Welcome to the latest edition of our care home forum newsletter, following our most recent forum on 28th April 2017. The main focus of this forum was looking after residents with dementia, hosting presentations from the Challenging Behaviour Team and Alzheimer's Society.

A special thank you to everyone who attended – it is always great to see so many of you at the meetings. As always, we had a busy agenda, and whether you were able to attend the meeting or not this time we hope you find the summaries of our agenda items below helpful.

Our next Care Home Forum will be on Friday 23 June 2017, 1-4pm at Sutton CCG, Priory Crescent. If there are items you would like to see on the agenda, please get in touch.

Christine Harger
Quality Assurance Manager (Care Homes and Older People)

In this edition

- Launch of new paperwork and resources for The Hospital Transfer Pathway
- Digital Care Visitors Book- update
- Update from London Ambulance Service
- Moving and Handling
- Infection control update
- Update from Sutton and Merton Challenging Behaviour Service
- Dementia Support Workers
- Amazing and Fabulous Awards

All presentations are attached to this newsletter – please share with your staff, residents and families.

If you have any questions or queries please contact the Vanguard team on sutccg.carehomevanguard@nhs.net
New paperwork and resources- The Hospital Transfer Pathway

Kate Anderson from the Vanguard programme presented revised documentation and some new resources that support the hospital transfer pathway.

A multi-stakeholder task and finish group was held to review the pathway and documentation, based on feedback received over the last year. Some of the issues with the pathway that were identified include consistency with care home staff being aware of the pathway, stock of the red bag in care homes, red bag and/or paperwork not returned with resident, pathway not always being followed correctly, not enough space for documenting resident changes.

The existing documents have been updated to include additional space for reviewing and updating the document. New resources have been developed to support the pathway including a form to highlight a missing bag/missing items, a new poster to display in the home so all staff are aware of their responsibilities and a front cover for the red bag which highlights every part of the pathway.

If you did not collect your resources at the Forum, you can collect them from the Vanguard office (at Priory Crescent) or the Liaison Nurses will deliver them over the coming weeks. Please ensure all staff understand the use of the red bag and paperwork.

If you have any queries contact the team on sutccg.carehomevanguard@nhs.net

Digital Visitors book- update

Stuart Miller from City University gave a progress report on the development of the Digital Visitors Book, an app that will enable anyone coming into a care home to give instant feedback to the manager. The vanguard is supporting this project with the AQP London Partnership Programme. The app is in its first phase of development with care home managers and continuing healthcare nurses and should be ready for testing later in the year. If you would like to be involved in this project please contact the sutccg.carehomevanguard@nhs.net and we will pass your details to Ruth Davey.

If you have any questions or queries please contact the Vanguard team on sutccg.carehomevanguard@nhs.net
Update from London Ambulance Service

Jason Morris from London Ambulance Service gave an update on the service. As the forum focus was mental health and challenging behaviour, Jason discussed the importance of sending a carer with your resident when going to hospital. Care homes know their residents’ best and a friendly face can alleviate a significant amount of distress.

Moving and Handling

Sally Cassar from the London Borough of Sutton gave an update on the moving and handling training available to care homes through the council. These are 1-day course for beginners (new to moving and handling), half-day refresher for intermediate level (have received moving and handling training recently) and a half-day update for risk assessors (advanced levels). The provision of this training is at risk so Sally asked the group to ensure that any staff who are booked onto it are fully informed of content and the relevance to their role, venue, time, appropriate clothing/footwear and expectations.

She also outlined the legal responsibilities around general risk assessments for the equipment in use, personal risk assessments for residents, maintaining equipment and assessing staff competence to undertake safe moving and handling.

If you require further information please contact Sally on sally.cassar@sutton.gov.uk

Infection Control: New nurse in post

Sutton CCG and the local authority have appointed a new infection control and prevention nurse specialist. Debbie Calver brings a wealth of experience being an infection control nurse for the last fifteen years. Debbie will be providing some education sessions later in the year but if you have any urgent infection control concerns, she can be contacted at Debbie.calver@nhs.net or via the Vanguard generic email.

Sutton and Merton Challenging Behaviour Service

Dr Victoria Hill gave an update on the management of individuals with challenging behaviour due to dementia or mental health conditions.

Sutton was the first area in London to offer a mental health team specifically for care homes for elderly people with the behavioural and psychological symptoms of dementia. Nine years later the service now covers a total of fifty-five nursing and residential care homes across Sutton and Merton.

The following topics were covered:
- What are the challenges you are facing whilst caring for residents with dementia
- Pre-assessment checklist
· A new document that outlines physical and mental health issues to consider prior to referral. This will highlight possible underlying causes of behaviour change
  · Biopsychosocial model for understanding behaviour
    o A brief recap of the model of holistic care
  · The importance of Life Stories to understand the individual resident and the behaviour they exhibit
  · The importance of the ABC assessment
    o A new form has been developed that documents observed behaviour over a 24-hour period. This level of detail will help yourselves and the team to quickly identify patterns and frequency to understand the resident’s behaviour.

Dementia Support workers update

Annie Amjad from the Alzheimer’s society outlined the role of the dementia support workers; to provide guidance and support to care staff, residents and families affected by dementia. They have been running a dementia training programme with care staff using the film ‘Barbara’s story’ which explores the individual’s experience of living with dementia. The dementia support workers also provide support to residents’ family during periods of transition, for example when moving into a care home. Support workers provide advice to care homes on low-cost, high impact changes to create a dementia-friendly environment.

If you haven’t had a visit yet from the dementia support workers then please contact Annie at anneesa.amjad@alzheimers.org.uk

Amazing and Fabulous Awards

This month’s amazing and fabulous awards go to the following care homes:

**Ryelands**
  - For hosting Cake Cuppa Chats

**Mayfield Road**
  - For excellent care provided to a resident in their last moments of life

**Wellesley Lodge**
  - Rated one of the top 20 care homes in London for the second year running
  - For hosting a Cake Cuppa Chat

**Hylton House**
  - Supporting Nutrition and Hydration week

If you have any questions or queries please contact the Vanguard team on sutccq.carehomevanguard@nhs.net
St Jude’s Nursing Home
  • Completing a Year Long Dementia Mapping “Enhancing Person Centred Care Study” with Leeds University

If your care home or staff have been doing amazing and fabulous things, don’t forget to tell us so we can show recognition for the wonderful things your staff do to support your residents.

If you have a nomination for an amazing and fabulous award for the next forum please email us at sutccg.carehomevanguard@nhs.net.

**Dates for your diary**

*Oral health workshop* for nurses and senior carers:
Monday 19th June, 13h00 – 16h30 @ Sutton CCG, Priory Crescent (MR1)
Places are limited to 20. To book your staff on this interactive workshop by emailing sutccg.carehomevanguard@nhs.net

**Care Home Forums**

*May 2017: Sutton Council Forum (date still to be confirmed)*

17 May 2017: **Skills for Care, Sutton – Home Care Registered Managers**
14h00 – 17h00 @ Skills for Care Centre, Sutton

23 June 2017: **Sutton Homes of Care Vanguard**
13h00 – 16h30 @ Sutton CCG, Priory Crescent (MR1)

28 July 2017: **Sutton Homes of Care Vanguard**
13h00 – 16h30 @ Sutton CCG, Priory Crescent (MR1)

25 August 2017: **Sutton Homes of Care Vanguard**
13h00 – 16h30 @ Sutton CCG, Priory Crescent (MR1)

*September 2017: Sutton Council Forum (date to be confirmed)*

20 October 2017: **Sutton Homes of Care Vanguard**
13h00 – 16h30 @ Sutton CCG, Priory Crescent (MR1)

01 December 2017: **Sutton Homes of Care Vanguard**
13h00 – 16h30 @ Sutton CCG, Priory Crescent (MR1)

26 January 2018: **Sutton Homes of Care Vanguard**
13h00 – 16h30 @ Sutton CCG, Priory Crescent (MR1)

January 2018: **Sutton Council Forum (date to be confirmed)**

23 February 2018: **Sutton Homes of Care Vanguard**
13h00 – 16h30 @ Sutton CCG, Priory Crescent (MR1)