



care
inspectorate

Moving forward together

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It has been some time since I have written a newsletter to update you on some of the developments and improvements that are taking place.

I hope you find this informative and encouraging. Please feel to email me at edith.macintosh@careinspectorate.com if you wish to discuss anything or find out more.

Making an Impact!

The falls resource pack for care homes for older people was issued during 2011 and care homes across Scotland have been using this resource to raise awareness of falls prevention and management with all staff and develop person centred falls prevention and management plans for residents. Some care homes have been helpfully supported by the wider health and social care team, in some cases holding local events to promote the use of the resource. Where this focused support and also where care homes have implemented the resource in an incremental way as part of their improvement plan managers are reporting it is making a positive difference to the quality of care in this area and reducing the number of falls that are taking place.

A great example of this is from Sheena Williamson the care home manager at Southside Nursing Home in Inverness. This is her care home's story ...

In May 2012 we introduced all nurses and care assistants to the 'Managing Falls and Fractures in Care Homes for Older People' toolkit provided by SCSWIS and NHS Scotland through supervision and staff meetings. This in itself immediately raised staff awareness of the importance of the documentation within our Falls Improvement Plan. As the toolkit was very comprehensive, we decided to introduce the tools one by one. We used the Post Fall Incident Report Forms and the Bedrail Risk Assessment as a starting point as we already used forms similar to these. The Managers undertook the Generic Falls Environmental Risk Assessment and the Falls Overview forms and these were available in a communal folder for staff to examine.

Once staff were familiar and happy to use the forms, we met with the staff nurses to discuss how we would implement the Multifactorial Falls Risk Assessment and the Falls Management Checklist. Once the staff nurses were familiar with filling in these forms, they cascaded the information to all care staff.

We carried out an audit which clearly highlighted areas where improvements could be made.

We immediately increased the staff numbers during the 'peak' falls times, particularly around breakfast and evening meal times as staff members were

busy helping to feed clients and also managing their own breaks in the evening. We employed 'hospitality' workers who worked 07.00-11.00 and 17.00-22.00. These workers did not require meal breaks and were able to 'man' the areas in the Home at 'high risk' for falls.

We also addressed the problem of falls at night through a number of ways. We improved night lighting in residents' rooms. Nurse call mats had been in place but we repositioned some of these in different parts of the residents' rooms. We also positioned night staff in different areas of the house so that response times to a call (either by call-bell or nurse call mat) were much quicker.

RESULTS

- The 2011/2012 Audit clearly identified that we had a high rate of falls per month. It also highlighted the times of day and the geographical areas where falls were most likely to occur.
- The introduction of the toolkit 'Managing Falls and Fractures in Care Homes for Older People' gave us a framework which galvanised our objective to reduce the falls numbers per month.
- Very simple and cost effective solutions have been introduced which have reduced our falls numbers by more than half and we now have between 1 and 4 falls per month as opposed to between 4 and 10 falls per month.

If you have not started implementing this resource in your care home yet I hope this story helps you to see the transformational potential of doing so for your residents and their quality of life and also for your staff. Remember you can contact your wider health and social care team to seek support if you require it.

If you are in the process of implementing it and you are seeing an impact then please get in touch with me so that we have some good practice stories like Sheena's to share.

The resource can still be found at www.careinspectorate.com and copies of the falls awareness DVD that goes along with it are still available from the Care Inspectorate.

Go for Gold Challenge 2013 – It's happening!



The Go for Gold Challenge Scotland programme is going on from strength to strength and hopefully many of you will have received the 1st edition of the Go for Gold Challenge newsletter to bring you up to date with developments. If you do not have it you can view it at www.careinspectorate.com. The week of the 1st July was the specific challenge period for this year and many events took place before and during that week. There are still more planned for the rest of this year and planning is already beginning for 2014, the year of the Commonwealth Games in Glasgow.

Here is a flavour of some of the events that have taken place so far:

- CAN-A-Lympics in West Lothian with 150 attendees.
- Sporting challenge in Fife where all care homes took part in bowling and curling competitions with the final in Rothes Hall.
- Go for Gold Challenge event in Perth and Kinross with 120 residents who took part in a games challenge in Bells sports centre.

These challenge events inspire many older people to compete in a range of activities which provide

opportunities to be physically active while having fun. It also gives a sense of achievement as well as aspects of health improvement, socialisation and engagement with local communities.

Helpful information and resources can be found at www.active-ageing-events.org.uk

Providing opportunities for older people to be physically active should be part of the day to day life in a care setting. There are opportunities to do this through daily living activities, by going outside, identifying hobbies and activities an older person enjoys and by engaging with the local community.

To support care settings to promote physical activity a new resource is being developed which will provide guidance, information, tips and links to useful websites along with a tool to help staff in care settings measure what improvements could be made to make physical activity central to daily life.

This resource should be launched early in 2014 in the lead up to the Commonwealth Games. Look out for the Go for Gold Challenge newsletters which will give you updates on the challenge programme and the development of the resource.

Calling all care at home workers!

A resource has been developed in partnership between the Care Inspectorate and NES for care at home workers. It is a pocket sized guide to some basic steps you can take to support an older person to prevent falls. There is a limited supply available by calling our National Enquiry Line on **0845 600 9527**.

I would also be interested in getting feedback from you on how helpful this resource is.



Make Every Moment Count

Make Every Moment Count (MEMC) – a guide to everyday living, was launched by Michael Matheson the Minister for Public Health in February this year at a care home in Rutherglen. It was a very positive event where residents, staff, relatives and representatives from key organisations gathered to celebrate the launch of this important partnership initiative. The resource was issued to all care homes for older people and care at home services both as a pocket sized guide and in poster format. A DVD was made to inform people about the resource and the importance of making every moment count for any person being supported. Additional pocket guides and posters are available by calling our National Enquiry Line on **0845 600 9527**. You can also request a copy of the DVD. You can view MEMC and the accompanying DVD at www.careinspectorate.com

MEMC has been designed to offer easy to read guidance for everyone supporting someone in a care setting whether that care is provided in hospital, a community care setting or in the person's own home. Its intention is to highlight how making the most of every moment in supporting someone can make a real difference to the person's quality of life in simple, but very meaningful ways. A key message of MEMC is to re-think "activity" and see it as everything a person does from the moment they get up in the morning to the moment they go to sleep at night. It's a very person-centred approach that helps us all to remember the importance of choice, dignity and respect which everyone has a right to.

The guide is written in the first person in the form of a personal message and has five key statements:

- Get to know me.
- It's not what you do it's how you make me feel.
- Know what I can do and support me to do it.
- Help me feel comfortable, safe and secure in my surroundings.
- Remember the little things add up.



Living Well Through Activity in Care Homes - New toolkit

In September 2013 the College of Occupational Therapists (COT) are launching the 'Living Well Through Activity in Care Homes Toolkit'. The Toolkit is a free, practical resource full of ideas on how to support residents in care homes to do the day to day activities that are important to them. The Toolkit is available to every care home in the UK and includes free training materials and audit tools to review and evidence aspects of care such as personalisation. It also promotes dignity, mental and physical well being and integration into the community. Everyone has a fundamental right to shape their daily life regardless of age and health needs and the college sees this new toolkit as a way of supporting older people in care homes to experience a good home life. Occupational therapists (OTs) are skilled at helping people take part in day to day activities and supporting care home staff to enable this. COT will be working with partners in the health and social care community to champion activity in care homes in the UK and commit to Taking the CUE. CUE means to **Connect** with, **Understand** and **Encourage** residents. Visit the COT website www.cot.co.uk and sign up to support the initiative.

Mutually effective AHP practice placements in care homes – inspirational!

This initiative is moving forward and there have been a variety of AHP students out on placements in care homes across Scotland.

The story so far is:

Queen Margaret University, Edinburgh:

- Dance Movement Psychotherapy (DMP) - an initial pilot of three students in care homes in Edinburgh. Due to the success of the pilot there have been further placements since then.
- Physiotherapy - an initial pilot with one student in a care home in West Lothian.

Robert Gordon University, Aberdeen:

- Occupational Therapy (OT) - pilots which have included two students in care homes in Aberdeen.
- Diagnostic Radiography - a three day pilot placement for five students in three care homes in Aberdeen to learn caring skills.

Glasgow Caledonian University (GCU), Glasgow:

- OT - continue to have a significant number of student placements in care homes annually.
- Physiotherapy - two pilots including three students within two care homes, one in Glasgow and one in Dundee.

In addition Strathclyde University have supported two Speech and Language Therapy students to have time within care homes over an 11 week placement.

On 21 June this year a stakeholder event was held at GCU organised by myself, Helen Brown, Senior lecturer, GCU and Karen Allan, NHS Education Scotland. The purpose of this was two fold. Firstly, to hear the evaluation stories from those who were involved in the pilots and celebrate success. The stories were inspirational and hugely positive and emphasised the mutual benefits that having AHP practice placements in care homes provide.

Secondly, through the workshop sessions in the afternoon to consider the next steps, future opportunities and innovative models. The general view was that this initiative should progress, is of huge value and the work can be built upon in a variety of innovative ways. There will be written feedback on the outcomes from the day which will be available soon.



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