



Torbay Sea Front

Torbay Adult Social Care Newsletter (TASC)

Welcome to the second issue of our Torbay Adult Social Care (TASC) Newsletter, which has been designed to bring helpful and interesting information to all our care providers.

The Quality, Effectiveness & Safety trigger Tool (QuESTT)

The Quality, Effectiveness & Safety trigger Tool (QuESTT) is a quick and simple self-assessment tool that enables care home Managers and Matrons to regularly review and monitor the quality of care delivered within their care home. Developed over the last nine months by care home Managers and Torbay & Southern Devon Health and Care Trust Professional Practice team it also provides Managers with key information to help them understand where the current key pressures are that may affect care quality and safety for residents and staff. It is completed electronically each month and includes a range of business and clinical indicator, recognising that when things go wrong it is often a culmination of several key business and care areas being under pressure. A red, amber, green scoring system is used to identify risk levels and each level triggered will enable the Manager to prioritise areas for attention and also initiate a supportive intervention. Risk level triggers can be tailored specifically to your home.

The tool aims to prevent services/teams going into crisis by providing 'early warning' that there are current pressures; it recognises that at various times different services will be under different pressures and it guides Managers to focus on key pressure areas. Care Home specific indicators were developed by working closely with Managers, Matrons and staff this ensures the tool accurately reflects the environment it is aimed at monitoring.

As a monitoring function for Managers it may also be used to support provider compliance assessment for the Care Quality Commission (CQC) as the range of indicators support

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Protect Yourself Against Flu

Protect yourself against Flu

Vaccinating against the flu virus is well underway in residential care homes and in medical centres for those with chronic conditions (at risk groups) for example diabetes and asthma. All health care staff working in residential care homes are advised to get themselves protected by receiving the flu vaccine. This not only protects residents in care homes but also their own families. If staff are not in a high risk group then most large local pharmacies are offering the vaccine at low cost. Remember flu is unpredictable and those with chronic conditions and those over sixty five years of age are especially susceptible to flu and secondary infections.



Caring for Care Homes

As part of our commitment to support you to improve quality and safety and to share good practice we are launching the Medicines Management pages on our website. The resources have been produced in collaboration with GPs, pharmacists, care home managers and social care commissioners across Devon through "Medicines Management Steering Groups". Resources available include:

- A medicines management checklist with supporting audits designed to provide care homes with support, guidance and evidence towards compliance with Care Quality Commission (CQC) Outcome 9: Management of Medicines. It is expected that the checklist would be completed once a year; it identifies systems and policies that should be in place. The audits demonstrate whether policies and procedures are being followed at that point in time and should be completed every month or two.
 - Supportive guidance sheets on various topics to spread good practice points and learning
- Quarterly newsletters: articles published will include good practice points, shared learning and new ideas to increase understanding and promote multi-disciplinary working across Devon.

We are working collaboratively with South Devon & Torbay Clinical Commissioning Group and are looking for enthusiastic volunteers with an interest in improving the quality and safety in care homes regarding medicines to join our new, local "Medicines Management in Care Homes Steering Group". We are looking for members from GP Practices, Community Pharmacies and Care Homes.

We hope you find these resources useful, available at http://www.torbaycaretrust.nhs.uk/yourlife/adult_social_care/information_for_providers/Pages/Default.aspx If you have any comments or ideas for future guidance sheets or newsletter articles or if you wish to register your interest in joining the steering group then please contact us via email: D-CCG.CaringForCareHomes@nhs.net



The PUP Project

Saying **NO** to pressure damage

To discuss training options or ask any questions regarding the Pressure Ulcers Project, please contact
Liz Tooby

Message Below on PUP Project

We are still doing training until March 2014 currently, we have not booked any other venues so if caring or nursing establishments have their own training rooms where they can invite other caring or nursing establishments local to them, I will try and do as much training in this way as possible. I can't promise this to everyone as it is only me providing the training. They can email the pup.project@nhs.net to discuss training options and also any questions.

Liz Tooby

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P = Pressure Points

Regularly check areas of the body that may be under pressure.

R = Red – Report it

Report PROMPTLY any painful areas to your health professional.

O = Oral Intake

It is important to eat a balanced diet and drink plenty of fluids.

M = Moisture

Keep skin clean & dry. Use mild soap & simple moisturiser.

P = Position

Poor positioning can cause pressures ulcers. Avoid pressing down on heels to move yourself up the bed.

T = Take pressure off

Keep moving, change position 2-hourly. Talk to the Occupational Therapist(OT) via your local team.

For more information contact the PUP project on:
pup.project@nhs.net
or call Liz Tooby on 01626 771 141
Mobile: 07810507408 07778176729

Here is the link to the Trust Website PUP project web page:
<http://www.tsdhc.nhs.uk/yourlife/pup/Pages/Default.aspx>



The Norovirus season has started with one of our community hospitals being affected.

If any residents suffer from diarrhoea and/or sickness they must be isolated until free of symptoms for 48 hours. Staff with symptoms are advised to stay away from work until they have been at least 48 hours free of symptoms.

As you will know, norovirus causes viral gastroenteritis, which is characterised by the sudden onset of vomiting and/or diarrhoea, it can spread rapidly in closed environments such as residential care homes. However, most people do not require treatment and recover within one or two days. Anyone (staff or residents) with symptoms should avoid visiting family or friends in residential care homes or hospitals to prevent spread-

ing the infection to others.

Thorough hand washing is recommended, rather than the use of alcohol gel, which is not effective against the Norovirus.

Norovirus is easily transmitted from person to person and by consuming contaminated food or water or by contact with contaminated surfaces or objects.

If someone develops symptoms of norovirus, please help avoid further spread in the community by reminding them or their carer of the following points.

People with symptoms of norovirus should:

- ◆ Not handle or prepare food for other people until symptom free for a minimum period of 48 hours.
- ◆ Clean hard surfaces such as toilets at least daily and when contaminated. Using a cleaning product that is active against viruses may provide additional disinfection.
- ◆ Wash soiled clothing and fabrics on the hottest wash the material will withstand.

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If you have any comments or thoughts on the newsletter or suggestions for future items please let us know by emailing,

linda.gjbs2@nhs.net

We're on the Web

www.tsdhc.nhs.uk