




Problems and solutions – findings from recent training programmes work

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Findings from HCAI Development Programme for Care Homes

- What has worked and why
- Challenges




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The Challenge

- Effective prevention and control of HCAIs must be **embedded** into everyday practice and applied **consistently** to everyone
- Whole Health Economy Approach


“Everyone’s responsibility”



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Development of the HCAI Programme - Where did it start?

- Need identified to develop and deliver a structured integrated support programme for Care Homes to tackle HCAIs
- Collaborative Model
- Launched Spring 2008 - 50 Care Homes in NE SHA (North of Tyne, Durham & Darlington and Tees)

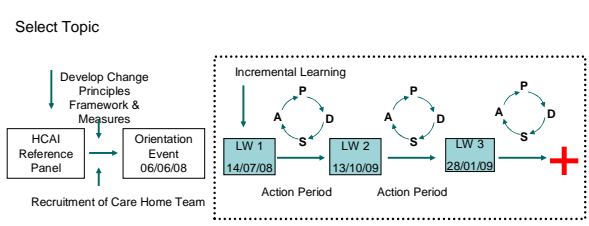


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The Collaborative Process: At-a-Glance


The Collaborative Process & “collaboration”

Select Topic



Types of Support

(On-Site) E-mail Phone Handbook Assessment Framework Measurement & Data Guidance



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Change Principles

Areas of focus most likely to result in an improvement:

- Adopt a **multi-agency approach**
- Develop a culture of **people and carer involvement**
- Ensure **safe and appropriate prescribing** & use of antibiotics
- Create a culture of **reliable hand hygiene**
- Use **data to drive improvement**
- Promote a **safe & and clean environment**



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Measuring Improvement

The ability to measure change and improvement is at the heart of our programmes

“Without measurement it is impossible to know whether you have improved”

Assessment Framework & Change Principles
Monthly Measures
Improvement Methodology



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Multi-Agency Working

- Complement the work already being undertaken locally and nationally
- Aligned to current Government Policy



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HPA Training DVD – Care Home Feedback

- Actively using for inductions, training sessions and top up training
- Covers topics relevant to Care Homes
- Well presented
- Useful to have more than 1 copy per home
- Some not received DVD

“All my staff have watched it. My next step is to get all of my residents to watch it”



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Why is it working?

- Collaborative approach suits the Care Home Environment – Common sense systematic approach
- Care Home and Multi-agency involvement in shaping/informing the programme including Learning Workshops
- Care Home 'Improvement Teams'
- Clear expectations of staff – improved engagement and satisfaction
- Rapid and sustainable improvement for people living and working in care homes - everyone can contribute



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Why is it working?

- Nurturing Development
- Incremental and focused learning
- Measures relevant and simple
- Focus on improvement stories
- Prepares homes for significant changes to Care Home regulations (Care Quality Commission)
- Marketing opportunity
- Multi-agency involvement – help facilitate Care Home engagement
- Compliments Local and National initiatives



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Challenges

- Proportionality - Care Homes are peoples homes
- Whole team engagement
- HCAI not the only priority
- General Practitioner involvement
- Turn over of staff
- Blame culture across acute and community setting
- Quality of transfer documentation across acute and community settings
- Communication - not to rely on modern technology
- Engagement after 12 month programme completed



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For more information

- See our leaflet 'Improving services to benefit communities'
- Contact your Improvement Foundation Northern Centre - Telephone 01642 352285



or

- Contact our Manchester Head Offices – Telephone: 0161 2361566
- Email: IFsupport@improve.nhs.uk
- Visit our new website: www.improvementfoundation.org



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