

# Welcome!

## Quality Improvement in Care Homes Special Interest Group

Monday 14 October 2024

 @HINSouthLondon

 [healthinnovationnetwork.com](https://healthinnovationnetwork.com)



Q is led by the Health Foundation  
and supported by partners across  
the UK and Ireland

# Agenda

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- 1 Introductions and background
  - 2 Who's in the room? What's our experience and interest regarding quality improvement and care homes?
  - 3 A case study: Structured Quality Improvement in care homes in south London
  - 4 Reflections: how do we want to use this group?
  - 5 Date of next meeting
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# Introductions and background

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# What is Quality Improvement?

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“It involves ***a systematic and coordinated approach to solving a problem using specific methods and tools*** with the aim of bringing about a measurable improvement”

The Health Foundation, 2021

# Who's in the room?

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In your breakout room, please share:

Your name

Your role - do you work *in/for/with* care homes?

What has brought you here today?

What's your experience of structured QI in care homes?

# Delivering structured QI projects in Care Homes in South London

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# South London Care Home Pioneer Leadership programme

The programme runs over a nine-month period and includes:

- i) four full-day, in-person workshops exploring Managing Self, Managing Others, Managing Change and Service Improvement.
- ii) nine Action Learning sessions
- iii) a Quality Improvement (QI) element - HIN provides a training workshop on *quality improvement*, and then supports Pioneers to undertake a small quality improvement project in their Home and to write up a poster summarising the change
- iv) in-person Celebration Day



# A chronology...

Year/Cohort	Approach
Pre-2022	<ul style="list-style-type: none"><li>• Online QI workshop, delivered toward the end of the Pioneer programme</li></ul>
2022 - Pioneer Cohort 4	<ul style="list-style-type: none"><li>• In person, one-day Quality Improvement workshop</li><li>• Three Action Learning Sets focusing on the Quality Improvement project</li><li>• Mentor support</li><li>• QI Poster template and guidance</li></ul>
2023 - Pioneer Cohort 5	<ul style="list-style-type: none"><li>• In person, one-day Quality Improvement workshop - revised content</li><li>• Three Action Learning Sets focusing on the Quality Improvement project</li><li>• Mentors introduced to Pioneers at QI workshop</li><li>• Introduced a newly update poster template and guidance</li></ul>
2024 - Pioneer Cohort 6	<ul style="list-style-type: none"><li>• In person, one-day Quality Improvement workshop</li><li>• Face-to-face group sessions to discuss projects at regular intervals</li><li>• No mentors</li><li>• Poster template and guidance described from beginning</li><li>• Project topics focused on Enhanced Health in Care Homes Framework</li></ul>

**We have been on our own PDSA journey!!**



# Agenda for the Quality Improvement workshop

Date: Tuesday 16<sup>th</sup> July

Time: 10:00 – 15:30

## Agenda

### Welcome

Introductions and outline of the day  
Aims and objectives

### Introduction to Quality Improvement

### Step One - Identifying your problem

### Step Two - Understanding your problem

### Step Three - Developing solutions for your problem

### Step Four - Implementing your solution, measuring it and adapting it

### Step Five - Reflections and Conclusion

### Next steps and Close

# Timeline for your Quality Improvement project

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Dates	Item
Tuesday 3 September 2024	Quality Improvement project - group session
Thursday 31 October 2024	Quality Improvement project - group session
Throughout November and December 2024	Touchpoints with HIN Team
Tuesday 21 January 2025	Quality Improvement project - group session
Wednesday 5 February 2025	Final poster submissions
Wednesday 19 February 2025	Poster sent to printers
Wednesday 5 March 2025	Posters launched at Celebration event

# Introducing RESTORE2™ to Brinsworth House

South London Care Home Pioneer Programme 2023  
Annie George; Brinsworth House, Richmond, London, UK



**Aim:** To introduce, and support staff, to use the RESTORE2™ tool in order to recognise a resident's soft signs, manage deterioration and reduce hospital admissions.

## Background

I am a senior nurse at Brinsworth House, a nursing and residential care home situated in Twickenham and part of the [Royal Variety Charity](#) group. Brinsworth House stands as a place of safety, peace, happiness and tranquillity. We aim to serve our exclusive members of the entertainment profession in a professional and empathetic manner. I chose to enrol onto the South London Care Home Pioneer Programme after being encouraged by my manager, who suggested it would help me to develop my career.

## Introduction

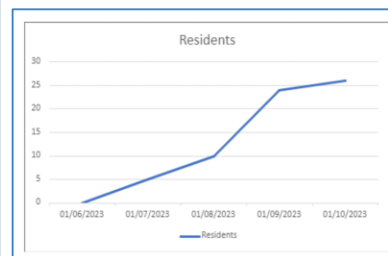
My Service Improvement Project was to introduce RESTORE2™, a physical deterioration management tool, in Brinsworth House. The aim of the project was to support the nurses and care staff to recognise the soft signs when a resident begins to deteriorate. This would allow us to assess the risk and to respond in a timely manner to ensure the safety of the resident. The tool helps staff to improve the quality of observations and monitoring the residents. The tool also supports staff to communicate more effectively with the multidisciplinary team and Emergency services, giving the resident the right care in the right place. This project was important to my care home as it could help us to reduce hospital admissions and give us an opportunity to respect residents wishes and deliver their care at their preferred place.

## Method

Prior to commencing the project, I held a meeting with staff to communicate the importance, relevance and procedures of the service improvement project. Residents and their family were also informed about the project. In June 2023, six staff (Matron, 3 RGN, 2 student nurses) attended RESTORE2™ training delivered by the Richmond care home support team. After attending the course, we identified five high risk residents to begin piloting the tool with. We collected their NEWS2 scores and identified their baseline score. Management also offered ongoing support so by the end of September 2023, all staff were trained (including those who had missed the initial training) to calculate NEWS2 and to use the SBARD communication tool. NEWS2 baselines were completed for all 26 residents. To help in completing this task, we utilised the skills and knowledge of student nurses to do the observation for 14 days in order to achieve the baselines. By involving the student nurses, we gave them an opportunity to be a part of the project and learn new skills. After receiving the RESTORE2 training, the staff were able to more quickly identify soft signs. They also seemed more confident in their demeanour, and this was reflected in their decision making. The residents were being managed more in the home with the help of multi-disciplinary team.

## Results

At the point at which staff received RESTORE2™ training in June 2023, no residents had a recorded NEWS2 baseline so the baseline for this project was zero. This number slowly increased as we implemented the RESTORE2™ tool. By July we had completed NEWS2 scores for 5 residents, by August 15 residents, and by the end of September NEWS2 scores had been calculated for all 26 residents. As a result of the tool, more residents were being managed within the home with the help of the multi-disciplinary team. This shows an increase in confidence, skills, knowledge and accountability amongst the nursing staff. Care staff were also trained to help identify the soft signs. Introducing RESTORE2™ was deemed a success. Using RESTORE2™ has built our knowledge and helped us in making the correct choice for a resident's treatment. RESTORE2™ supports us to have greater clarity on decisions by making us think about care plans and risk assessments. This means that we have been able to manage deterioration more in the home with less need to request support from emergency services or admit residents to hospital.



The graph shows the number of residents per month (Y axis) who had RESTORE2™ forms completed for them, and NEWS2 baselines calculated. The intervention was introduced after staff attended training in June 2023. All residents' paperwork was completed by the end of September 2023. This is now an ongoing process for new admissions.

## Conclusions

RESTORE2™ is helping staff to identify early signs of deterioration more quickly. Our staff are more proactive and confident to calculate NEWS2 and act accordingly. Upon reflection, there was some resistance from staff to start using the tool. The resistance was partly due to workload and hesitation to change. However, after further training and meetings, staff recognised it would improve the quality of care, their management and decision-making skills. It also helped staff to feel more part of the team in improving the quality of care. We will continue to use RESTORE2™ with new admissions and will request support from management to obtain digital formats of RESTORE2™ and NEWS2. The Pioneer Programme has helped me to reflect on my responsibilities, role and my actions. It was a good opportunity for me to meet staff from other care homes. We were able to discuss our experiences and share our knowledge. It will help me to grow in my career. A big thank you to all our mentors and those who run the programme.

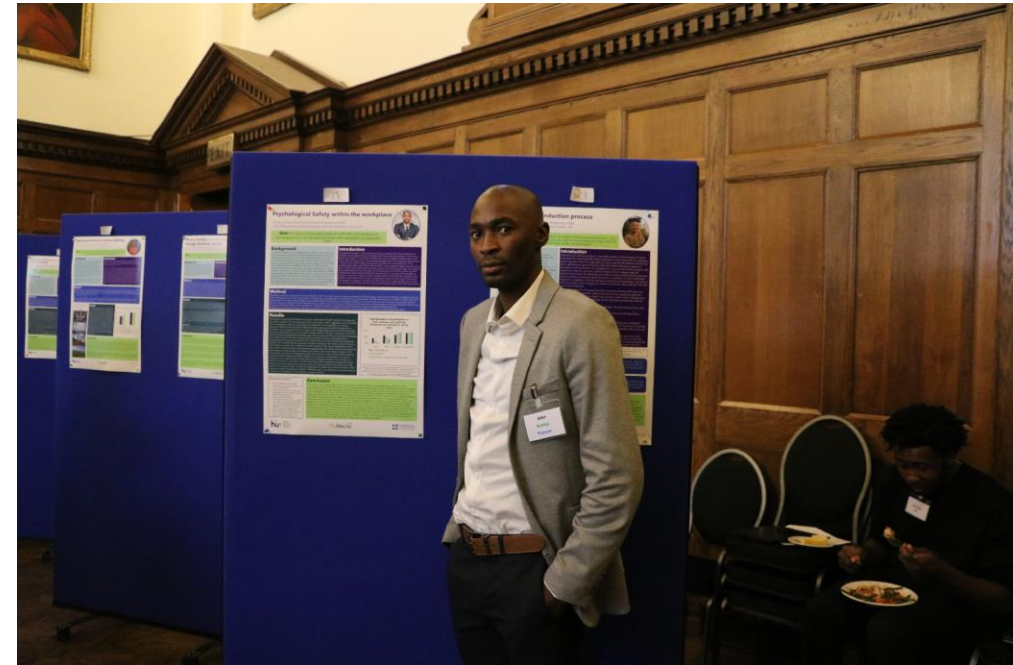
# Examples of quality improvement projects in south London's care homes

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Project titles
Increasing resident activities to support wellbeing
Managing deterioration
Introducing digital record keeping
Increasing psychological safety in the workplace
Improving accuracy of documentation
Improving medicine administration safety
Focus on Teamwork and communication
Improving documentation to support end of life care
Improving induction processes
Improving staff supervision
Supporting residents to make healthy food and drink choices

# What we have learnt along the way...

- Start small, manage expectations
- Provide support with the methodology
- Enthusiasm and appetite for improvement is great
- Sense of achievement and pride is rewarding for all!



**Any questions?**

# Planning for future sessions

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What are you curious about?

What do you want to know more about?

What can we do in this group that we can't do alone?

What should be our focus for subsequent meetings?

# Thank you for coming

Please spread the word to others who  
might wish to join us

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