



MEET SID

Star of a new game
to help young
people in care

PAGE 10

carenews

SHARING YOUR INTEREST IN CARE

SPRING 2013

TALKING BOOKS

Dealing with issues

PAGE 11



Also inside

Dementia ● **Make Every Moment Count** ● **Complaints**

In this issue

4 Dementia Consultant

Heather Edwards joins to help promote dementia best practice.



4 People at the centre

How a care home is using personal interests to boost wellbeing of residents.



10 Meet Sid

How youngsters are using their experiences of care to help others.



12 The interview

Care News talks to Ryan Hughes about his ambitions to be an entertainer.

14 Complaint case study

The importance of training when moving frail people.



Call for lay assessors

RECRUITMENT

Would you like to get involved with our inspection work?

We are currently recruiting people with personal experience of care to act as volunteer lay assessors.

Lay assessors take part in our inspections of regulated care services by talking with people who use services and their family carers and friends to get their views. Lay assessors also make their own observations during inspections.

Full training is given and lay assessors may also have the opportunity to contribute to other aspects of the Care Inspectorate's work.

MORE INFORMATION

If you are interested in learning more about becoming a lay assessor contact

✉ jo.phillips@careinspectorate.com or

☎ 0895 6009527 for an application pack or more information.

Welcome

to the spring 2013 issue of *Care News*

Our spring issue is packed with great stories that showcase what good care looks like and how innovative practice can improve the lives of people using services across Scotland.

We report on the Care Inspectorate's new top team, along with changes in how our inspectors will work – demonstrating our continued commitment to ensuring positive outcomes for people – who are at the heart of everything we do.

We also report on some novel ways to involve people and give vulnerable people a voice. Read about Sid the alien – a familiar face that some of you may remember from a few years ago to help young people know their rights in care. Sid's now all grown up and is the star of a new computer game being developed by gaming students at Abertay University to help young people explore trust and consequence issues.

Our main interview is with Ryan Hughes, a very talented young man from Glasgow whose positive attitude to life and love of music is helping him to achieve his dreams.

Let us know what you think of *Care News*. You can email communicationsteam@careinspectorate.com to tell us your views or suggest stories that you'd like to see next time.

I hope you enjoy *Care News*.

Sarah Wilkie
Editor



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CARE INSPECTORATE ONLINE NEWS Equality Reports 2013 Consultation

The Care Inspectorate will harness equalities information to develop better practices, improve transparency and accountability and deliver better outcomes for people who use care and social work services.

Legionella bacteria prevention in water systems

In registered care services such as care homes and nurseries, there is potential for Legionella bacteria to contaminate and grow in hot and cold water systems such as water tanks, taps, infrequently used showers and baths, etc.



Scan this...

Look out for barcodes like this throughout the magazine. Scan them with your smartphone and they will direct you to the linked web page.

Executives tap into staff expertise to ensure service in Scotland is of highest standard

TOP TEAM TO LEAD CARE INSPECTORATE FORWARD

A new executive team has been appointed at the Care Inspectorate as part of its restructuring programme.

Chief Executive Annette Bruton has appointed Karen Anderson as Depute Chief Executive and Director of Strategic Development, Gordon Weir as Director of Corporate Services and Dr Robert Peat as Director of Inspection.

Annette Bruton said: "The way children and adults are cared for in Scotland is changing, and so are we.

"The majority of services are performing well. Our role as a regulator will not be diluted. I want our talented staff to be at the heart of the improvement agenda, using our expertise to make every care service in Scotland the highest standard.

"Every person using a care service in Scotland should receive good quality care that reflects their needs and promotes their rights. Our restructure will strengthen our work with people who deliver and use services, and their carers.

"The senior directors I have appointed will play a crucial part in focusing what we do and making sure the care provided to people in Scotland is world class.

"I am particularly pleased to welcome Dr Peat, who brings with him a vast wealth of experience in social care and his outstanding knowledge of treating drug and alcohol abuse."



From l to r: Annette Bruton, Karen Anderson, Robert Peat and Gordon Weir

Dr Peat comes from Angus Council with an extensive background in social work and drug and alcohol treatment. He will oversee the work of inspectors charged with regulating and improving the care of children and adults, and criminal justice social work, across Scotland.

Commenting on his new role Dr Peat said: "Ensuring positive outcomes for people who use care services will continue to be at the heart of all our work, and that's why we will strive to get the right balance between

regulation, inspection, and improvement. I am looking forward to working with everyone at the Care Inspectorate and partner organisations in taking this important agenda forward."

The new executive team has been appointed ahead of a change in the way the inspectors will work. Instead of working on a regional basis, they will now work in specialist units, drawing on their own frontline experience to inspect the type of services they have direct experience of. **CN**

Recognition for News

IOIC AWARDS

Care News was recently shortlisted for the Best Stakeholder Magazine category in the prestigious annual Institute of Internal Communications (IoIC) awards. Although it did not win the overall category award, *Care News* Editor Sarah Wilkie was delighted that the magazine was recognised for its quality.

She said: "This is the first time we have



entered the publication into an award competition like this, so it's great to get this type of recognition from the judges."

The IoIC promotes high professional standards within the communications sector and aims to raise general awareness of the value of internal communication.

E.coli report on nursery

NHS Grampian published a report into an outbreak of E.coli at a nursery in Aberdeenshire. The report said the infection was spread from person to person and there was a failure of infection control within the nursery baby room. Although the outbreak happened last year, the Care Inspectorate continues to highlight the importance of proper hand washing as the most effective way of preventing and controlling infection in all care settings.

Visit www.nhsgrampian.org/grampianfoi/files/item10.41CGCReport.doc

Best practice for hand washing – turn to p15.



DEMENTIA – THE DUTCH EXPERIENCE

CASE STUDY

It's interesting to see how different countries look after people with dementia.

Saartje Drijver is a Care Inspector in Musselburgh, whose mother is being looked after in a Christian-based nursing home in Wageningen, near Utrecht in the Netherlands.

"It's purpose built", she said, "with extra wide doors and lots of windows in small units, each of six rooms. The corridors look like a street, complete with a cobbled effect floor, and each of the doors is painted a different colour.

"Each unit shares a big open plan kitchen with a dining table, and an adjacent living room. Many of the residents choose to spend their time in the kitchen, sitting round the table drinking coffee – a common feature of

Dutch domestic life. Even people confined to their bed will be wheeled into the kitchen to take part in the day's activities.

"The care staff in each unit also do the domestic tasks such as laundry and cooking, with help from the residents. That keeps people with dementia in touch with reality and everyday life."

Saartje said that the residential home is part of a larger complex, which also contains a cafe and a large hall. There's a nursery for pre-school children, and sheltered housing facilities in the upper storeys.

"As a visitor, my view is that it's a very positive experience for people with dementia – and their visitors. It's easy to visit because it feels like a very ordinary place, and that's key for residents to maintain contact with their friends and relatives." **CN**



Our Heather gets creative

HEATHER Edwards is settling into her new post as Dementia Nurse Consultant with the Care Inspectorate.

Heather, who took up the 18-month secondment in January, from her regular role as team leader for the Angus Dementia Liaison Team, has worked in occupational therapy for the past 25 years – almost half of it in the USA.

She worked as Rehab Director of an inpatient and outpatient department in a Michigan health facility. She said: "The patients I worked with came to us because of a physical condition such as a stroke or a fractured hip, but because many of them also had dementia, we had to be creative in the rehabilitation process."

In her consultant post, Heather will help to implement the Promoting Excellence Framework within the Care Inspectorate, and is looking forward to working with the four dementia leads to create a network of knowledge and support. "We're fortunate that many inspectors already have a wealth of knowledge and experience which we can draw upon and develop.

"Others will have some areas of dementia care they're not so sure of, and we can put learning in place that will help them."

Dealing with complaints

POSITIVE ACTION

IN addition to carrying out 7,484 care service inspections between 1 April 2011 and 31 March 2012, the Care Inspectorate also investigated 1,587 complaints, which resulted in a range

of actions, from rejecting the complaint to taking out enforcement actions, and to even applying to the courts to close the service.

The response from families and carers, when the Care Inspectorate upholds a complaint and requires the service to make immediate improvements, is usually positive... and sometimes quite emotional,

as the many letters that Inspectors receive can testify to.

Here are just two of the letters from relatives that show the importance of the work of the Care Inspectorate and its role in improving the quality of care across Scotland.

A daughter wrote recently to say how relieved she was that the conditions her mother had

endured has ceased thanks to the Care Inspectorate's investigation of her complaint: "My thanks to you girls for exposing the shocking behaviour of some of the nurses in the [name withheld] and, although 18 months have passed since that dreadful day, the case has not yet been closed as it is now with the Procurator Fiscal.

Ailsa Craig leads way

MEDICATION REDUCTION

A Glasgow nursing home is leading the way in dementia care, recording an impressive 80 per cent reduction in the use of psychoactive medication among its residents with the condition.

With as many as four out of five of its 90 residents living with dementia, BUPA's Ailsa Craig Home in Cessnock has taken a three-part approach to measuring whether such medication has any positive effect on the people for whom it is prescribed.

Tom Bohlke, who until recently was clinical services manager for the home, said: "The project really started with the 'Remember I'm Still Me' joint report from the Care Commission and Mental Welfare Commission, and the Banerjee Report in England on reducing anti-psychotic medication for people with dementia.

Psychoactive medication is any form of medication that influences the brain and its functions, such as thoughts and emotions, and acts as a sedative.

"I wanted to see what we as professional carers could do for the people we look after."

The first part of his plan was to have tighter supervision and control over drugs.

The second part was to educate staff about the new system.

Tom said: "Every survey we did came with a rationale about why it was being done and an explanation of what psychoactive drugs are. We asked our staff to always have a critical approach when reviewing the medication and to ask if the medication is really necessary. Non-medical interventions were always given priority."



From left: Margaret Jenner (Unit Manager), Tom Bohlke, Robert Fitzsimmons (Unit Manager), Tom O'Donnell (resident), Rhona Lochhead (Unit Manager) and Sheila Margey (Home Manager)

"I hope justice will be done, which will give us all closure.

"You were so supportive throughout and you have no idea how it felt to be believed."

Similarly, a father felt he was struggling to have his concerns taken seriously by the nursery looking after his child. He wrote to say: "Following your investigation... some

recommendations had been extended to the nursery and my wife and I are now satisfied that the matter has been resolved. Therefore, I would like to express my thanks to the Care Inspectorate and to yourself for all the hard work you put in that helped bring this matter to a satisfactory conclusion for all involved."

From home help to qualified inspector

Care News talked to Inverness-based Inspector Elano Ross about her career in care and how her studies for an Open University Post Grad in Managing Care last year have helped her role with the Care Inspectorate.

How long have you been working in care?

I've been working in care all my adult life, starting out as a home help for Highland Council in 1980. My next role was working with adults with learning difficulties, and since then I have worked as a social worker in a variety of care settings and for different client groups.

What is your particular interest in care?

Working with adults with learning difficulties. They were my first real experience of care and I get a lot of satisfaction through working with them. I have met so many inspirational people who, although they face such discrimination, have the courage and tenacity to overcome this adversity, and go on, against the odds, to live fulfilling lives.

What motivated you to take up the Post Graduate course?

I have always enjoyed studying throughout my working life. So when a colleague told me about the Open University's Post Graduate studies in Managing Care I was very interested. It was hard work and I lost my weekends for a year but it was worth it!

How has the course helped your role as an inspector?

It has been very insightful and made me appreciate the difficulties and challenges people face when running a care service. Knowing this, I can signpost service providers to sources of help and best practice.

With this knowledge, I feel I can work more effectively with organisations for the benefit of people using care services.



The top five specific reasons for complaints (April 2011-March 2012)

1. General health and welfare
2. Communication between staff and people using services / relatives / carers
3. Staff levels
4. Medication issues
5. Staff training and qualifications.





Involving people in improvement

NEIGHBOURHOOD NETWORKS

A unique initiative that helps people with learning difficulties boost their skills in the community, is also giving people the chance to say how the service is improved.

Neighbourhood Networks is an initiative that creates networks in areas across the country, each managed by a community worker who lives in that community, to give training to people with mild learning difficulties.

The initiative also finds ways of involving those people in the development of the service. For example, every year, service users are voted on to the board of the organisation, each being given extra support to make the most out of board meetings, such as being given sessions in advance to explain what will be discussed. For information on Neighbourhood Networks, visit www.neighbourhoodnetworks.org

Guide to everyday living is key for carers

MAKE EVERY MOMENT COUNT

'Make Every Moment Count' is a new guide for everyday living. It's aimed at care professionals, carers, relatives and friends, and the resource encourages them to find out how the people they support would like to spend their day and what they need to support them to take part in an active and fulfilling life.

Make Every Moment Count was devised by a working group from agencies across the care and health professions, including the Care Inspectorate, Scottish Government, NHS, Alzheimer Scotland and the local authority and independent care sector. It provides five simple pointers that people should consider for those they support.

- Get to know me
 - It's not just 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 and safe
 - Remember, little things all add up.
- Edith Macintosh,

the Care Inspectorate's Rehabilitation Consultant, said: "It's for anyone who provides support to older people in care homes or in their own home.

"It gives them a reminder that it is often the simplest and littlest human interactions or opportunities to do things for themselves that can make a huge difference to that person's quality and enjoyment of life.

"For example, someone who receives care at home to get up in the morning may actually want to pick their own clothes rather than have them chosen for them.

"Also, at times when people are engaged in what is normally a daily task you can make it a time when you really get to know the person and find out about their likes and dislikes.

"It's little things like this that maintain a person's identity and a sense of being valued in life."

For a copy of the Make Every Moment Count leaflet and to watch the video, visit www.careinspectorate.com



Left: Michael Matheson MSP, Minister for Public Health, with the leaflet

It's front room health

TELEHEALTH INITIATIVE

Residents of Abbeyfield Care Home in Ballachulish have benefited from a pioneering new 'telehealth' initiative that allows them to get help from specialist health professionals without visiting the hospital.

The care home has been set up with a live video link with specialists at New Craigs Hospital in Inverness who can provide assessment and treatment for the 16 dementia patients at the home, as well as offer advice to care home staff. It means there is less need for staff and patients to make the four-



Above: Health Secretary Alex Neil (right) with health specialists using video consultation at New Craigs Hospital

DID YOU KNOW

Across Scotland, between 2006 and 2011, around 44,000 people received a telecare service, which helped to avoid 8,700 emergency admissions to hospital.

hour round trip for hospital treatment.

The project is run by NHS Highland in partnership with the Scottish Centre for Telehealth and Telecare (SCTT), which is part of

NHS24, and involves twice-weekly nurse-led telemedicine clinics to build up strong connections with the staff and patients from the care home. It has been so successful, NHS Highland now plans to

Background

TELEHEALTH and telecare is the delivery of health-related services and information via telecommunications technologies, particularly to allow treatment and care to be offered closer to home.

The National Telehealth and Telecare Delivery Plan for Scotland to 2015 can be accessed at www.scotland.gov.uk/Publications/2012/12/7791

roll it out to other care homes – and the Scottish Government has recently announced £1 million of funding from Europe to develop other telehealth technologies.



Residents enjoy a range of activities at Chilterns Care Home thanks to a policy of finding out about their interests

PEOPLE AT THE CENTRE

North Lanarkshire care home looks to draw out the personal interests of dementia residents to boost their wellbeing

Finding the person beneath the dementia and bringing alive their unique interests is the aim of Chilterns Care Home in Chryston, Glasgow.

For years, the North Lanarkshire Council-owned care home has been practising person-centred care, going above and beyond their statutory duties to find opportunities for residents to continue their hobbies or relive some part of their past to boost their wellbeing.

For example, one lady from Germany would lapse into her first language, particularly when she was feeling low.

"Arranging for her to chat regularly on the phone with a local German-born nun in that language meant she would always perk up after the talks," explained Joseph Lafferty, manager of the home.

Joseph also pointed out that it's important to find individual interests that can be shared with other residents. For example, the staff discovered that the German lady used to be a seamstress, and sourced an old singer sewing machine to bring in for her to use. This proved to be a source of discussion, and snowballed

into residents sewing their own tablecloths. The lady was also taken to North College Glasgow to see modern sewing equipment up close and speak to students.

"It's about finding that seed of information about a person and letting it germinate among other people in the home," Joseph said.

In one case, a resident who was a former archery coach helped teach some staff to wield a bow using indoor archery equipment. "The rest of the residents had the chance to see the staff make fools of themselves," Joseph explained. "There's no doubt that the belly laughs from the residents were therapeutic. And in fact, we are of the attitude that in many ways, the resident has more to give us with all of their years of experience than we can give them."

There are benefits to the care home's approach beyond helping the residents. Joseph pointed out: "Our home has a very low staff turnover – in fact, I can't remember the last time someone left. That's because staff feel good about what they are doing and enjoy their work. And you find that, as a result, staff tend to go the extra mile."

Care Inspector Morag McHaffie said: "Good communication and listening skills are embedded in the ethos of all staff at Chilterns Care Home. The home has a warm, homely environment to support group living while promoting independence and individuality to retain daily living skills." **CN**

Uniform advice on treating skin tears

BEST PRACTICE

New best practice advice has been published on the assessment, treatment and prevention of 'skin tears', which are a prevalent condition in the elderly, particularly in care settings.

Skin tears typically occur in elderly people with fragile skin where movement involving shearing, friction or blunt force results in the separation of skin layers.

Janice Bianchi, a medical education specialist and honorary lecturer at Glasgow Caledonian University and a member of National Association for Tissue Viability Nurses Specialists (NATVNS) Scotland, was involved in the working party to develop the best practice.

She said: "Skin tears are viewed as an increasing problem by healthcare practitioners and if appropriate treatment is not given, these injuries may become chronic wounds, with prolonged healing subsequently causing unnecessary pain and distress."

"We've brought together methodologies from 16 countries across the globe, to develop a reference document that gives best practice in this field."

"This covers how to prevent skin tears, how to assess them and ultimately how to treat them to facilitate an early recovery."

To download a copy of the document, visit <http://tissueviabilityscotland.org>





MAKE EVERY MOMENT COUNT

A guide for everyday living

You can make my everyday life better – it's so simple - all you need is compassion, care and imagination

- 1 Get to know me
- 2 It's not just what you do - it's how you make me feel
- 3 Know what I can do and support me to do it
- 4 Help me feel comfortable, safe and secure in my surroundings
- 5 Remember little things all add up



...from the
moment I get
up in the morning
to the moment I
go to sleep
at night

LEARN HOW AT www.careinspectorate.com

"Make Every Moment Count" is an evidence-based resource with key messages and signposts to helpful websites. It has been designed to offer easy to read, simple guidance for everyone supporting someone in a care setting.

The resource aims to highlight how making the most of every moment can make a real difference to the person's quality of life in simple, but very meaningful ways.

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ALIEN SID GETS A GAME FACE ON

You may have met Sid already... but the friendly alien is about to undertake his hardest mission yet

Forget Super Mario and Lara Croft... a new star is about to burst on to the gaming scene: Sid the Alien!

Sid was originally conceived four years ago by the then Care Commission as a fun and friendly character to engage with young people living in care and to make sure they knew about their rights under the National Care Standards.

Now Sid is being metamorphosed into a digital character thanks to students at the University of Abertay Dundee, one of the world's leading centres for games development.

The game will help young people explore trust and the consequences of making a poor decision, as Communications Co-ordinator Sarah Wilkie explained: "The game is set in the slummy outskirts of a dystopian megacity where various characters can either help or hinder Sid to find items to repair his damaged spacecraft so he can return home. We want to show young people that if you make the right decisions in life, you will not only protect yourself from harm but also get where you want to be."

Accompanying the game are three short films looking



Sean:
'I thought
it was great'



Bernice: 'I'm
really happy
with the video'

“ After I went to the workshop to talk with others about how we could develop the game, I came back with a million ideas! I loved it ”

at young people's views and experiences of entering, being in and leaving care.

To help develop ideas for the game and videos, the Care Inspectorate worked with young persons' advocate Who Cares? Scotland and Scotland's largest children's charity, Aberlour Child Care Trust. A dozen young people, from 13 to 24 years old, got involved and shared their experiences on film.

For Sean, 14, from Dunfermline, it was a dream come true as he is a gaming fanatic. He said: "I thought it was great and I had loads of ideas – I wanted to give the game a Grand Theft Auto theme and atmosphere – but after I went to the workshop to talk with others about how we could develop

the game, I came back with a million ideas! I loved it."

Bernice, 16, from Kirkcaldy, was also keen to get involved because she wanted to use her experience in care to help others. However, talking honestly and openly didn't come easily.

She explained: "When I saw the first cut of the video and heard my own voice describing my experiences, it came as a real shock. I got very upset and did not want them to use it. However, Rob the camera man listened to my concerns and he changed it a bit so now I'm really happy with the video."

Aberlour's Nicola Ardell said: "It's not easy for some people to talk about their experiences, so I think these young people have done very well, and we hope the videos will help others in care." **CN**

The Meet Sid website, featuring the videos and game, will be launched in the autumn.

Huge involvement campaign

FOLLOWING the launch of its Involvement Charter last year, the Care Inspectorate is embarking on its largest ever advertising campaign to encourage people with experience of care services to get involved in its work.

The Care Inspectorate plans to increase the number of people

involved in its inspection work by 25 per cent each year so that by 2017 the Care Inspectorate aims to have one 'involved person' for every two of its inspectors.

The Involvement Charter sets out 10 standards for involving service users and their carers in a wide range of our work.

One of the 150 people currently helping the Care Inspectorate as a Lay Assessor is David Hill from Letham, near Forfar. He said: "Being a lay assessor has given me the confidence I didn't have before. I now know if I speak



Left: David Hill

slowly and clearly, people listen, and are happy to talk to me and answer my questions."

If you would like to get involved, please contact getinvolved@careinspectorate.com or call 0800 600 9527

Caring for Smiles update

THE importance of oral health for residents of care homes has been highlighted over the past 12 months through the Government's national Caring for Smiles programme... and now the emphasis is on making sure each resident has a daily oral care plan.

Health boards have been delivering training to staff at all care homes across Scotland. These members of staff can now undertake an initial dental health assessment and

ensure that those who need to are seen by a dentist. However, the training also stresses the importance of drawing up a daily oral care plan for each resident.

Karen Tosh, Oral Health Improvement Co-ordinator at NHS Grampian, said: "An unhealthy mouth can cause pain, make communication difficult and limit food choice. Poor oral health can also increase the risk of developing respiratory infections.

"Now that we have rolled out the training we will be monitoring how oral health and oral care plans have been incorporated into the daily care of residents."



PHOTO: EWAN WEATHERSDON

It takes Allsorts to make 'free range' kids

OUTDOOR PLAY

THE chair of an after school club in Sutherland is helping develop 'free range' children with outdoor play.

As a result, Allsorts Club in Dornoch was commended by Scotland's Commissioner for Children and Young People at the annual Nancy Owens Awards for Play in September last year.

In response to requests from parents and carers in 2010, the club's chair, Joan Bishop, obtained funding through the Go Play Initiative, which allowed Allsorts to increase the opportunities for child-led outdoor play.

This gave regular access to fresh air, exercise and outdoor play sessions.

"Nowadays children are most likely playing inside on their computer, alone, with an adult close by," said Joan.

"It stifles their creativity and imagination. If you compare the life of a free range hen to a battery hen, it is easy to see that the ability to move around freely is likely to make for a happier and healthier lifestyle. At Allsorts, we encourage free range children to develop and flourish."

The Go Play funding allowed Allsorts to establish an outdoor play area in Dornoch Academy's school garden, working with the Countryside Ranger and the Forestry Commission. Staff received training from the Forest School so they could help the children light fires and use tools safely.

"All-weather clothing and head torches allowed us to go out no matter what the weather," Joan said. "Trees were climbed, dens were built, holes were dug, vegetables were grown and outdoor cooking enjoyed."

The Go Play initiative included training from Evaluation Support Scotland and, over a two-year period, the club gathered clear evidence of improved self-confidence, ability to try challenging activities, enhanced social skills and improved problem-solving skills. Joan said parents also noted that children slept and ate better after the outdoor sessions.

Homemade book helps children cope

LIFE LESSONS

A CUMBERNAULD nursery has come up with a novel way of looking at how families deal with difficult situations.

Step By Step Nursery has developed a homemade book featuring a fictional family called the Ryans. The children chose the family's name, and the book explores some of the difficult situations family members go through.

The scenarios mirrored the family situations of some children attending the nursery. The idea is that the book will help all of the children think about these situations and to talk about them.

Inspector Ann Dornan said she felt the book was a sensitive way of dealing with topics children found difficult to talk about.

"A family member of someone attending the nursery was in a hospice and someone had died in another family," she said. "The book used similar scenarios to get children talking about it. It's something I've never seen before and the parents I've

spoken to were very impressed. They said it had been very helpful."

Nursery manager Lynne Alexander said that the children have now devised an entire street of fictional families.

"The book has now grown to five families, all with different backgrounds, religions and challenges," she explained.

"We've lost two parents over the past year. We bought a bunch of flowers for the Ryan family area of the nursery and, as the flowers died, it allowed us to illustrate the process of something that was living through to its natural death.

"In this way, the book has encouraged children to really open up. A wee girl's dad had died and she wouldn't talk about it. As a result of the storybook, she eventually told another wee girl that she missed taking pictures home to show her dad. We put her pictures in some helium balloons and sent them up to her dad in heaven.

"These are just some of the positive outcomes this book has helped achieve."



FACE TO FACE

THE MAN BEHIND THE MUSIC

Ryan Hughes has always wanted to perform – and through his songwriting skills, he's helping to change people's perceptions of disability

From an early age, Ryan Hughes wanted to be an entertainer. And the fact that he is confined to a wheelchair and has a speech impediment has never been a barrier to the 17-year-old Glaswegian, who is already making his dreams come true. He's already performed on stage at the Glasgow Comedy Festival and written, composed and released two songs on YouTube.

If you see him perform his latest song, 'Be my Valentine', you cannot fail to be charmed by his playful songwriting and happy-go-lucky Michael Bublé singing style. However, things have not always been happy for Ryan, as a fractured history of inappropriate respite care had made his late childhood pretty miserable.

Nevertheless, he has put a positive spin on that time of his life and believes that those formative years influenced the person he is today.

Ryan explained: "When I was very young, my mother used to put me into respite care for a weekend every couple of months, as she had health problems and needed to have a break from looking after me.

"I was put in a number of different people's private homes all over the place, from Ayr to Coatbridge, but they also gave respite for people with learning difficulties. As a young child, I didn't understand why I was going to other people's homes, and also why I would be shut up in a place with people I could not communicate with.

"I tried to tell people, but they would not listen. This went on for years and I got very frustrated and angry. This



SEE
RYAN ON
YOUTUBE

If you'd like to get to know Ryan, visit www.youtube.com/watch?v=ydmvTy3t76c to see his video

caused a lot of negativity, so I dreaded these respite breaks.

"Eventually, a social worker saw how the situation was upsetting me and thankfully made other arrangements for respite care to help me and my mum.

"I understand about the situation now, and the importance of giving my mum a break. I have to admit, although they were unhappy times for me, they made me the person I am today: a happy and balanced person that can deal with, and adapt to, change."

For the past few years, Ryan has been enjoying respite care at The Mallard

“ My first song was called 'It's only me' and it's about my experiences of being bullied because of my disability. It's about people's perceptions – I'm asking people why they turn their back on me ”



As well as being a talented musical performer, Ryan is also a keen sports enthusiast and represented Scotland in the UK School Games last year



centre run by the charity Crossreach, which is specifically set up for children and young people.

He gets to enjoy a weekend every six weeks and Ryan says it's like visiting his extended family. He said: "It's like being part of a big gang here. We all get on as friends, enjoying trips to the cinema, bowling or the shops, or having themed nights like Valentine's or Hallowe'en.

"When you come here, the first thing the staff do is find out what interests you and then they look at how they can accommodate what you like to do.

"I don't think of it as respite care –

to me, it's like being on holiday with my friends!"

Although Ryan is a great sports enthusiast, enjoying wheelchair rugby, basketball, tennis, and table tennis – he was picked for the Scotland under-19s table tennis team for the UK School Games last year – his main passion is music and entertaining people.

He said it was a love he got from his grandad, who frequently took him to a holiday camp in Ayr where he says no one could keep him off the stage at the talent competition!

He is studying Higher Music at school

and explained what motivates him about music: "I love music and songwriting as it touches so many people and, through my songs, I can get my thoughts and messages across. I also like to use a lot of Glasgow slang in my songwriting – it's sort of my signature style.

"My first song was called 'It's only me' and it's about my experiences of being bullied because of my disability. It's about people's perceptions – I'm asking people why they turn their back on me.

"I don't hide anything in my songs – I'm open, so people can get to know me through my music." **CN**

Free books and DVDs to show your rights

THE Care Inspectorate produces a range of publications and DVDs that are available free of charge to explain the role of the organisation and its work to improve the quality of care throughout Scotland.

These publications provide useful information for people who

currently use, or are preparing to use, care services as well as for their families and carers.

The publications include information about the National Care Standards, the level of care people should expect to receive and what to do if they need to make a complaint.



• BOTH AVAILABLE ONLINE



• FOR COPIES: 0845 600 9527

TREAT WITH CARE

An investigation that showed the importance of proper staff training

CASE STUDY

Fewer tasks carry more responsibility than the moving and transferring of frail elderly service users. This case study examines a situation where care home staff were not adequately prepared for the task of moving a resident and, because of this, she sustained injuries.

The relatives of the lady complained that the service had failed to undertake suitable moving and handling assessment for their elderly relative.

As well as carrying out interviews, the investigators also examined the environment, viewed moving and handling equipment and checked the following documentation: personal planning documentation; the staff training matrix – Moving and Handling; and the care home's accident record.

They also discovered that the injury happened as staff transported the resident across the room from bed to her wheelchair with a hoist. Staff said that this was not normal practice as they would normally have raised the resident from the bed, turned her and then lowered her in to a chair placed beneath her.

The accident record suggested that the resident's head fell to the side during the transfer, causing her to make contact with the



“The care plans did not provide any information about how to carry out a transfer other than to involve two members of staff”

wardrobe. However, further information provided to the investigators by the staff raised concerns about the accuracy of the information contained in the home's accident report.

Examination of the resident's personal file, including Manual Handling Needs of Residents, Care Plan – Mobility, Risk Assessment Report Form – Falls, Risk Assessment Evaluation and Daily Progress Notes, revealed a lack of specific detail about how to move the resident safely and the documentation failed to identify the equipment staff should use for transfers.

The inspectors saw evidence that it was normal practice to use

whatever slings were available for transferring the resident but the care plans did not provide any information about how to carry out a transfer other than to involve two members of staff.

The Care Inspectorate also found no evidence to suggest that staff had selected the specific equipment used to transfer the resident at the time of her accident as the result of an assessment.

The inspectors also noted that the service failed to notify the Care Inspectorate of the accident within 24 hours of it occurring.

The complaint was upheld and three Requirements were issued to the provider. **CN**



Lessons learned

Providers should ensure:

1. Detailed moving and handling assessments are in place for each service user.
2. Staff must be properly trained in moving and transferring procedures with the use of mechanical aids.
3. Training should be refreshed with staff on a regular basis.
4. All accidents and incidents are notified in accordance without delay in compliance with guidance published by the Care Inspectorate.

It's a simple thing to do but not many of us do it properly. Proper hand washing is the most effective way of preventing infection



Washing the risk all away

Hand washing is recognised worldwide as one of the most effective ways of preventing and controlling infection if carried out correctly using clean, appropriate facilities and products.

It is important not just for staff, but for everyone using care services, and their visitors to wash their hands properly.

Hand washing techniques, posters, quizzes and other important information is available at www.washyourhandsofthem.com

So, whether the service provides care for children or adults, correct hand washing is essential to prevent and control infection. Here are some commonly asked questions about hand washing.

Can any sink be used for hand washing? No. Designated hand wash

sinks are the only sinks that should be used for hand washing.

Does the size of the hand wash sink matter? Yes. The sink should be big enough to allow hands to be washed within the sink without water spilling and splashing onto the surrounding area.

What is the ideal height for a hand wash sink? The height of the sink must reflect who uses it. It is important to consider wheelchair access to hand wash sinks in en-suite rooms and communal areas and easy access to hand washing sinks for children. However adult height hand wash sinks must always be available within nappy changing areas.

Must all taps at hand wash sinks be non hand operated? Wherever possible, non hand-operated taps should be used and they must be easy to operate and produce sufficient running water to allow hand washing to occur in one easy step.

Should antibacterial hand wash be used routinely? No. The routine use of such products is not best practice and can lead to antibiotic resistance.

What type of soap is best for hand washing? Liquid soap or foam hand wash should be provided in a clean non top-up dispenser. Foam soap is popular with adults, children and staff as it requires less time to lather, is fun to use and does not slide off hands so easily as other types of soap.

What type of towels can be used? Best practice for all staff, for early years services and in communal areas in adult care services is to use single use disposable paper towels stored within a protective dispenser which is easy to use and keep clean. Childminders may consider using kitchen roll for children's hand drying. People who live in care services will use their own personal, washable towels.

Can alcohol hand rubs or hand sanitisers be used instead of hand washing? No. Alcohol hand rubs, which must only be used on clean hands, are generally ineffective against germs such as Norovirus and Clostridium difficile commonly associated with outbreaks of diarrhoea and vomiting. Hand washing is the most effective way of preventing and controlling infection. **CN**

FURTHER USEFUL INFORMATION IS AVAILABLE ON THE WEB LINKS BELOW:

- <http://globalhandwashing.org>
- www.nhsgrampian.org/grampianfoi/files/Item10.4.1CGCReportIMTRReport.doc
- www.hps.scot.nhs.uk
- www.hse.gov.uk
- www.documents.hps.scot.nhs.uk
- www.nes.scot.nhs.uk/education-and-training/by-theme-initiative/healthcare-associated-infections/training-resources/preventing-infection-in-care-resources.aspx



VICTORIA HOUSE IS 'EXCELLENT'!

LEVEL 6 GRADE AWARDED

A homeless unit in Ayrshire has been awarded excellent (level 6) grades in its quality of care, staffing and management leadership by the Care Inspectorate.

Cunninghame Housing Association (CHA) provides housing support to homeless families at Victoria House, a 27-room (60 bed spaces) purpose-built hostel in Irvine.

The service is currently being restructured to make best use of their resources to meet the challenges ahead of reduced income levels and an expected rise in homeless presentations.

Alex Kirkwood (right), CHA Housing Support Manager, said: "Our positive partnership working with North Ayrshire Council is the foundation of our excellent service provision and the continued funding we receive from it has helped us prepare a positive, proactive business plan. Demand for our temporary accommodation remains high with the removal of the 'Priority Need' rule by the Scottish Government in 2012."

A major concern for residents is the

A culture of respect, a holistic assessment of all residents and a proactive business plan come together to make an exemplary homeless unit in Ayrshire



proposed welfare reform legislation, which could leave vulnerable people facing the added stress of reduced levels of disposable income. The trained staff team provides 24-hour care 365 days of the year and encourages the residents, who range from children and families to young singles and the elderly, to help them deal with such pressures and live as independently as possible.

Although Victoria House is short-stay

accommodation, all residents receive a holistic assessment of their needs, which involves accessing a range of community and healthcare resources.

Alex said: "Residents are involved in information and training sessions with the staff team, which gives them opportunities to comment on and improve the practice."

Care Inspector Michael Hilston said: "The unit promotes a healthy lifestyle, and gives information on accessing health advice. Food packs are given to people in need, and cookery sessions prepare the homeless residents for moving into their own tenancies."

He added that a culture of respect was evident in the overall policies and practices, and in the records kept by CHA.

The service already holds a Healthy Working Lives silver award, is an Investors in People organisation and is an accredited Scottish Government Housing Information and Advice provider. **CN**

“The unit promotes a healthy lifestyle, and gives information on accessing health advice. Cookery sessions prepare homeless residents for moving into tenancies”



Homeless residents learn cookery skills, which helps prepare them for a move into their own tenancies

