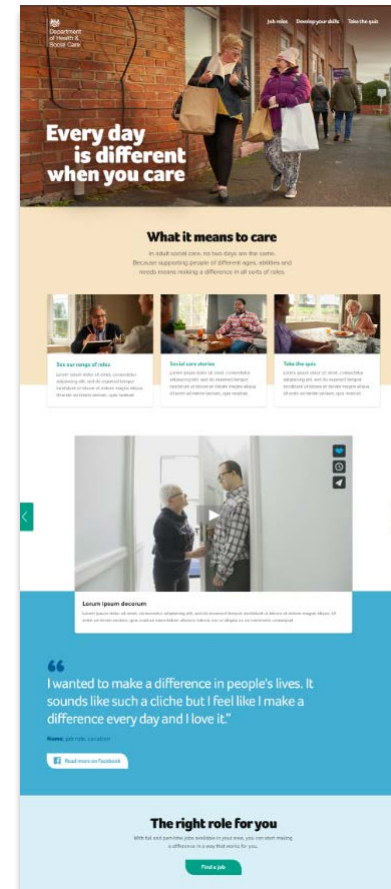
To show even more range and diversity,  
these adverts will be supported by:

- Case studies on Facebook
- Case study videos on the campaign website



# Campaign website

- Refreshed site: [www.everydayisdifferent.com](http://www.everydayisdifferent.com)
- Updated campaign images
- More case study videos
- More information on job roles
- Career progression opportunities
- Directs users to DWP Find a Job – pre filtered to ‘social care jobs’
- Resources page for care providers to download materials
- Tips for using DWP Find a Job:
- How to [Create an employer account](#)
- How to [Post a job](#)
- Recommendation is that providers use the ‘company type’ as ‘social work’  
→ job searches will look at specific words and matches that to any part of the advert / job title / description. So users searching for ‘social + care’ will see all relevant jobs, which can be filtered by location.



## How can care providers get involved?

1. Advertise job vacancies on DWP Find a Job alongside any other local job boards.
2. Send DHSC case studies to be featured in local PR and on Facebook
3. Promote the quiz and the campaign Facebook posts through own social media channels
4. Ask your staff to share the quiz using the hashtag #shareifyoucare

# Graduate Management Programme



## Developing future leaders in health and social care

**Since its launch in 2009, Skills for Care's Graduate Management programme has seen over 120 graduates complete the programme.**

Developed in partnership between Skills for Care and the NHS Leadership Academy, and supported by the Department of Health and Social Care, our Graduate Management Programme fast-tracks graduates towards leadership roles within innovative health and social care settings.

**We are seeking forward-thinking, health and social care employers to host a graduate within their organisation for our 2019-20 Graduate Management Programme starting in October 2019.**



# Benefits of hosting a graduate

- you will gain a high calibre and ambitious full-time team member with the right attitude and values for a career in health and social care
- graduates can inject new ideas into an organisation, have the ability to adapt to change and can also increase diversity within the workforce
- graduates learn quickly, they are enthusiastic and are willing to take on new challenges
- they bring transferable skills and knowledge into your organisation and can often be a great catalyst for change and improvement
- we provide a dedicated host placement support programme to allow you to make the most out of the programme and your graduate.





# We are looking for hosts who...

- can provide a year long strategic project based role:
  - allowing a difference to be made within your organisation
  - giving access to frontline experience
  - placing the graduate in front of decision makers.
- can offer a commitment to:
  - training and developing your graduate
  - coaching and stretching your graduate's skills and experience
  - inviting knowledge transfer and cultural change.
- can **contribute £18,000 + VAT** to cover the graduate bursary for the full year





# We support graduates through

- **Tutors:** to support graduates to work towards a **Leadership and Management Level 5 qualification** and the **NHS Leadership Academy's Mary Seacole Leadership development programme**
- **Locality Managers:** every graduate will be allocated one of our locality managers to assist in their professional development, networking and sector-based support.
- **Coaches:** All graduates will be supported by one of our coaches who will help with their leadership and management development.



# Further information and application form

[www.skillsforcare.org.uk/hostagraduate](http://www.skillsforcare.org.uk/hostagraduate)

- Address enquiries or requests for a one to one conversation with the Graduate Programme Manager to [graduates@skillsforcare.org.uk](mailto:graduates@skillsforcare.org.uk)
- Applications for organisations to host a graduate are open now until **Monday 8 April 2019**
- Applications for graduate places are open now until **Monday 1 April 2019**



# Manager Induction Standards

## New e-Learning Modules

- Leadership and management
- Governance and regulatory processes NEW!
- Communication NEW!
- Relationships and partnerships NEW!
- Professional development NEW!
- Manage self

Access the modules [here](https://www.skillsforcare.org.uk/Leadership-management/developing-leaders-and-managers/manager-induction-standards/eLearning-for-the-MIS.aspx) or visit <https://www.skillsforcare.org.uk/Leadership-management/developing-leaders-and-managers/manager-induction-standards/eLearning-for-the-MIS.aspx>

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# New Resources to Support Workforce integration

The ***principles of workforce integration*** set out the basis for thinking about and discussing integration in a range of different situations.

The ***guide to coordinating care*** focuses on the role and value of having a primary point of contact for people who access care and support.

***Building Trust between social care and health organisations*** sets out a series of top tips based on the current experiences of social care and health colleagues.

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# VOY CCG & Care Homes



Coming soon.....

- ❖ Identification of deteriorating Residents
- ❖ Falls prevention work
- ❖ Registered Managers Network
- ❖ Working with mental health
- ❖ Connecting Care Homes; digital programme



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Rachel Pilling  @15s30m Dan Wadsworth

# 15 seconds 30 minutes:

a social movement to reduce frustration and increase joy



It encourages any staff member to spend an extra **15 seconds** on a task now



Which will save someone else **30 minutes** later on



To reduce frustration and **increase joy** at work

# What makes a good 15s30m Mission?



Think

TARDIS

IS YOUR IDEA SOMETHING WHICH..



you can start **T**ODAY



is only **A** LITTLE extra time



**R**EDUCES frustration



you **D**ON'T NEED permission to do



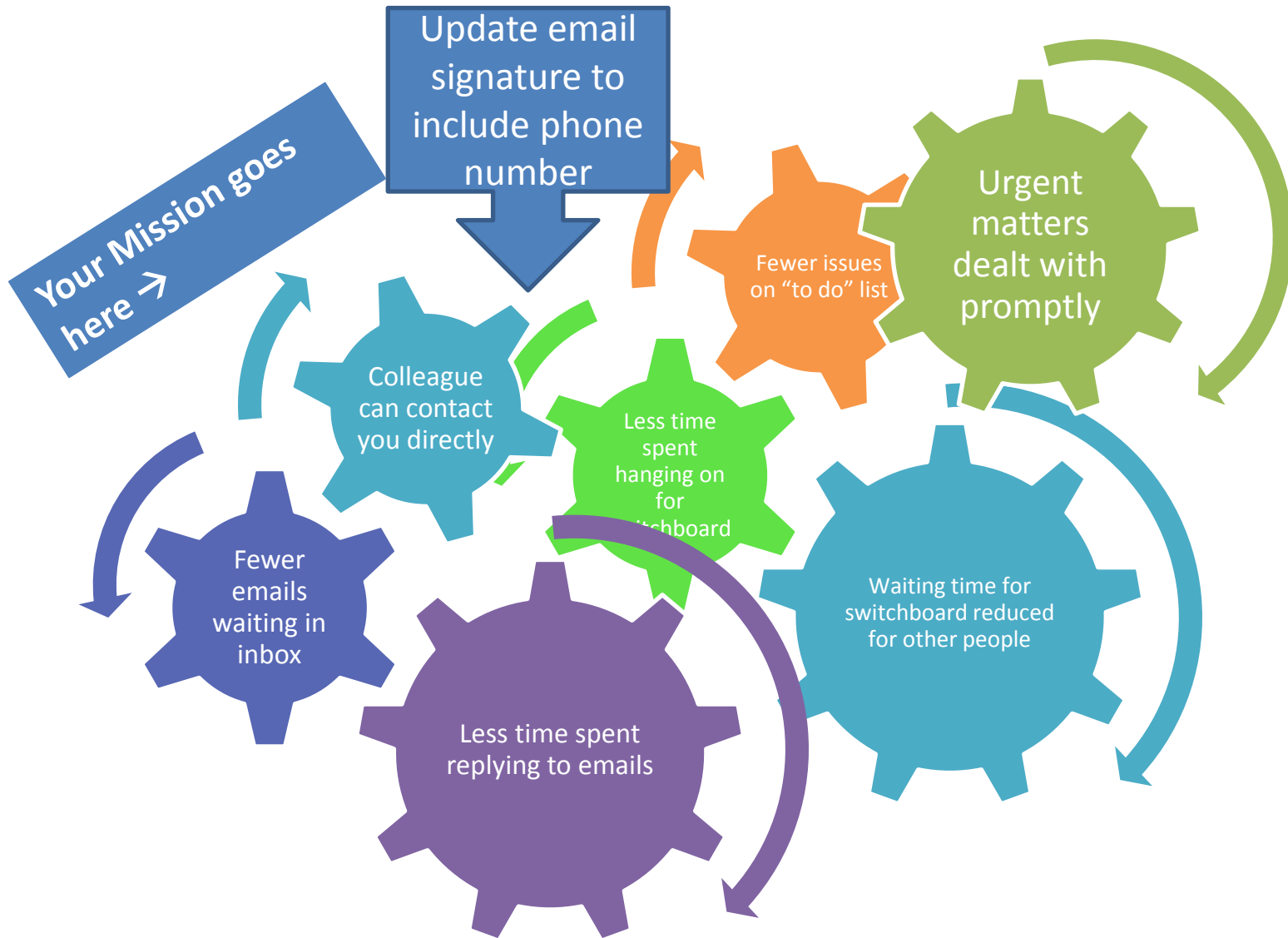
**I**NCREASES joy



is easy to **S**HARE



# The effect of your Mission...



# Cog Update!



**Alison Redhead, Registered Manager, Minster Grange Care Home showing her mission to the world and increasing Joy in the workplace!**



# Partners in Care... next time!



- ❖ **Sharing of information and discussion**
- ❖ **Please cascade information to colleagues who you think should be included**
- ❖ **What agenda items would you like including?**

Feedback to [sarah.fiori@nhs.net](mailto:sarah.fiori@nhs.net)

# Anything to talk about?



# Good Practice and Sharing of Learning

*Share your news and let's celebrate!!*



# Good Practice and Sharing of Learning

- Registered Managers Network is up and running successfully
- Linda Donellan-Beevers is a finalist in the Leadership category with the Avery Care Awards
- Excellent examples of collaboration between the local community and care home residents
- Lessons Learned from recent Care Home fire to be shared

# See you next time!



*Next meeting:  
Thursday 23<sup>rd</sup> May  
2019*

*Venue to be  
confirmed- South  
locality*



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