January 2019, number 11

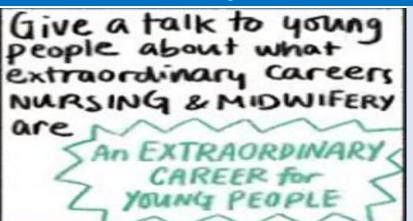




and social care



January 2019



How to contact us

Our team of NHS England (North) Care Sector Leads support the Independent Care Sector and encourage quality improvement initiatives, preventing delayed transfers of care and improving the flow of care sector clients through hospital systems. **Contact any of us to share your news highlights**:

> Lancashire & South Cumbria: Annlouise Stephens annlouisestephens@nhs.net

Cheshire, Merseyside, Warrington & Wirral: Suzanne Noon suzanne.noon@nhs.net

Humber, Coast & Vale, West Yorkshire and South Yorkshire & Bassetlaw: Emma Hidayat <u>emma.hidayat@nhs.net</u>

> North region: Gil Ramsden gil.ramsden@nhs.net

Greater Manchester Health and Social Care Partnership: Janine Dyson, janine.dyson@nhs.net

Durham, Darlington, Easington, Sedgefield & Tees, Hambleton, Richmondshire & Whitby, Northumberland, Tyne and Wear and North Cumbria: Ken Haggerty and Kathryn Dimmick <u>k.haggerty@nhs.net</u> & <u>k.dimmick@nhs.net</u>

Are you GDPR ready?

You can demonstrate you are by completing the data security and protection toolkit (DSPT)

If you want to know more about it contact Liz Howarth:



DSPT Project Manager for the North region: Liz.Howarth3@nhs.net



Have you booked your place at our annual conference yet? Care Together – Share Together 2019 is back!

Click here to register now:

https://www.events.england.nhs.uk/events/care-together-sharetogether-2019



Chris Pointon will be joining us He is the Global Campaign Ambassador and co-founder of the #hellomynameis campaign

Care Together – Share Together 2019 21 March 2019



Keeping the people we care for safe and well through winter

Health and social care staff delivering hands on care to residents and clients are eligible for a free flu vaccine

Have you had your free Flu jab yet?

Anyone can get flu (even healthy people), and serious problems related to flu can happen at any age

All frontline health and social care workers should have the flu vaccine to protect people they care for, who may not make a good immune response to their own flu vaccine

You need the jab every year to gain protection for yourself and to stop you spreading it to others. It can't give you flu and the vaccine is safe We will give bronze, silver or gold certificates to care homes and home care organisations who tell us their staff have been vaccinated

Display your certificate in your reception area so everyone knows you are protecting those in your care

More information is on its way explaining how to claim your certificate

Remember – 8,000 people die from flu every year

When you have had your free flu jab tell your employer!

They will contact us and we will send a bronze, silver or gold certificate. It illustrates your commitment to getting vaccinated and highlights the steps you have taken to protect yourself, your family, colleagues, and very importantly the vulnerable people you care for



Now that's an achievement worth shouting about!

Where to go for your free flu jab

You can get it from any pharmacy that is offering the NHS flu vaccination service. This is most but not all community pharmacies. Last year it was about 90% of pharmacies Alternatively you can ask your registered GP if they are signed up to the scheme. Last year, most practices were Check with your practice or the pharmacy before attending



Take identification that includes your name and the name of your employing organisation. This could be an ID badge, a letter from your employer or a recent pay slip



Fundraising elves give dementia charity a boost

Staff and residents from a nursing home in Cross Hills raised over £800 for its residents fund, £100 of which will be donated to Alzheimer's Society after its staff paid to wear elf outfits and ran a 'name the elf competition'. Czajka Care Group's Beanlands Nursing Home hosted the special 'Elf Day' with stalls, a tombola, cakes, handmade gifts, games and refreshments.

The home activities co-ordinator Michelle Sykes, registered manager Janet Fryer and deputy manager Denise Jackson organised the fundraiser. Denise said: "the money raised is for the residents fun; it helps to pay for a wide range of days out and events for our residents to enjoy, and helps this fantastic charity. Everyone at Beanlands worked so hard to make the event a success, and I am very proud of the whole team. Family and friends of staff and residents all contributed to our 'Elf Day' and we can't wait to see the cash put to good use by Alzheimer's Society."

Dementia is the UK's biggest killer and someone develops it every three minutes – there is currently no cure.

Alzheimer's Society is the only UK charity that campaigns for change, funds research to find a cure and supports people living with dementia today. Through its local services, the charity directly helped over 100,000 people last year.

Janet Fryer, said: "We all have first-hand knowledge of how devastating dementia can be and when we saw the charity's 'Elf Day' promoted online, we were keen to get involved."

Located between Skipton and Keighley Czajka's Beanlands Nursing Home has recently been awarded a good rating by the Care Quality Commission (CQC). Inspectors praised the positive interaction observed between staff and residents, how there are plenty of well-trained staff present to meet people's needs in a timely manner, and the fact they understand how residents liked their care to be delivered. The inspectors also highlighted the home's programme of activities and the varied choices available at meal times.



The team of 'elves' from Czajka's Beanlands Nursing Home who helped raise cash for dementia charity -Alzheimer's Society

For further information about the company and its homes, visit <u>www.czajka.co.uk</u>



Clive Nicholson is a Senior Research Nurse at the National Institute for Health Research (NIHR) Clinical Research Network Yorkshire and Humber. Based at York Teaching Hospitals NHS Trust his main focus is the Join Dementia Research programme. Here he explains how he got involved in clinical research nursing and what it is about dementia research specifically that appeals to him.



How things have changed in the world of clinical research since I first experienced it in 1992!

After training as a registered general nurse in York more years ago than I care to remember, my first encounter with research came when I was involved in an early-phase drug trial. Shortly after that I became a research nurse. I thought: 'Wow, this is a really interesting job!'

I've been involved in research most of my working life, either as a nurse, research monitor or clinical research manager. The thing I love about my job is that **it can offer hope, opportunity and ultimately, change people's lives.** I keep these three impacts in my mind daily as when I go about my work as a senior research nurse in the Join Dementia Research programme, a job I've held since 2015.

In my eyes, **research is part of care**. The scientific evidence shows that people who take part in clinical research studies get better care, so it's a great privilege for me to be a very small cog in the machine that helps that to happen.

Research gives us the opportunity to change people's lives

NIHR, in partnership with Alzheimer Scotland, Alzheimer's Research UK and Alzheimer's Society have developed Join Dementia Research, a service which allows people to register their interest in participating in dementia research and be matched to suitable studies. It's really positive to be able to help those living with dementia sign up to Join Dementia Research and a really engaging experience for families and carers too. The volunteers can match to studies running across the UK and in the Yorkshire and Humber region. Anyone aged 18 and over can sign up.

Working in the field of dementia is a very humbling experience – and it can be very varied. We've worked with a local NHS trust researcher in a care home, visiting residents and their relatives to spread the word about research opportunities and Join Dementia Research. On that day, a touring performance of *Three*, a trio of **short plays co-written by people with dementia and performed by actors** from the West Yorkshire Playhouse in Leeds, also took place. I was so glad to be able to see the positive effect that the plays had on those who had come to see them. There was so much audience interaction – not always the case when a play is held in a theatre.

Clinical Research Network Yorkshire and Humber sponsored the *Three* tour and it was a real eye-opener for me to see how linking up with other organisations, on a project which wasn't developed in a clinical setting, can still be fertile ground for promoting research.

When I'm not working for the Network, I'm often busy as a carer for a member of the family that needs my help. So, I guess I am honoured to experience that side of life too and the challenges that creates. I'd welcome the chance to discuss how we can further the cause of dementia research to patients and public in the Yorkshire and Humber region. If you'd like to chat, do get in touch: <u>clive.nicholson@nihr.ac.uk</u>



Can you help us?

Use of digital solutions is becoming increasingly topical and we would very much like to support the care sector to understand what this means, identify which steps need to be taken to gain benefits, and consider any problems or obstacles that can be expected along the way.

We know several organisations are already exemplars in this area so we would like to hear how you overcame any problems and the lessons you learned in the process, so others can benefit from your experience. Our aim is to hold some events across the region early in the new year and we would like your insight as we develop the agenda.



Here's the survey link – fill it in now so we deliver YOUR agenda!

https://forms.office.com/Pages/ResponsePage.aspx?id=kp4VA8ZyI0umSq9Q55Ctv2SeFvIphz5Aj6 pHjgbOavBUNUk1V0tLNkRETFZQTzg0WDM1MUgxTkdEMC4u

Digital Technolo	gy: where are you?	
1. What Digital Technology are you using at This may include any of the following examples, pleat Capacity Tracker NHS Mail Access to the Summary Care Record (SCR) Access to GP clinical system Telemedicine Skype for Business None Other		



Pressure ulcers can significantly reduce quality of life for people and their carers. They can lead to life-threatening complications, with the most vulnerable people being those over 75. The new quick guide 'Helping to prevent pressure ulcers' is aimed at registered managers of care homes and care homes with nursing. The quick guide raises awareness about those at high risk of developing pressure ulcers and contains information that can help prevent pressure ulcers from occurring.



Jayne Jode, Tissue Viability Nurse specialist and member of the advisory group said "I am passionate about the prevention of pressure ulcers, by ensuring residents are risk assessed, assisted in repositioning as required, have access to the correct pressure relieving medical devices and carers are able to act on any changes to the residents risk factors - 'Think Prevention'.

"The NICE quick guide will provide an excellent resource. It is clear and contains concise information about **identifying residents at risk** of pressure ulcers, the importance of **risk assessment** and **recognising the increased risk** when there is a **change to the resident's health/mobility**, and provides clear information on **repositioning** and how frequent this should be. Our Tissue Viability team will be incorporating the NICE guidance link in their training to care homes locally." SCIE

NICE

Helping to prevent pressure ulcers





Pressure alors are a key indicator of the quality and experience of care

Find the guide at: https://www.nice.org.uk/Guidance/CG179

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



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



Capacity Tracker enables care homes to share their available capacity in real time and allows users to searc for care home availability across England. The system helps people to make the right choice for them ensuring they don't stay in hospital any longer than is necessary, when discharge from hospital to their own home is not possible. Capacity Tracker can be used in the individual's own home when they need to choose a care home suitable for their needs.

Have you signed up yet? We have a growing community of over 5,200 care homes using the Capacity Tracker Register at:

https://carehomes.necsu.nhs.uk



The Capacity Tracker helps minimise the number of Delayed Transfers of Care and reduces the amount of time discharge teams waste on ringing around care homes searching for vacancies. **Repeat phone calls become a thing of the past!**

It's **fast, secure and completely free** to care homes and local authorities. It's simple to register too, with **rapid set up** that allows users to have **access within minutes**.





It provides a view of care homes with vacancies across the country, supporting effective discharge and reducing length of stay from hospital.

Care homes can **advertise their vacancies** across the country **within 30 seconds**. These instant updates can be made from any internet connected device, including smartphones and tablets.





Users can **easily analyse** the nationally published Delayed Transfers of Care data for any Trust and Local Authority in England and benchmark DTOC performance and **track the impact** of initiatives designed to reduce delayed transfers of care.

The Capacity Tracker makes it **easier** and **faster** for care homes to fill their vacancies.



in partnership with



Wentworth Court Care Home in Cheltenham was the 5000th care home to register with Capacity Tracker

We now have over 8,500 registered users – welcome to our new users!

Watch our latest Capacity Tracker animation here https://youtu.be/Xdt GxEZ70-k

🔼 YouTube

Join our monthly masterclass The next one is: 30th Jan, 2pm-3pm*

> Dial in on: 0191 2172500

Access code: 998 120 101 *More classes will follow – watch this space!

To register visit: https://carehomes.necsu.nhs.uk You can contact our helpdesk on 0300 555 0340



The national <u>Atlas of Shared Learning</u> aims to demonstrate how nursing, midwifery and care staff have implemented the core working principles as set out within the 2016 framework 'Leading Change, Adding Value', by identifying and addressing unwarranted variation in practice to improve outcomes, experience and use of resources. Together the Atlas and a complementary <u>National Research Portfolio</u> are the foundation of showcasing the evidence of what nursing, midwifery and care staff have, and can, lead in the implementation of the recently published Long Term Plan. All nursing, midwifery and care staff can be leaders of change, whatever their role and wherever they work.

The collection of case studies within the Atlas illustrate and quantify how nursing, midwifery and care staff across the health and social care sectors have identified unwarranted variation in practice, led the changes needed to address that variation and contributed to transformational change at national, regional and local levels for patients, individuals and populations.

There are now in excess of 114 case studies within the Atlas for use in practice and these include topic areas such as exercise programmes, wound care, discharge planning, digital apps and tools to support decision making, end of life care, social prescribing, nutrition and hydration and personalised care planning. If you have an example of how you or colleagues are using these principles please share your work on this template by **3 February 2019**.



Use of telehealth at Airedale NHS Foundation Trust

Nurse leaders at Airedale NHS Foundation Trust identified rising numbers of acute admissions and Emergency Department (ED) attendance from care homes, some of which could have been avoided. Using learning from prison healthcare work, nurse leaders developed a new care home model, supported by specialists in the acute trust, with an aim to avoid potentially unnecessary trips to ED and hospital wards. A 24/7 telemedicine hub was established to remotely provide clinical advice and support the staff and carers of elderly residents in care homes. The service provides care home residents with medical care and support via a secure two-way video link without them having to go to hospital – an experience that can be distressing, particularly for residents with dementia.

Telemedicine can help to prevent admission or reduce length of stay in hospital, and support with early discharge. Residents and carers are empowered to be involved in decision making around their care, ensuring the best possible outcomes and what matters to them. Care home residents are now able to access remote consultations reducing their need to attend GP surgeries and also the need for GPs to visit care homes. A film about the work at Airedale can be viewed <u>here</u>.

Leading Transformational Change across Health and Care Event – 19 March 2019

This event will demonstrate the contribution that nursing, midwifery and care staff can make to transforming of health and care and their key contribution to delivering the NHS Long Term Plan. The event will celebrate, motivate and inspire staff to lead transformational change, whatever their role and wherever they work.

It will showcase examples of good practice from the national Atlas of Shared Learning and national Research Portfolio. Each demonstrates how the professions identify and address unwarranted variation in practice and deliver better outcomes, experiences and use of resources.

Introduced by regional and local system leaders, delegates will hear from nursing midwifery and care staff who have led transformational change across a wide range of settings.

In addition, delegates will have the opportunity to select breakout sessions that will provide a more interactive environment for discussion and shared learning.

The event will provide insights into how the professions' will support delivery of the NHS Long Term Plan.

The event is free to attend and you can register here.

Nursing & Midwifery



I am delighted and honoured to introduce myself to you as the new Chief Executive and Registrar of the NMC.

As nurses and midwives, you are there at some of our most joyous occasions: the birth of a child or recovery from illness. You provide support in our darkest days, perhaps when we are struggling with the impact of mental ill health or the death of a loved one. You are at the centre of our communities and are the heartbeat of our health and social care services.

Providing the best care possible is something I know you are proud to do. And helping you to do just that is something I'm passionate about too. Today is my first day and I can't wait to get started. I am very keen to listen to your views and learn from your insights. I have plenty of experience from my professional and personal life of the fantastic work you do, day in, day out. But leading a professional regulator is new to me so I am eager to gain an even greater understanding from you to help me do the best job possible.

I am joining the NMC at a hugely important and exciting time. We have faced significant challenges in the past but I'm proud to lead an organisation that's continuing to work hard to learn the lessons of those mistakes and make necessary changes.

As your regulator we are a constant throughout your careers. That's a privilege for us, and we need to use our role wisely to encourage and support you to develop professionally, to be honest when things go wrong and to encourage an open culture that prioritises learning and development. I think that one of best ways to ensure people receive the best care is to support you – the professionals we regulate – to strive for the highest possible standards.

I am ambitious for the NMC's future. And of course, anything we do will affect your profession. So I promise that our work will be co-produced in close partnership and collaboration with those who receive care, and you, who deliver it.

I plan to be a very visible leader for the NMC, so you'll see and hear a lot more of me in the coming years. Please do feel free to get in touch with me through Twitter, or keep an eye out for my blogs.

All the best, Andrea Sutcliffe. Chief Executive and Registrar





What's happening ..?



Kings College London (KCL) are now recruiting for the next Older Person's Fellowship

The Fellowship is recruiting AHPs and nurses working with older people in England. They are particularly keen to encourage applications from the care sector. The Older Persons Fellowship 2019/20 Programme is fully funded by Health Education England.

To download the application form visit : www.kcl.ac.uk/nursing/Older-Persons-Fellowship (please note, the form must be saved to your computer <u>prior</u> to completion as files cannot be saved through the website. A PDF reader is required to open this file type).

Please submit your completed application, including nomination letter from your Director of Nursing or Director of AHP, to the Older Persons Fellowship Administrator: <u>olderpersonsfellowship@kcl.ac.uk</u>

Deadline for applications: Midnight Sunday 17th February 2019

Module 1 commences in May 2019; study dates are on the Older Persons Fellowship website. Module 2 commences in September 2019 (dates published soon).

For more information or to arrange an informal discussion about the Fellowship please email olderpersonsfellowship@kcl.ac.uk

Diabetic Foot Screening Interactive Assessment

A new e-learning tool aims to improve practices in footcare for patients with diabetes. The Diabetic Foot Screening Interactive Assessment has been designed to be used by health and social care professionals who care for people with diabetes and who already have a knowledge of the procedures and skills involved. A complementary e-learning programme is now available.

Given the variation in diabetes footcare across the country, the assessment tool aims to improve screening practices and increase prompt and appropriate referrals to the diabetes specialist foot services. The assessment will take approximately 30 minutes to complete and was developed in partnership between Health Education England e-Learning for Healthcare (HEE e-LfH) and Sussex and East Surrey Sustainability and Transformation Partnership (STP). The tool is also supported by the South East Clinical Network, the College of Podiatry and The British Association of Prosthetists and Orthotists (BAPO). It will be rolled out as part of a National Diabetes Treatment and Care Programme across the Sussex and East Surrey STP and beyond.

For more information about the e-learning assessment and for details of how to access it visit: <u>https://www.e-lfh.org.uk/programmes/diabetic-foot-screening-interactive-assessment/</u>

The e-learning assessment is available via the e-LfH Hub and the Electronic Staff Record (ESR)

Do you want more information and access to policies and guidance?

The Better Care Exchange is an online platform, providing an accessible place for sharing information and good practice on delivering better, integrated health and social care. We would like to welcome those involved in shaping, and commissioning better integrated care onto the Better Care Exchange

If you have not yet registered, please request to join via email: <u>England.bettercareexchange@nhs.net</u>

You can also register to join the Enhanced Health in Care Homes Workspace The request to join should be sent to <u>manager@future.nhs.uk</u> What's happening ..?



Updates made to Care Certificate e-learning programme

e-LfH [e-Learning for Healthcare], January 2019

https://www.e-lfh.org.uk/updates-made-to-care-certificate-e-learning-programme/

Health Education England e-Learning for Healthcare (HEE e-LfH) has updated the Care Certificate e-learning programme to add assessments to its knowledge-based sessions to help students and their assessors to review their learning on completion of the theory.



entrance.

The assessment pass mark is 80% and a certificate is available for learners to download on completion of each Standard.

If you are part way through completing the Care Certificate Standards, please be aware that the previous version of the programme will remain accessible within an archive folder until 31 March 2019; enabling users and local administrators to access historic certificates and report on learning history.

For those organisations AICC currently using our launch the functionality to sessions their own on Learning Management System, please note that the existing separate session links will remain active.

New links to the updated programme content are now available. The updates to the Care Certificate programme will be available via ESR by the end of January 2019.

Tweets of the Month



Share your thoughts on Twitter and we'll share them here!



#wmtv19

No Matter What Your Role...

George McNamara @George McNamara · Jan 21

There's much to be positive about in the #NHSLongTermPlan. Why can't there also be a commitment to a #SocialCare long-term plan? Free personal care

would provide vital support for older people and reduce pressure on hospitals:

Tommy Whitelaw BCAh 🥝 @tommyNtour • 1h

Outpatients

ncer Scree

#careandshare

Nursing Now England @NN_England · Jan 23

Today @LucyHGillespie @liavelvargas @EmmaCro03418233 @Lisamarieabbs @nottmhospitals will be running their Jan 30 Day Challenge of telling the story of their extraordinary careers using our new #NursingNowEngland schools resources

Register for your pack: campaignresources.phe.gov.uk/resources



Claire Keeling @ClaireKeeling2 · 4h Our new Comfort Box in OPD for our patients with dementia used yesterday, staff, patient and relative delighted 😆 Deb Shaw @KarenDunderdale @deb all vlingsuk #WalsallandProud @tommvNtour mivlewis @kra



Alicia Keys 🗢 💿 Alicia Keys © @aliciakeys · 19h Ve been talking a lot about the power of words lately. I believe that the words we use shape the direction of our life. So when I saw this quote, it reminded me of the sweet jewel of being aware of the words we choose and the mindstate we're in Can you feel me?? 63 >>

> REPLACE SORRYS WITH THANK YOU'S "SORRY I'M INSTEAD OF

"THANK YOU FOR Tey WAITING ON ME " CHANGE YOUR

MINOSET



Please help us spread the word @holtparktoday @HorsforthLaH @HighFieldGPs sLeeds @Leeds

Social Care -**Meet and Greet**

When: Thursday 7th February 2019

Time: 10am-1pm (drop in at your convenience)

Where: Welcome Inn Community Café,

55 Bedford Drive, LS16 6DJ

Come and meet your friendly local social work team and see what services are available in your local area. This event will showcase what is available in the LS16/LS18 area for people with care and support needs. Covering local day centres and activities, companionship, meals on wheels, telecare and much more. Whether you need some equipment for your home, are a carer for a loved one or just want a friendly chat, there is something

for everyone.

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MLIA

nracta

We look forward to sharing next time...



Sharing best practice so we care better together

We are currently recruiting ambassadors for Nursing Now England

Our ambassadors are helping us to celebrate the fantastic work nurses deliver throughout the country and encourage young people who are considering entering the profession.

We have many exciting challenges coming up and we look forward to working with you and sharing your nursing progress.

If you would like to sign up to be an ambassador sign up here <u>https://horizonsnhs.us18.list-</u> manage.com/subscribe?u=b48003ef85ed66462c015a486&id=8 <u>29d76a63a</u>

For more information on the Nursing Now England campaign please visit our website horizonsnhs.com/NursingNowEngland or #NursingNowEngland On 10 September, Secretary of State for Health and Care, Matt Hancock launched 'Talk health and care'. He has invited anyone working across health and care settings to share their blogs and tell him about what you do... Help him to understand what a vital role we play and how he can help too.

Use this link to join in the conversation...

https://dhscworkforce.crowdicity.com/?utm_campaign=761 943_End%20of%20week%201%20-%20workforce%20engagement&utm_medium=email&utm_ source=Department%20of%20Health&dm_i=3ZQO,GBX3, 26DZHX,1QQSU,1

Do you want to showcase any projects, programmes, schemes or good practice your care home, home care or other organisation is involved in at our

Care Together, Share Together 2019 conference?



We have space in our market place for a limited number of organisations to showcase some great work so others can learn from your experience

Email your suggestion or find out more before 27 February 2019 by contacting:

gil.ramsden@nhs.net

What's happening in February ?

Beat our next 30 day challenge

challen



