A Place to Call Home? A Review into the Quality of Life and Care of Older People living in Care Homes in Wales (November 2014)

Report weblink: http://www.olderpeoplewales.com/Libraries/Uploads/A Place to Call Home - A Review into the Quality of Life and Care of Older People living in Care Homes in Wales.sflb.ashx

Good Practice

- Dementia Care Matters – Being a Star Programme
- Care Home, Caerphilly
- My Home Life Cymru
- My Home Life Cymru
- Care Home, Cardiff
- RNIB Cymru
- North Wales Care Home Falls Multi Factorial Risk Assessment and Care Plan
- College of Occupational Therapists – Living Well through Activity in Care Homes Toolkit 2013
- Abertawe Bro Morgannwg University Health Board – Mental Health in-reach service
- Action on Hearing Loss / Age Cymru
- Action on Hearing Loss
- Aneurin Bevan University Health Board
- Hywel Dda Community Dental Service
- Neath Port Talbot Social Care Academy – Care For Your Future
- Care Forum Wales – Driving Dignity in Wales Toolkit
- Betsi Cadwaladr University Health Board - Residential Care Liaison Nurse Project
- Aneurin Bevan University Health Board (ABUHB) - Clinical Lead Forum
- Flintshire County Council
DementiaCareMatters–BeingaStarProgramme\textsuperscript{1}

This eight day training programme aims to improve self-awareness among care staff, giving them the practical skills to deliver truly person-centred care for people living with dementia.

The programme allows staff to develop emotional intelligence and develop specialist skills to enhance the quality of life of residents.

The course concentrates on the following key messages and objectives:

- We don’t do person-centred care, we need to be person-centred.
- Experiencing the person’s journey through dementia.
- Interpreting feelings behind words.
- Noticing controlling care. Feel it, see it, hear it.
- Mealtimes with meaning. Well-being is the key to life.
- Appreciating what is behind behaviours.
- Relationships matter and closeness is what counts in ‘later stage’ dementia care.

The evaluation of the programme found that the workshops appear to have had a positive impact on practice, with an increase in positive social interactions observed and an appropriate decline in neutral and restrictive care. This approach appears to offer significantly more potential to change practice and cultures than traditional approaches to training.

Care Home, Caerphilly

At a Caerphilly care home, the activities coordinator works to deliver both spontaneous and programmed activities with a range of people with dementia in a group and on a 1:1 basis. Her interventions have encouraged previously non-verbal residents to talk, reduced agitation and welcomed families back into the heart of the care home with regular tea parties, film afternoons and fundraising activities.

\textsuperscript{1}http://www.dementiacarematters.com/pdf/bas.pdf
My Home Life Cymru

Gwynfor was able to talk with the independent advocate and said that he had been forgotten about and that no-one cared about his wishes. It transpired that Gwynfor was a keen gardener but had no access to the garden outside. The advocate advised the care home manager on how she could conduct a risk assessment to ensure Gwynfor’s safety and allow him to begin to go outside. This resulted in a change in Gwynfor’s behaviour as over time he became less agitated and was able to enjoy spending time outside. Gwynfor told the advocate that it was the first time that anyone had really listened to him in many years.

My Home Life Cymru

When a resident who has dementia arrived in the dining room for lunch a care worker asked, “Elsie have you come to join us for a meal, where would you like to sit?” The resident sat in her usual chair and was introduced to the other diners by the staff member, even though she knew them all and sat with them every day. The chef came out and presented all the diners with plated meals of what was available; all condiments were on the table including gravy. The care worker asked each resident, “where would you like your gravy?” None of the residents wore an apron or protective clothing, and after the meal no one’s clothing was stained.

Care Home, Cardiff

There is a great emphasis on treating people with dignity and respect. Menus were chosen through a “Come Dine With Me” experience, where residents and family members sampled a range of foods on offer and chose their favourites for the menu. The kitchen staff will always make alternatives if someone does not want what they have chosen and the chef always checks people are happy with their food. When soft foods are served, moulds, piping and other innovative techniques are used to ensure that the food is beautifully presented and offers a range of textures, so it looks and tastes as close to non-pureed food as possible.
RNIB Cymru

RNIB Cymru has produced a new guide called ‘Homes for people with sight loss and dementia: A guide to designing and providing safe and accessible environments’. The guide offers clear and simple guidance on how to design, refurbish and maintain accommodation in a way that will best support people with sight loss and dementia. The guide was developed in conjunction with housing associations, care providers, academic experts, access consultants, people with dementia and organisations that support people with dementia.

North Wales Care Home Falls Multi Factorial Risk Assessment and Care Plan

Public Health Wales’ North Wales Falls Prevention Project has developed a care tool for care homes to use to implement NICE guidance on Falls (2013). This is a collaborative project, consisting of key stakeholders including Care Forum Wales, CSSIW and District Nurses.

The Care Tool is a package of support that includes:

- Guidance for completion
- Multifactorial Risk assessment
- Summary Care Plan
- Record of referrals and follow up
- Record of unmet needs
- Review recording
- Support documents - footwear suitability / nutrition prompt / culprit medication

This has been further supported by on-going partnership work, training and support to care homes to enable them to implement falls prevention within current processes, for example pre-arrival assessment, care planning, and falls review to assess the culprit.

---

3 http://www.nice.org.uk/guidance/CG161/chapter/introduction
College of Occupational Therapists – Living Well through Activity in Care Homes Toolkit 2013*4

This resource has been designed for care home staff to enable residents to live a more active life.

The toolkit provides a range of suggestions for changing traditional approaches to task based care through outlining approaches that care staff could implement from a 5 minute chat with a resident, to assistance in the kitchen and gentle exercise.

The benefits of residents living more active lives in care homes are also outlined in terms of an improved sense of physical and emotional wellbeing, a sense of belonging, as well as increased talking, smiling and laughter.

Abertawe Bro Morgannwg University Health Board – Mental Health in-reach service*5

Abertawe Bro Morgannwg University Health Board is delivering a residential care mental health in-reach service in Bridgend.

A multi-disciplinary team works with older people in care homes to support care staff and ensure on-going mental health assessments and the appropriate use of medication. The service also provides training to care staff and managers on dementia care.

The team uses a monitoring system and referral co-ordinator to allocate the frequency of visits and to ensure a crisis point is not reached before mental health specialists are sought.

Access to specialist mental health care has improved as a result of this proactive and preventative approach. Mental health admissions have fallen by 50% since 2009 and its Continuing Health Care budget has been contained, with a simultaneous decrease in the use of long stay beds.

*4 [https://www.cot.co.uk/living-well-care-homes](https://www.cot.co.uk/living-well-care-homes)
*5 [http://apt.rcpsych.org/content/13/5/317.full](http://apt.rcpsych.org/content/13/5/317.full)
In 2013, a bilingual booklet, 'Quality of life for residents with hearing loss', was distributed to all care homes in Wales. The booklet discusses the issues faced within care homes around hearing loss, how these can have an impact on quality of life and how members of staff can better support residents to enjoy a good quality of life. It contains information about how to identify hearing loss, how to support residents with hearing loss and how to support people living with hearing aids.

During 2013/14, Action on Hearing Loss worked with eight residential care homes across Swansea, Bridgend, and Neath Port Talbot. Their aim was to improve dignity in care for older people through delivering training and information to front-line care staff and managers to increase their awareness of hearing loss.

158 care home staff were trained in total covering the following areas:

- How to identify hearing loss, the impact of hearing loss, and what interventions or actions to take to address this.
- How to support people with hearing aids, cleaning and maintenance. Tips and advice on how to communicate effectively with people with hearing loss.
- Adjustments and assistive products that are available.
- Local services, groups and organisations.

The training resulted in a greater awareness and understanding of the equipment available to help with hearing loss and tinnitus and how this equipment can help with effective communication on a daily basis.

Care staff were also trained on how to use specialised assistive equipment, such as the Sonido, which is a personal listening device that can significantly improve communication between staff and residents and can help individuals with the isolation that so many of them feel when they are unable to communicate.

Danny, a blind gentleman and very hard of hearing, experienced the difference that the Sonido can make. Using the device he could instantly

---

hear the trainer and his carer and could have a conversation in Welsh, something that he hadn't done for years.

**Aneurin Bevan University Health Board**

Aneurin Bevan University Health Board has a dedicated Community Nutrition Support Team that works with local care homes to educate and advise care staff on food and nutrition.

Using the ‘food first advice’, they have provided useful and practical information about fortifying foods, having nourishing drinks and snacks between meals, increasing calorie and protein intake, preventing weight loss and promoting weight gain, and how to eat well with a small appetite.

The Community Nutrition Support Team noted that in the care homes where this training had been delivered and staff were trained about nutrition, the fortifying of food was fully understood, food record charts were more widely used, and there were a greater number of activities to encourage residents to eat.

**Hywel Dda Community Dental Service**

Hywel Dda Community Dental Service offers a certified oral health training package to all nursing and care homes within the health board area. The programme, ‘Reason to Smile’, offers practical advice and support on good oral hygiene, such as what toothbrushes and toothpaste to use, how to use them and how to identify specific issues such as mouth ulcers. A telephone advice line is also available to help care staff to access additional support.

**Neath Port Talbot Social Care Academy – Care For Your Future**

Neath Port Talbot Social Care Academy has been developed to support the sector in the recruitment of quality social care staff.

The Care for Your Future course sits within the ‘Social Care Academy’ and its programme starts with ‘Delivering Dignity’ which focuses on the question ‘how can we be sure that every person is supported through an ethos of dignity and respect each and every day of their lives?’.
The Academy is open to people who are able to attend a six month programme of workshops on a two weekly basis and equally attend as a volunteer for four hours per week in a care setting, where they will be guided by a mentor who has previously completed this training and has a full understanding of delivering compassionate care.

One carer who had completed the training stated:

“Today I’ve realised that for the last twelve years I’ve just provided what you call token care. I’ve given people good food and I’ve put them to bed in a clean bed, but not with compassion and not ever realising how do they feel at this moment.”

Care Forum Wales – Driving Dignity in Wales Toolkit

This toolkit has been developed with the help of Practitioners and Managers working in social care in Wales. It contains a selection of material they believe may be useful when carrying out induction, running refresher CPD seminars or just in general staff training.

The toolkit is built around four principles that should underpin service delivery:

Principle 1: Promote autonomy, personal identity and empowerment

Principle 2: Engender respect

Principle 3: Communicate effectively

Principle 4: Ensure privacy

The toolkit has eighteen parts and includes a wide range of information for care staff about what dignity means to older people, meeting people’s personal preferences, the principles of person centred care and the impact of language.

The toolkit brings together best practice from across Wales to ensure that dignity in care is promoted.

---

7 http://www.careforumwales.co.uk/dignityincaredownloads
Betsi Cadwaladr University Health Board – Residential Care Liaison Nurse Project

The aim of this project is to take a proactive approach to maintaining the health of residents living in a residential care home, thus enabling them to stay in their home environment, preventing hospital admissions and being transferred to a nursing care home.

A trained nurse with the District Nursing team will coordinate and support the 29 registered residential care homes within the Health Board area. Initially a 12 month pilot project is planned where the liaison nurse will develop the role within one home over a four to six month period with a view of extending it to three homes within the year.

The team’s initiative will be to support the care homes by assisting them in identifying training and development needs and assisting them in enhancing their practise.

Aneurin Bevan University Health Board (ABUHB) - Clinical Lead Forum

ABUHB has developed a clinical lead forum to bring together Care Home Managers with other key organisations, such as CSSIW and Care Forum Wales, on a regular basis.

The forum provides an opportunity to consider and discuss various topics including contract compliance and monitoring, Deprivation of Liberty Safeguards, Protection of Vulnerable Adults and the development and sharing of good practice.

These forums are greatly appreciated by both the Care Home Managers and ABUHB as they enable reliable on-going communications.

Flintshire County Council

To ensure that quality of life is a core element of the commissioning process, Flintshire County Council has introduced an outcomes based quality monitoring process, which is based on consultations with older people and families about their expectations of residential care. The framework looks at

9 specific outcomes that care homes are required to deliver for older people:
1. Independence
2. Control over daily life
3. Rights, relationships and positive interactions
4. Ambitions (to fulfil, maintain, learn and improve skills)
5. Health (to maintain and improve)
6. Safety and security (freedom from discrimination and harassment)
7. Dignity and respect
8. Protection from financial abuse
9. Receipt of high quality services

This approach has now been agreed as the basis for the North Wales Quality Monitoring Framework for Care Home Placements.