

Case Study: Empowering Care Home Staff to Manage Deterioration in Bolton



BACKGROUND

A key deliverable of the Greater Manchester (GM) Managing Deterioration Safety Improvement Programme is to reduce harm from deterioration in care homes.

To achieve this across Bolton's 57 care homes, training for staff to support adoption of the Restore2 Mini managing deterioration tool was led by the Locality Leads with support from Health Innovation Manchester.

SOLUTION

Bolton locality leads took a proactive and flexible approach to engagement and delivery which was characterised by:

- Assigning a dedicated Locality Clinical Project Manager to drive progress
- Gathering baseline information to understand the needs and issues of care homes through semi-structured interviews and questionnaires
- Promoting the training offer, available resources, and highlighting benefits at existing care home provider meetings
- Working with colleagues and partners who already had a relationship/role with care homes
- Using multiple methods of engagement; newsletters, telephone calls, emails, presentations
- Providing flexible training provision to meet individual care home needs in terms of format, times, dates, and constraints
- Using data to prioritise efforts to care homes where the intervention could have the most impact
- Demonstrating how training empowers staff and recognises the impact of their role

CHALLENGES

- Issues with the digital provider, led to delays in roll out and required an alternative solution
- Care home teams are under pressure and were sometimes not receptive to the offer due to capacity to engage
- Covid-19 outbreaks required closures that impeded the delivery of training
- Sustainability of adoption is difficult due to high home care staff turnover

LEARNING

- ✓ Be persistent! Engagement requires a lot of effort and relationship building is key
- ✓ Face-to-face training delivery is the most impactful for care home staff, allowing more discussion and a "train the trainer" model supports sustainability
- ✓ Flexibility and dedicated resource to deliver training is essential to increase uptake from care homes
- ✓ Using data to analyse current activity enables targeted activity to maximise impact on outcomes with limited resource

CONCLUSION

The proactive approach taken by the Clinical Project Manager, Chris Vernon, has led to successful training and adoption of managing deterioration tools in xxx Bolton care homes.

Chris described how important building rapport is, sharing that *"I would explain that; I am a registered nurse, with lots of experience. I'm not here to inspect you or judge you. I'm here to help you. I'm really passionate about, the care of people in residential homes and if there's anything I can do to help you then get in touch"*