

Joint Commissioning Partnership Newsletter

April 2017

NHS
South Devon and Torbay
Clinical Commissioning Group



Multi Provider Forum – Save the date!

The next Multi Provider Forum is due to take place on Wednesday 17th May, 9:00am – 13:30pm at the Carlton Hotel, Falkland Road, Torquay; free parking is available at the hotel or the surrounding area. The agenda will be circulated in due course.

The forum is for providers of services within Torbay as well as commissioners from other authorities, these events focus on sharing good practice, policy and strategy to improve care, the workforce, business and commissioning in Torbay.



If any providers would like to present at this or the next forum, have any items they would like to add to the agenda or would like further information on the forums, please contact Savana Lawler on savana.lawler@torbay.gov.uk.

Oral Health for adults in Care Homes

The NICE guidance covers oral health, including dental health and daily mouth care, for adults in care homes. The aim is to maintain and improve their oral health and ensure timely access to dental treatment. People with dementia tend to have worse oral health, greater treatment need and yet, access care less frequently than the general population. The CQC will also be beginning to look at residents' oral health during their inspections.

Problems around the inconsistent delivery of oral health care by care home providers include:

- Not all care homes include oral health care as part of their care plans
- Lack of staff training in the provision of personal oral care
- Reluctance of staff to meet oral health needs

[Please click here to access the guidance provided by NICE.](#)

The above link will provide information on the guidance given by NICE as well as tools and resources to help you put the guidance in to practice.

[Please click here to access The Oral Health Assessment Tool](#)

[Please click here to access the 'Public Health England Delivering Better oral health: an evidence based toolkit for prevention'](#)

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NICE National Institute for
Health and Care Excellence



Keys to Care

The Relatives & Residents Association groundbreaking new tool for care workers already in daily use in many care contexts.

Practical, authoritative and jargon-free, the Keys come as a set of 12: each giving simple yet expert guidance on its own topic. The key things to think about, ask and do if you are to care well for a dependent older person, in residential care or at home.

The Keys to care were made in response to the concerns of callers to our [helpline](#) and the demand for accessible training support to care workers in residential and in home settings,

An aide memoire, a checklist, a reminder of what matters and a reassurance that you're doing the right thing, the 12 topics the Keys open are:

- The Care Plan
- Care at Night
- Continence Care
- Daily Life
- Dementia
- Eating & Drinking
- Emergencies
- End of Life Care
- Family & Friends
- Listening & Talking
- Mouth & Teeth Care
- Privacy and choice

[For more information, or to purchase Keys to Care, please click here](#)



Improving Awareness of Acute Kidney Injury (AKI)

For the last 18 months Think Kidneys has been working to develop practical resources to raise awareness and help with the prevention, detection and management of AKI in care homes and today we launch this work on the website. The work was done by a cross-professional group comprising health care assistants, nurses, dieticians, care home managers, commissioners, hydration specialists and academics.

We know that around 65% of AKI starts in the community and with over 400,000 people living in care homes then it makes sense that some cases of AKI will start in care homes, among frail elderly residents, who are at increased risk of AKI. We recognised that the resources needed to be accessible, practical and capable of making a real difference. The resources were developed and tested in 45 care homes. Following this they were refined and are now available for care homes to download from the Think Kidney website by [clicking here](#). The resources include educational guides, PowerPoint slides and a case study, as well as patient advice and links to external resources.

Care homes are already reporting some great results using the resources. Birmingham Crosscity CCG has been working with care homes in their locality, and at Boldmere Court care home where staff have received the training, they have seen the number of urinary tract infections on the dementia unit fall from 10 to one over a period of eight weeks and there were zero hospital admissions for AKI in that time.



CARE HOME Open Day

CARING COMMUNITIES



National Care Home Open Day

Care Home Open Day is a UK wide initiative inviting care homes to open their doors to their local communities. Thousands of care homes across the UK take part each year, welcoming the public and arranging events and activities that help to create lasting links between care home residents and their local communities. This is all about showing people what excellent care homes are really about and how they can be at the centre of their local communities, developing relationships across the generations.

We are making positive noise- and we want you to be part of it!

Care Home Open Day is about connecting people! We want to enrich the lives of the UK's care home residents by reminding people that care homes in every community are filled with unique, intelligent and charming characters, and run by special people that really do care.

But don't just take our word for it - we hope you will join us on 16th June 2017 - just [click here to find a home near you](#) and see what they're planning for the big day! If you are a care home who wants to join in, then just click on the registration tab at the top of the home page and set up an account.

In the meantime, we need everyone to get involved and help us by spreading the word - just like us on [Facebook](#) or share with your friends on [Twitter](#), and together we'll make a difference that lasts!

[For more information, visit the Care Home Open Day website by clicking here](#)



Care for Older People Campaign launches

We want more people aged 60 and over, and their friends and families, to share their experiences of health and social care with us. By telling us about your experiences, you could stop poor care happening to someone else.

[Research has shown](#) that older people are less likely to complain about services and less aware of the different ways they can share their views.

However we also know that older people are the most regular users of health services. Two out of three people admitted to hospital and 70 per cent of hospital emergency beds are taken by those aged 65 and over. It's vital that the voices of our growing elderly population are heard.



If you're aged 60 or over and receiving care, or a friend or family member of someone who is, we want you to tell us about the care you've received, good or bad. Our inspectors can't be everywhere at once and your information will help us decide when, where and what to inspect. By telling us about your experiences, you could stop poor care happening to someone else.

Join the conversation on Twitter using the [#CareForOlderPeople](#) hashtag, or [tell us about your care through our website](#).



Leadership and management development offer

'New visions for leadership' is our new support and development offer to leaders and managers at all levels in social care.

Excellent leaders are needed at every level across social care. They ensure high quality, safe, effective and efficient care services. They also help develop a motivated, confident and caring workforce that is both highly skilled and most importantly, valued by all those needing care and support.

We've created our shared vision for the future together with over 500 social care leaders and managers. They identified the key areas of personal development, leadership skills and knowledge needed to meet their current and future challenges in the workplace.

All our new and refreshed development programmes and resources aim to address these priorities, having been informed by what leaders and managers have told us will positively impact on their performance and practice in the workplace. Download your copy of '[New visions for leadership](#)'.



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[Twitter.com/skillsforcare](https://twitter.com/skillsforcare)



[Linkedin.com/company/skills-for-care](https://www.linkedin.com/company/skills-for-care)



In the Same Boat CiC

In The Same Boat CiC was set up 4 years ago to assist Ex British Armed Forces with their transition into civilian life.

For those that have been out of the services for any length of time, we provide a wide range of services to help with things like PTSD, Combat Stress, Drug & Alcohol addiction/Abuse, Homelessness, Housing, Mental Health Issues, General Welfare, Pensions, Will & Probate, and Family Welfare.

We also have a workshop where we undertake private commissions, but also use it for Therapeutic Rehabilitation, providing a safe environment for individuals and groups in which to create and participate in daily activities.

We work closely with NHS Torbay Veterans Mental Health Team, Blesma, RBL, SSAFA, and a host of other local and national charities, in order to provide a "fully tailored and individual specific" course of treatment/rehabilitation.

All the staff and volunteers that work at In The Same Boat are Ex Military, so it is a familiar, safe, and friendly environment, harkening back to the friendship and camaraderie that runs through the British Military.

Visit our web-site at <https://www.inthesameboatcic.com>, or simply [inthesameboatcic](mailto:inthesameboatcic@outlook.com), and drop us an e-mail or give us a call.

Telephone: 01803 212 918

E-mail: inthesameboatcic@outlook.com



Sing for your life

The charity Sing for your Life promotes community singing as a therapeutic activity and funds a singalong group in the Torbay community which takes place on the first Wednesday of each month 2pm - 3.30pm in the Youth Hut (we are all young at heart!!) at St Paul's Church, Torquay Rd, Preston, Paignton. The Youth Hut is behind the church and has its own car-park in Locarno Avenue. There are no steps, a sloped entrance, and the bus stops on the Torquay Road outside the church. The sessions are free to attend, but if anybody wishes to make a donation to the charity it is gratefully received. As well as singing there is always plenty of fun, laughter, chat, percussion instruments and movements to the music.

The group is facilitated by Occupational Therapist Heather Manktelow. There are no auditions needed to join, just a willingness to come along to have a good time through singing all the old favourite songs. People choose what they would like to sing from a choice of 250 songs from a variety of eras and genres and the words are projected onto the wall. Everyone welcome, the more the merrier.

Upcoming dates:

Wednesday 7 June
Wednesday 5 July
Wednesday 2 August
Wednesday 6 Sep
Wednesday 4 Oct
Wednesday 1 Nov
Wednesday 6 December
2.00pm – 3.30pm

Contact Heather Manktelow, Activities for Health and Sing for your Life
Tel - 07817 041281
Email - heather@activitiesforhealth.co.uk

If you would like to join the group and need some moral support please contact Christine Durrant (Community Builder with the Ageing Well Project) 07469 660887.

If you are a care home or community group and would like a free singalong please contact Heather.

STOPLOANSHARKS
Intervention . Support . Education

Illegal Money Lending

The England Illegal Money Lending Team (IMLT) are urging residents in Torbay to come forward and report a loan shark if they or someone they know (a colleague, family member or friend) has been a victim.

A loan shark is someone who lends money illegally without the correct authorisation from the Financial Conduct Authority (FCA). Loan sharks normally appear friendly at first, but this behaviour soon changes once monies are owed.

It's easy to fall in to the grips of a loan shark, they seem like friendly people at first, someone who you might refer to as a 'mate' or a 'close colleague'. The truth is that once you take out this cash loan, you may end up paying back significantly more than you think.



Residents can check if someone is authorised to lend money by visiting the Financial Conduct Authority's website and searching for a company, person or postcode through their [Financial Services Register](#)

To report a loan shark:

- Call the 24-hour confidential hotline on 0300 555 2222
- Text a report to 078600 22116
- Visit the website www.stoploansharks.co.uk
- Email reportaloanshark@stoploansharks.gov.uk
- Private message the team at www.facebook.com/stoploansharksproject