

Making Continuous Improvement happen!

November 2011

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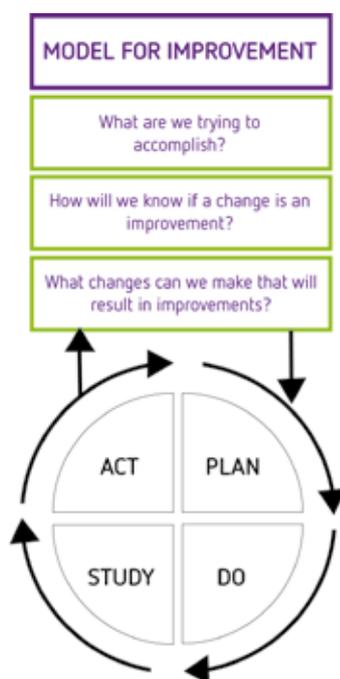
Change happens all the time in health and social care. Currently there are many changes which are opportunities to improve care services to meet the needs of the people who use them. Not all changes are an improvement but all improvements do mean a change. A person's experience of health and social care services is of the utmost importance and should always be a positive one.

There are many improvement tools available that can support improvement work and help plan, develop and implement change. When considering improvements it can be helpful to focus on what has been achieved previously, where the gaps are and then prioritise areas for improvement. Then consider testing out ideas on a small scale and if successful, implement them. Having the evidence to base improvements on and working in partnership with others to carry out improvement work are important keys to success. Don't settle for doing the best you can, constantly strive to do better!

The Model for Improvement (Langley et al) is a tried and tested approach to achieving successful change. The model provides a framework for developing, testing and implementing change that will lead to improvements.

There are two parts to the model. The first part, the 'thinking' part which consists of three improvement questions. The second part the 'doing' part is made up of Plan, Do, Study, Act (PDSA) cycles that assist with rapid change.

For more information on The Improvement Model go to:
www.ihl.org/knowledge/Pages/HowtoImprove/default.aspx



Edith Macintosh
Rehabilitation Consultant

AHP National Delivery Plan

A National AHP Delivery Plan is being developed for Scotland. A draft of the plan will be out for consultation by the end of 2011 with a view to publishing the final document in Spring 2012. The National Delivery Plan will provide a strategic platform for future AHP activity and will demonstrate the contribution and impact AHPs have on the delivery of national policy. AHPs are a key group of practitioners who support rehabilitation and enablement across health and social care.

Dementia

A book called 'Design of outdoor spaces for people with Dementia' will be published in early 2012. This will give helpful advice about how to encourage people to enjoy being outside, activities that can be done outside and design principles.

MANAGING FALLS AND FRACTURES IN CARE HOMES FOR OLDER PEOPLE - GOOD PRACTICE SELF ASSESSMENT RESOURCE LAUNCHED!

The falls resource for care homes was launched in June 2011 at Meldrum Gardens care home in South Lanarkshire by Michael Matheson the minister for public health. It was an excellent event attended by residents, care home staff, the working group, representatives from national and local government and the Care Inspectorate. The managers and staff at Meldrum Gardens worked really hard to ensure the event was successful and they did an amazing job – a huge thank you!

Every care home for older people in Scotland should have received the resource on a USB device along with a falls awareness DVD. If you have not received this please get in touch with me at edith.macintosh@careinspectorate.com

You can also access the resource in the professional section at www.careinspectorate.com

The next step is to carry out an evaluation to identify what impact using the resource may have made to falls prevention and management in care homes. This has just begun. It is hoped that the results will be reported on by the end of this year.



Falls resource launch at Meldrum Gardens care home (Left to right)

Debra Alison, Ann Murray, Jerry Forteath, Margaret Anderson, Edith Macintosh, Michael Matheson MSP, Jacqui Lunday, Carolyn Wilson, Fiona King, Janice Stewart, Lynn Flannigan, Frank Clark CBE

Go for Gold – 2012

A games challenge for the care sector.

This is headed up by BHF national centre and NAPA. The main 'BIG' event will take place on the 3 July 2012 across the UK – all areas in the care sector can sign up to this. Get in touch for more details.

Care Home Activity Networks

The opportunity to remain as physically active as possible for as long as possible is essential to experience a good quality of life. As human beings we have an inbuilt desire and need to be able to participate in day to day life and go about our 'typical' day. As we get older this can become more challenging and sometimes we may need some support to remain active and live life as we would wish to. Older people who live in care homes are no different and want to continue living an active life to allow them to fulfil their hopes, dreams and ambitions.

Care homes are busy places with many demands. To maintain activity at the heart of everyone's care, so that it is not an added extra, can be a challenge but it should happen. In some care homes there are activity workers to promote day to day activity which can work very well. However, developing a culture of promoting day to day activity is everyone's business whether you are the gardener, manager, care worker or relative!

In some areas of Scotland networks have been set up locally to support care homes and activity workers. The networks are not exactly the same model but do all provide invaluable support for care home staff. Those existing networks involve all care sectors and tend to be supported in the local area by a partnership of key people from health and social care. The networks have provided opportunities for learning, sharing ideas and resources and doing larger activity events together. The West Lothian Care Activity Network (CAN) was one, if not the first to be established. In May this year they held care home Olympics in Broxburn

sports centre. This was a fantastic occasion where 200 people supported by 50 volunteers took part in team events. Medals and trophies were presented to the winners. It was an excellent event for the whole community – they are already in training for next year!!

The keys to success here are ownership by the care home staff and partnership working to achieve a common goal.

Perth and Kinross have also set up their network called the Care Home Activity Network (CHAN) which is proving very successful. There have been spotlight events in Ayrshire and Aberdeen to begin to take this idea forward locally. This may be something you want to think about doing too?



West Lothian Care Home Olympics May 2011



Allied Health Professional (AHP) Practice Placements in Care Homes

The story so far....

- Practice placement pilot for preregistration Occupational Therapy students in care homes (Glasgow Caledonian University and Robert Gordon University, Aberdeen)
- Practice Placement pilot for Dance Movement Psychotherapy (DMP) students (Queen Margaret University, Edinburgh). A DVD of the story has been produced as part of the evaluation of this project.
- A scope of care homes as a practice placement learning opportunity for preregistration AHPs was commissioned by the NHS Education Scotland (NES) AHP Practice Education Facilitation (PEF) Programme to identify future work.
- Testing out the use of AHP Practice Placement Agreements (PPA) between a university and a care home organisation for the next provision of practice placements to identify if the PPA is adequate for health and social care.
- It has been recommended that care home practice placement for AHPs be included in the AHP NES strategic plans for 2012/13 as part of the educational solutions for the implementation of national priorities such as the falls programme, the dementia strategy and reshaping of care for example.

The next chapter.....

- The responsibility for subsequent work in this area is to be overseen by the AHP PEF Programme Preregistration Reference Group in NES.
- The establishment of care home models sub groups linked with the four universities that train AHPs is being explored to take this work forward. A representative from the care sector would be invited to sit on each group.
- Testing out the Quality Standards for Practice Placements (QSPP) in the care sector to identify if they are adequate for health and social care.

Don't Forget

The World Congress on Active Ageing (WCAA) is getting closer – look on the website for details. Registration will be launched at the end of November.

**Glasgow SECC
Aug 13-17 2012**

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www.wcaa2012.com

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