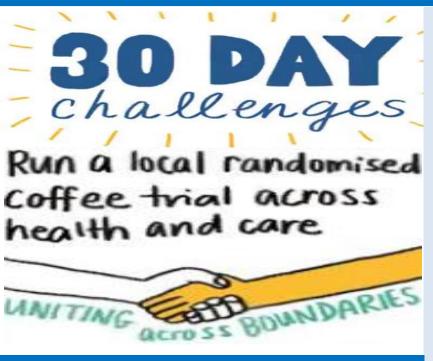
March 2019, number 13





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

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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
k.haggerty@nhs.net &
k.dimmick@nhs.net

March 2019

Have made a couple of new connections and am amazed by how much useful info and links both personal and work related can be gathered in just 30 mins. Have found the whole experience very energising as I think that those who take part have self selected to do so and are committed to getting the very best out of the process.

I've found the sessions really valuable. On each occasion the discussion has been relevant to some part of my 'day job' and so has had a direct positive impact. More generally I have largely been making new connections, which have helped me understand other areas of the government, and the wider policy sphere.

It's been really nice to meet some new people, to share ideas and to learn more about SG.



Had a really good, informal chat which led to some interesting reflections on work.



Very enjoyable from random conversations and meeting new people to work issues and sharing of information, hints, tips etc. I work in a very busy environmentand I always return to my desk a little lifted ready for the next challenge.



Randomised coffee trials

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



Thank you

to all who joined us at

Care Together – Share Together 2019

See what a great time we had...





CQC is the independent regulator of all health and social care in England. We are given powers by the government to register, monitor and inspect all health and care services.

Anchor Carehomes Limited Mill View

Inspection summary

CQC carried out an inspection of this care service on 18 April 2018. This is a summary of what we found.

Overall rating for this service

Outstanding \$\triangle





A few snap-shots of our

Care Together – Share Together day



NHS England NHS England North 🤣 @NHSEnglandNorth · Mar 21

We're at the @Sheridan_MCR for the #careandshare conference. A chance for health and social care to get together in the North of England and explore ways of tackling our collective challenges



NHS England North Retweeted

Skills for Care North West @sfc_northwest · Mar 21

Nice to see I care ambassadors from the South Yorkshire area at today's Care Together Share Together conference in Manchester #careandshare @skillsforca #socialcare #nhs #CPA_CIC



NHS England North ② @NHSEnglandNorth · Mar 21

Ruth Holt @Ruthholt800 - Mar 21

Delegates and speakers arriving for the north of England Care Sector Conference.
Looking forward to a great day @@PointonChris@@@margaretkitch1

| Martin Vernon, National Clinical Director for Older People on how the #NHSLongTermPlan sets out to ensure people age well and the importance of out of hospital care. #careandshare @runnermandoc

nello my name is.



my name is

NHS England North Retweeted

Claire Sutton 2 @ @ClaireLSutton · Mar 21



2buWakefield @2Buwakefield · Mar 21

Pleased to be at today's NHS #careandshare event Manchester to represent the work of @SupportedLoving @2buwakefield @ytraining_sue Our challenge today to raise awareness of relationships and sexuality in adult social care services!



NHS England North @ @NHSEnglandNorth · Mar 21

The power of an introduction. Great to have @PointonChris here to highlight the #HelloMyNameIs campaign #careandshare





Ruth Holt @Ruthholt800 · Mar 21
Care home and home care managers learning from each other about how to become outstanding #careandshare @@NHSEnglandNorth@









Award-wining Falls and Initial Response Skills Training

Falls are estimated to cost the NHS nationally more than £2.3 billion per year. Applied as a percentage of national expenditure, this is circa £115 million each year for the North East. Falls-related injuries particularly affect the frail elderly, with 30% of people aged 65 and older and, 50% of people aged 80 and older, falling at least once a year. Potential impact on quality of life includes distress, pain, injury, loss of confidence, loss of independence and even mortality.



As part of the Urgent and Emergency Care (UEC) Vanguard, the North East Ambulance Service (NEAS) won funding to design and deliver **Falls and Initial Response Skills Training** (FIRST). Working with North East and North Cumbria Urgent and Emergency Care Network (UECN), they employed an engagement process to allow them to implement the project quickly; maximizing the impact during the winter period. Within the scope of this initial project they were able to train 414 nurses and non-clinical staff from 115 care homes across the North East of England, covering nine CCG areas. The results we achieved from delivering the project included:

The total number of A&E admissions from the care homes reduced by 25%.

The total number of 999 calls from the care homes reduced by 32%. Numerically this was 453 calls down to 308 calls. The projected savings from the training delivered so far are estimated to be around £200,000 per annum which would see a return on investment of around 178%.

There was a 32% reduction in calls to 999, enabling resource to be diverted to other areas of emergency care. Delegates who attended the training demonstrated an increase in both their confidence and competency to effectively support falls within their care homes.

Trish Playle, Senior Carer at Cobal House in Cullercoats took part in the training and after concluded: "It was intense and detailed. More often than not, when an elderly person in a care home has a fall, at the moment the immediate reaction is to call 999. If the fall can be treated at the care home, and it's in the best interest of the patient, we should encourage this to happen on a more regular basis. It's all about giving the best care to our residents and also giving staff the confidence to deal with trips and falls themselves if appropriate."

The quality and appropriateness of the training was recognised when the team won the coveted *Most Innovative NHS Education Provider* award at the **Bright Ideas in Healthcare Awards**. As with all of the training they undertake NEAS look for continuous improvement, taking into consideration feedback and the changing environment thay operate in, so through the training they can continue to:

Empower nurses and staff – increasing confidence, enable care to be provided more quickly and closer to the patien,t

reduce pressure on the healthcare system, & demonstrate economic improvement for the north east health economy.

In 2018, we worked with NHS England, CCGs, councils and private groups to deliver another 90 sessions. For Durham County Council we delivered 44 courses, to over 370 delegates and we received feedback scores of 9.87 out of 10 for the trainers and 9.74 for course content; many stating 'awareness and preventative measures' as highlights.

If you would like to know more about the training and how it might benefit your area please contact John Mole via John.Mole@neas.nhs.uk

¹ National Institute for Health and Care Excellence (NICE) in 2015

²· www.gov.uk/government/publications/falls-applying-all-our-health/falls-applying-all-our-health

^{3. 999} calls and A&E admissions from the care homes in February and March 2016 and February and March 2017 as a direct comparator

^{4.} Due to the reduced demand on 999 service there was a calculated saving of 25% over a two month period



Our React to Prevent Falls poster

and pocket guide are now available
Contact your Care Sector Lead to find out how to
receive free copies













Scott cooks up a 'hard nosed' charity challenge



A West Yorkshire chef is hoping he'll have the appetite to triumph at a white collar boxing match next month, in order to raise money for Cancer Research UK. Scott Porter, who works for Czajka Care Group across all five of its nursing and care homes in Shipley, Steeton and Cross Hills, is hoping to raise hundreds of pounds for Cancer Research UK, when he takes part in the Ultra White Collar Boxing event at Bradford City FC's Coral Windows Stadium on 30th March 2019. As well as contributing financially, Czajka Care Group has also sponsored the kit he will fight in.

Scott who is a kick-boxer, took part in the event last year, and has started an eight week training programme at Abusins Muay Thai Gym, where coaches will assess his progress before choosing an evenly matched competitor. The fight will take place in front of a packed crowd at a black-tie event. Scott said: "I found out about the event when I saw an advert on Facebook. I won my match last year and absolutely loved the buzz of competing in front of so many people. It's also great to take part in the training at the gym which is really rewarding. Cancer Research UK is a charity close to my heart and I really hope I can reach my sponsorship target."

Konrad Czajka, Managing Director of Czajka Care Group, said: "I am always impressed when one of our team does something special for charity. Scott is a hard working young man and a great chef, and he has committed to a challenging schedule of training in order to raise money for a charity that we are all very connected to. We are proud to support and sponsor him, and can't wait to see him in action."

Cancer Research UK is the world's leading charity dedicated to beating cancer through research - fighting cancer on all fronts and finding new ways to prevent, diagnose and treat it - to save more lives. The charity is entirely funded by the public.

To sponsor Scott visit: https://preview.tinyurl.com/y98u4vzt or to buy tickets visit: https://www.ultratickets.co.uk/events/ultra-white-collar-boxing-bradford-30-03-2019/



A new national recruitment campaign to help fill the 110,000 vacancies in the adult social care sector has launched



The campaign aims to:

Attract new people with the right values to the sector and increase interest in adult social care as a vocation

Highlight the range of job roles, with an initial focus on direct care roles such as care workers, where there is the most demand

Equip the social care sector with the marketing tools to support the campaign and advice to recruit and retain the right people, to address a high turnover rate.

The <u>'Every Day Is Different' campaign</u> will show how rewarding social care careers can be – 96% of care professionals feel their work makes a difference to people's lives. It will also highlight the opportunities for progression and professional development.

Over 1.45 million people work in the sector at the moment. It is predicted an additional 650,000 workers will be needed by 2035 to keep up with the rising numbers of people aged 65 and over. Working in adult social care is about providing personal and practical support to help people live their lives.

People who work in the sector could be supporting the elderly or people with a physical disability, autism, dementia or a mental health condition. This could mean working in:

A care or nursing home as a care worker Your local community as an activities co-ordinator A hospital as an occupational therapist Someone's home as a personal assistant

The campaign has been developed in close collaboration with the adult social care sector and will run during February and March through social media, digital and local radio advertising, outdoor posters and events across England. Advertising will feature real care workers and the people they support. The aim is to attract a diverse range of people, but the campaign will have a focus on people aged 20 to 39. Research suggests that this group is the most likely to consider a role in adult social care in the next 12 months.

Adult social care providers will be encouraged to engage with the campaign by providing case studies, advertising their vacancies on DWP Find a Job and promoting social media content using the hashtag #shareifyoucare. Materials will also be available to providers to equip them with information and assets to support the campaign locally.

Sharon Allen, CEO of Skills for Care said:

I have spent my whole career in adult social care, so I know first-hand the tremendous professional and personal satisfaction that is on offer to anyone who joins us through this campaign.

This campaign will help employers find people who have the right personal values that will make them great care workers and that means people in our communities will be supported by highly motivated and skilled workers. Minister of State for Care Caroline Dinenage said: Adult social care is too often seen as the 'Cinderella service' to our NHS. I'm determined to change this perception, starting with our hardworking social care workforce.

There is huge demand for more care professionals who work incredibly hard to look after the most vulnerable people in our society. We must spread the word that careers in adult social care can be rewarding, varied and worthwhile. Care is a vocation where you can transform people's lives and every day is different to the next. Our national recruitment campaign will support care providers to recruit thousands more talented people. If you think a career in care could be for you, I urge you to look up the opportunities in your local area and become part of a vital and growing profession.

Keeping the people we care for safe and well through winter

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

Have you sent your staff vaccination figures in and claimed your certificate yet?

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

Remember - 8,000 people die from flu every year

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

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!

Care Home, Home Care & Hospice managers, tell us your:

Organisation name, address and contact details
Number of eligible staff
Number of staff vaccinated
Percentage of staff vaccinated

Then email the contact in your geographical area from the list below:

Cumbria and North East

england.nursingandqualitycne@nhs.net

Greater Manchester england.gmsit@nhs.net

Humber, Coast & Vale, West Yorkshire and South Yorkshire & Bassetlaw

england.yandh-nursingreturns@nhs.net

Lancashire & South Cumbria england.lancsnursingandquality@nhs.net

Cheshire, Merseyside, Warrington & Wirral england.pmonursing@nhs.net







Capacity Tracker enables care homes to share their available capacity in real time and allows users to search 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.

What are the benefits?



Helps minimise delayed discharge from hospital and significantly 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. It's simple to register too, with rapid set up that allows users to have access within minutes.



It's web-based and accessible on any internet connected devise.



It provides a view of care homes with vacancies across the country, supporting efficient discharges and helping to minimise avoidable length of inpatient stays in hospital.



Care homes can advertise their vacancies across the country within 30 seconds.



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



Makes it easier and faster for care homes to fill their vacancies

Matt Hancock referenced the Capacity Tracker in his speech at the 2018 NHS Expo





"We need technology that makes life easier for hard working and often over stretched staff. We need technology that can run basic tasks and processes more efficiently. This will save the NHS money and free up staff time – money and time that can be better used to provide great care. There are also many great innovations aimed at improving patient care across settings, like the Capacity Tracker which enables staff to locate available beds in nearby care homes instantly – reducing the need for nursing staff to spend all day on the phone ringing round and freeing up beds in acute settings"

Matt Hancock, Secretary of State for Health and Social Care



Capacity Tracker is now on Facebook follow us and share your experience and tell us what you would like to see.

We are also on Twitter



@CapacityTracker

Watch our Capacity Tracker animation here



Care home manager Marie has been talking to us about the many benefits of using the Capacity Tracker View here



Vacancies being declared by care homes on the Capacity Tracker now exceed 28,000! All searchable by discharge teams across England to support A&E pressures

SIGN UP NOW!

Join the rapidly growing community of over 6,264 care homes using the Capacity Tracker

To register visit: https://carehomes.necsu.nhs.uk

You can contact our helpdesk on 0300 555 0340



The National Atlas of Shared Learning aims to demonstrate the contribution of nursing, midwifery and care staff to meeting the triple aim outcome of better outcomes, better experiences and better use of resources. By the end of the programme in March there will be around 200 case studies, each illustrating 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 this variation and contributed to transformational change at national, regional and local levels for patients, individuals and populations. They demonstrate that all nursing, midwifery and care staff can be leaders of change, whatever their role and wherever they work.



Thank you to all contributors and the National Atlas of Shared Learning along with the complementary <u>National Research Portfolio</u> will provide a foundation of showcasing the evidence of what nursing, midwifery and care staff have, and can, lead in the implementation of the recently published <u>Long Term Plan</u>. Work such as:

Sepsis pathway improvements across Lancashire Care Homes

The Community Infection Prevention Nurse (IPN) & Sepsis Lead at Lancashire County Council (LCC) led on a programme of work to implement a local community sepsis strategy with a sepsis education and development delivery programme. As a result, care homes across Lancashire are implementing evidence based care with support, advice and guidance available to them. Suspected sepsis cases are being identified earlier and escalated appropriately for time critical healthcare which is positive and communication and support for care home residents to return home after treatment in hospital for sepsis has also improved. The efforts of the care home staff and infection control nurses has led to reduced numbers of ambulance call outs to the home(s) as well as reduced hospital admissions as people are being treated earlier and supported to remain in their homes. The full case study can be viewed here.

Improving infection control in nursing care homes using a quality improvement tool

Infection, prevention and control (IPC) nurses at Bassetlaw Clinical Commissioning Group (CCG) led the development and implementation of a quality improvement tool (QIT) for IPC in nursing homes. An audit had identified varying levels of IPC education and training and variation in infection prevention and control standards used in care homes which was negatively impacting practice. Since the new tools implementation improvements have been seen in all areas of infection, prevention and control within the care homes following the introduction of the tool and associated training. In particular environmental audits have shown a 20% improvement in homes meeting standards with sustained engagement. The work has improved patient safety and outcomes and improved staff knowledge on IPC and has been extremely well received by both staff and residents in the homes. The full case study can be viewed here.

What's happening..?



NIHR Signal - Training programme to improve communication between staff and patients with dementia in hospital shows promise

National Institute for Health Research, 5 March 2019

https://discover.dc.nihr.ac.uk/content/signal-000741/dementia-staff-training-programme-may-improve-communication-between-staff-and-patients

Communication with people with dementia can be challenging for healthcare professionals. A new two-day training programme shows potential to help professionals become more confident in managing difficult situations on the ward. After analysis of 41 videoed exchanges between 26 healthcare professionals and 26 people with dementia in acute hospitals, researchers identified particular challenges. These included requests for action, such as asking them to take a drink or get out of bed, and at the end of an encounter when people failed to recognise cues that the conversation had ended. The researchers also identified features of successful encounters. The research and a review of relevant evidence fed into a training programme. Although the course was tested by a limited number of healthcare staff, this study represents a robust and thoughtful development and testing of an intervention in an overlooked and important area.

The Atlas of Shared Learning case study - Implementation of a best practice framework to support staff to care for individuals with dementia

NHS England, 22 February 2019

https://www.england.nhs.uk/atlas_case_study/implementation-of-a-best-practice-framework-to-support-staff-to-care-for-individuals-with-dementia/

Nurse leads at Belong, a non-profit charitable organisation, implemented a best practice framework for residents living with dementia. This nurse-led programme aimed to improve staff knowledge, confidence and competence in caring for residents. The project has improved resident outcomes and experience, empowering staff across the organisation to implement change.

Evidence shows that staying in hospital longer than needed can cause poorer outcomes for people using services. Work continues at pace to support front line staff in helping individuals return to the place they call home as soon as they are medically fit. Five digital guides, developed in partnership with NHS England, NHS Improvement and the Queen's Nursing Institute continue to be popular downloads from the NHS England website. The fourth guide in the series focusses on digital technology that can be used when a care home placement is required to quickly identify care home capacity that meets an individual's needs. One such resource, called Capacity Tracker is currently being extensively rolled out in the Midlands, South West and South East regions, after being successfully trialled in the North of England, Berkshire and Devon. In the London area a similar resource called **CarePulse** is being used, also with much success. Both online solutions increase efficiency by displaying the latest care home capacity searchable at the touch of a button

The Atlas of Shared Learning case study - General Practice Matron led delivery of a responsive /pro-active service supporting residents of care homes

NHS England, 4 March 2019

https://www.england.nhs.uk/atlas_case_study/general-practice-matron-led-delivery-of-a-responsive-pro-active-service-supporting-residents-of-care-homes/

The newly appointed Practice Matron at Consett Medical Practice introduced and led an enhanced approach to supporting residents in care homes registered with the Practice. This replaced a more reactive service being offered by the GPs. The Practice Matron led a programme of work to address and change this, strengthening working relationships with the residents and care home staff. The changes led to the matron becoming the first point of contact for the care homes, delivering a responsive and proactive care approach. Staff are now more skilled in supporting residents to stay within the home and not be admitted to hospital and GPs are spending less time home visiting. This has improved patient outcomes, quality of care, partnership working, and has led to a more effective use of resources.

Tweets of the Month NHS





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

#careandshare



Ruth Holt @Ruthholt800 - Mar 21 Love the socks and the story behind them!



#hellomynameis @ @PointonChris

It wouldn't be a health conference without #pinksocks and #hellomynameis combining!! New member of the tribe @nickisnpdx from #CareAndShare @Ruthholt800 Live



HC-One @HC_One · 1h

Residents at Rose Court recently enjoyed a visit from some lovely feathered friends! Everyone loved seeing the owls and having a go at holding them.





💕 Beverly Ann Gallagher RN MSc 💞 @BevGall30 - Mar 21

have worked as a nurse then a RM in nursing homes and it is one of the most challenging but most rewarding job I have ever done. To really develop our care homes for now and future generations we need trailblazer nurses like our @nursingdeputy to make a difference #WeNurses



Nursing & Midwillery Council

Alzheimer's Society @ @alzheimerssoc - 7h

It's important to be able to enjoy your favourite hobbies after a dementia diagnosis. If you're a theatre fan, find out about how Still Alice is starting a dialogue around dementia-friendly theatres #WorldTheatreDay:



How Still Alice is taking dementia-friendly theatre across the UK Following a best-selling book and Hollywood film, the theatre adaptation of

Still Alice is now showing across the UK. Learn how the play is championin... The NMC @nmcnews - 53m Read our guidance for nurses, midwives and nursing associates on how to use social media responsibly and in line with the requirements of the Code 1



Social media guidance is just as applicable to other health and social care organisations





Fulford Nursing Home @Fulford_Nursing · Mar 23

To all care home managers who want to reduce phone calls so you can spend more time with your residents @CapacityTracker can help #car



Capacity Tracker @CapacityTracker

To all hospitals experiencing high demands on services @CapacityTracker can help reduce #DTOC #ActNow4Winter #teamCNO #NHS



NIHR CRN @NIHRCRN - 8h

Julian has been involved in research that required him to cycle in the gym 3 times a week and complete memory tests, to see whether exercise has an effect on memory in older people. Read Julian's story here: bit.ly/meetjulianmarks



Research leads to innovations which make the NHS more efficient, work better, and deal with problems in an economical way.



Tommy Whitelaw BCAh @ @tommyNtour · 9h

Thank you @SamMclavey so very glad to meet you yesterday. #YouCanMakeaDifference #bethatnurse @FionaCMcQueen @SAitke @RMayNurseDir @lanMWelsh

Sam Mclavev @SamMclavev

I had the privilege of meeting @tommyNtour yesterday at LJMU. I was deeply touched by his story of his beautiful mum Joan, which has inspired me to go on and become a great nurse and treat everyone with kindness. Thank you Tommy



NHS Horizons @horizonsnhs - 4h

Google commissioned Project Aristotle, the research project was all about high performing teams. They found that it was being 'Nice' that enabled high performance. Creating an environment where people can do great work is so important. #Quality2019 #qfm2



After years of intensive analysis, of that the key to high performing te that deliver change is being nice

ww.youtube.com/watch?v=UfGlCnhdU78&feature=yout xoeZybvz9f0b1_60JyG7zZO6L

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 https://horizonsnhs.us18.list-

manage.com/subscribe?u=b48003ef85ed66462c015a486&id=8 29d76a63a

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

We want to celebrate International #Hellomynameis... day on

23 July 2019



Email your ideas to help raise awareness of the campaign or suggest fund raising activities to gil.ramsden@nhs.net

What's happening in April?

Beat our next 30 day challenge



