

February 2018

Enhanced Care in Care Homes Bulletin

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Care Homes Manual—now on re-launched Knowledge Anglia!



Norfolk & Waveney Care Home Manual

A collection of clinical guidelines and resources for managing patients in care homes.

The county-wide Care Homes project has compiled a clinical guide for Primary and Community care clinicians to enable them to support their Care Homes population effectively.

The guide can be accessed through Knowledge Anglia website at the following link:

<http://www.knowledgeanglia.nhs.uk/LinkClick.aspx?fileticket=afgf-1BpS-k%3d&tabid=1849&portalid=1&mid=1233>

Falls Referrals— a reminder of processes in Norfolk and Waveney

Care Home Practitioners and commissioning colleagues have a number of queries about how to refer to the falls team and who may do the referral – hopefully the advice below will clarify the process:

For care homes in **Norfolk** (except Great Yarmouth and Waveney), your falls service is provided by Norfolk Community Health and Care NHS Trust (NCH&C). The criteria for referring a resident to the falls team at NCHC for assessment and review are:

- 2 falls in 6 months or a fall that results in an injury and/or and admission to hospital.
- The referral may be made via a phone call to your single point of contact (Hub) 01603 518444 or via email nchc.norwichhub@nhs.net
- The referral form is here: <http://www.southnorfolkccg.nhs.uk/sites/default/files/NCHC%20referral%20form%20with%20fax%20number.doc>
- The referral does not need to be made by the GP

For care homes in **Great Yarmouth and Waveney**, your falls service is provided by East Coast Community Health (ECCH)

- The referral must be made by the manager of the home using the referral form— referrals from other care staff will not be accepted.
- Telephone referrals are not accepted
- The referral form is here: <http://www.southnorfolkccg.nhs.uk/sites/default/files/ECCH%20Falls%20Referral%20form.docx>



The Norfolk County Council Adult Social Care market development team is supporting a series of workshops bringing together social care, health and other professionals with key providers in the care market to work together on improving our joint performance in two key areas of operation.

Workshop 1: Supporting hospital discharges and developing 7 day support

NCC is inviting care and nursing homes to join key hospital discharge professionals in a workshop to help develop practical proposals that we can implement to improve our current discharge performance in the short term. We also want to scope out areas for development that will improve matters further in the medium to longer term and prepare the market to enable it to support hospital discharges 7 days a week.

To book a place on one of these workshops please click on one of the following links, which will take you through to our event system where you can book your place. (All workshops 9.30-12.00)

26 March 2018

Abbey Conference Centre, Norwich: <https://tockify.com/socialcareengagement/detail/51/152205300000>

27 March 2018

Innovation Centre, Kings Lynn: <https://tockify.com/socialcareengagement/detail/53/152213940000>

4 April 2018

Kings Centre, Great Yarmouth: <https://tockify.com/socialcareengagement/detail/55/152283060000>

Workshop 2: Nursing care workforce challenges

A second workshop will take place on the same day following on from the Supporting Discharge workshop focusing on Nursing Workforce Challenges. NCC is inviting providers to join us in a session intended to understand the scale and nature of the workforce challenges, and to develop practical ways in which the health and care system can support improvements in the short term and also to coproduce a longer term improvement plan that we can implement to ensure that we have a long term stable supply of good quality nursing care in Norfolk.

Providers in the nursing sector are invited to the Nursing Workforce Challenge workshops, including providers who have taken part in the Supporting Discharge workshop who are in the nursing care sector.

To book a place on one of these workshops please click on one of the following links, which will take you through to our event system where you can book your place. (All workshops 12.00-14.30)

26 March 2018

Abbey Conference Centre, Norwich: <https://tockify.com/socialcareengagement/detail/52/152206380000>

27 March 2018

Innovation Centre, Kings Lynn: <https://tockify.com/socialcareengagement/detail/54/152215020000>

4 April 2018

Kings Centre, Great Yarmouth: <https://tockify.com/socialcareengagement/detail/56/152284140000>

Once you are in our events system please click on the green 'Book Your Place' button which will take you to a short registration form. Please use this to identify your organisation and the names of those who will be attending.

An Unforgettable Guide to... Going into hospital when you have dementia



The team at 'Unforgettable' have produced a book— 'An Unforgettable Guide to... Going into hospital when you have dementia' - which provides practical information for carers of people with dementia that are admitted to hospital.

This book will provide all the essential information needed to give carers the confidence and courage to manage in a hospital environment, and help to ensure that the cared for returns home safe and well .

The book can be downloaded here:

http://www.southnorfolkccg.nhs.uk/sites/default/files/Unforgettable%2048047_coping-in-hospital-ebook.pdf

Physical copies of the book can also be ordered here: <https://www.unforgettable.org/going-into-hospital-when-you-have-dementia-guide>

Dementia care improved by just one hour of social interaction each week

A large scale trial funded through the NHS National Institute for Health Research has shown that increasing the amount of social interaction for people with dementia living in care homes to just one hour a week improves quality of life and saves money.



**National Institute for
Health Research**

The results are the findings of the Improving Wellbeing and Health for People with Dementia (WHELD) trial - the largest non-pharmacological randomised control trial in people with dementia living in care homes to date - funded by the NIHR Programme Grants for Applied Research Programme, and have been published in the journal PLOS Medicine:

<http://journals.plos.org/plosmedicine/article?id=10.1371/journal.pmed.1002500>

During the study key care home staff were upskilled to deliver person-centred care. This involved simple measures such as talking to residents about their interests and involving them in decisions around their own care. When combined with just one hour a week of social interaction, the programme improved quality of life and reduced agitation and aggression in people with dementia.



The challenge now is to roll the programme out to the 28,000 care homes in the UK to benefit the lives of the 300,000 people with dementia living in these facilities.

A video outlining the aims and delivery of the WHELD project is available at the following link:

<https://www.nihr.ac.uk/news/dementia-care-improved-by-just-one-hour-of-social-interaction-each-week/7898>

Under-breast Soreness - Intertrigo

The King's Lynn Breast Screening Service (KLBSS) at the Queen Elizabeth Hospital invites all local women aged between 50 – 70 years old for a screening mammogram every three years.

The Queen Elizabeth Hospital 
King's Lynn
NHS Trust

In recent years, mammographers working in the unit were finding an increased number of women experiencing soreness underneath their breasts. When questioned, many of the women clearly had no idea of what caused the problem or how to treat it.

Mammographers found that in some women only a slight red patch along the inframammary crease could be seen but in others it would be a severe inflamed red rash which was clearly very painful for the women. It appeared that under-breast soreness seemed to be on a scale that the unit classified as mild, moderate or severe.

Research into UBS showed that it usually starts as a sweat rash and if not treated, can quickly turn into a fungal infection. In some cases, if the fungal infection is left untreated, it can then turn into a bacterial infection. The condition has a medical term called **Intertrigo**. It thrives in the creases of our bodies e.g. under breasts, between the toes, in the armpit, in the groin, between the buttocks etc.

The KLBSS decided to carry out an 8 week study in January/February 2016 on the subject to explore the knowledge and current understanding of UBS in women attending for breast screening. They also wanted to identify what advice mammographers could give to women experiencing UBS to maximise and improve the overall breast screening experience.

The study involved the use of posters, questionnaires, UBS Leaflets and pre-paid envelopes. During the study period, 1917 women attended their breast screening invite and of those, 1643 (86%) completed an UBS questionnaire. The study showed that UBS affects 1 in 5 women and made them feel embarrassed, dirty, unclean, uncomfortable, miserable, depressed etc.

Women expressed a desire for more information and education on the subject and were grateful for the information contained in the leaflet 'Understanding Under-breast Soreness (Intertrigo) – Symptoms and Treatment', available here:

<http://www.southnorfolkccg.nhs.uk/sites/default/files/Under%20Breast%20Soreness%20Leaflet%20V2%20Nov%202015%20%281%29.pdf>

The study showed that raising awareness of UBS helped women to see that they were not alone and helped to educate them on the medical term of Intertrigo for their own personal further learning and appropriate treatments.

Intertrigo can be easily treated in its early stages by effective personal hygiene measures and the use of 'over the counter' (OTC) products. In cases where OTC products haven't worked or in more severe cases, a visit to the GP may be necessary.

For further information or advice please contact: The King's Lynn Breast Screening Service, The West Norfolk Breast Care Unit at The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust at 01553 613662 / 01553 613801 or email Marilyn O'Connell: marilyn.o'connell@gehkl.nhs.uk

Verification of Death—Resources

The Care Home Practitioners are making registered nurses aware of the resources available to support the verification of death process in care and nursing home settings. Verification of Death—guidance for Care Managers is available via Knowledge Anglia:

<http://www.knowledgeanglia.nhs.uk/LinkClick.aspx?fileticket=iliNGE52mY8%3d&tabid=1849&portalid=1&mid=1233>

A form for registered nurses to complete in the verification of death process is available here:

<http://www.knowledgeanglia.nhs.uk/LinkClick.aspx?fileticket=DUMnUvZBn7g%3d&tabid=1849&portalid=1&mid=1233>

Food First for Norfolk Care Homes



A community group had been created on Facebook with a view to this being run by care home cooks/chefs and carers, your care home and staff can request to join the group by searching for 'Food First for Norfolk Care Homes' on Facebook. The aim is to give a forum whereby ideas, recipes and support can be given to each other. To join simply search 'Food First for Norfolk Care Homes' while on Facebook.

Training & Assessment in Healthcare— Courses



Training and Professional Development

Training & Assessment in Healthcare provides local, high quality training, supervision, assessment and implementation services to various providers, including independent sector Care Homes, Charities, Supported Living, Nursing agencies and Domiciliary Care (including Continuing Healthcare), across all sectors— Learning Disability, Mental Health, physical disability, care of the elderly, children and young people. They deliver:

- All mandatory core and induction training—Moving and Handling, Safeguarding, Infection Control, Health & Safety, Food Safety/Nutrition, First Aid etc.
- A wide range of enhanced training, for example: Epilepsy Management, Autism Spectrum Disorders, Mental Health Disorders, Dementia Care
- Specialist skills—PEG Feeding, Oxygen therapy, Medication, tracheostomy, syringe drivers etc.

Training can be delivered in-house to staff groups or via a programme of “open” courses run locally, whereby small teams or individuals may access places as required. Please contact training@tihcuk.com / 01603 611107 for any further information required.

Norfolk and Suffolk Care Support



Norfolk & Suffolk
Care Support Ltd

Norfolk and Suffolk Care Support is an information, advice and guidance company for the care sector.

If you are interested to find out more about training, learning or development and the free e-learning on our Learning Portal, have a look at their website: www.norfolkandsuffolksupport.co.uk or contact Norfolk and Suffolk Care Support on 01603 629211