

# Case Study: Rolling out RESTORE2 in Manchester Locality



## 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 Manchester CCG decided to support the adoption of the full RESTORE2 to 83 of their care homes including residential / nursing / specialist

For care homes that did not feel able to complete the full RESTORE2 and Supported Living homes RESTORE2 Mini was offered.

## SOLUTION

Manchester Locality Lead led the planning and implementation of the roll out of RESTORE2/Mini by:

- Carrying out a scoping exercise with homes to review current position across the locality, what equipment had been provided and to proactively promote engagement
- A Task and Finish group was established to design and agree the training approach, this involved 6 different providers who needed to all agree and co-design how the training would be delivered and what resources were required.
- PCN's then rolled out training to all care homes in their locality as this was a requirement of the Enhanced Care Offer Spec.

## CHALLENGES

- A lack of resources
- Sustainability
- Time
- Needs to be contractual for clinical quality – something we have picked up as standard training for new staff in care homes

## LEARNING

- It would be beneficial to have access to online resource from day 1
- It was a difficult year in terms of pressures to try for locality wide engagement
- Start with a pilot involving super centres that implement training with a sustainability plan and model. This could then be offered to other areas with evidence of the benefits of using the tool.
- Without benefits realisation many places will be keen initially but then fatigue
- Making use of a deterioration tool mandatory would increase uptake by care homes

## CONCLUSION

The approach undertaken by Manchester locality has resulted in 80% of homes now using RESTORE2 or RESTORE2 Mini.

The next steps are to Identify 3 sites to begin sustainability and benefits realisation work, explore opportunities with contracting in terms of the quality agenda, discuss a competency framework with care homes and explore opportunities for multi – method education