



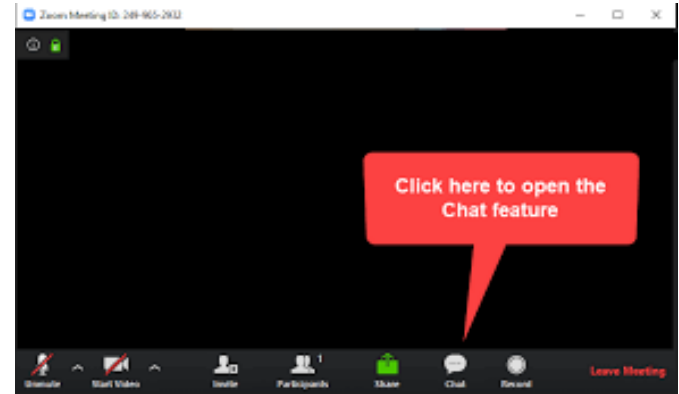
GSF Care Homes COVID -19 Support Call 6

Wed Sept 16th 2020

Julie Armstrong Wilson , Keri Thomas, Julie Barker & Ginny Allen

Zoom Housekeeping

- Do use chat room to introduce yourself and add your home and location
- Please stay muted during presentations
- You will be allocated to breakout rooms so please do join in with the discussion
- Resources will be available following the call on the GSF website



Plan

1. Welcome and Introduction – Julie Armstrong Wilson

- Update on GSF training and accreditation
- GSF Survey feedback
- Admissions to care home guidance, Self care – action to happiness month

2. Update Dr Julie Barker

3. Reflection Breakout rooms

- ❖ EHCH – Are you finding the relationship between the home and primary care is changing, If so how?
- ❖ Outcomes - How are you measuring residents experience of care? IPOS
- ❖ Impact of Covid – Has the relationship changed between the staff and your residents?

4. Open discussion- + questions

5. Conclusion and Next Support Call

GSF Care Homes Training continues ..
info@gsfcentre.co.uk or carehomes@gsfcentre.co.uk

Next training programme starts
Thursday 15th October

GSF Accreditation Update

- Current round – October 2020 Awards
 - Allocated for marking in September
 - Plan is for virtual visits due to Covid 19
- Next round March 2021 Awards
 - Registration closed on 15th September
 - Portfolio submission is 6th November
 - Portfolios to be sent preferably electronic
 - Defer need to notify GSF by 6th Nov for the next round
Sept 2021 Awards

Survey- Seeking your thoughts

*'Can you give us -1-2 sentences
on the impact of the COVID crisis
and how GSF helped you,
your staff , residents and families '*

To be able to collate as a paper to the Government on care homes in the future

Send to Info@gsfcentre.co.uk by end of Sept please

THANK YOU !

Survey Feedback (16 responses 10/9/20)

Has the GSF training helped you during the pandemic? If so How?

“CARING FOR SOMEONE WHO IS DYING IS A SKILL AND REQUIRES PATIENCE AND UNDERSTANDING AND WHEN YOU HAVE A TEAM CULTURE OF DOING THIS ALREADY LIFE IS SO MUCH EASIER DURING A PANDEMIC LIKE THAT OF COVID-19 BECAUSE WE WERE SEEING NUMEROUS DEATHS AT A FAST PACE”

“We have been very fortunate we have had no Covid but the planning has allowed us to be prepared for Covid circumstances.”

Survey Feedback (16 responses 10/09/20)

Has the GSF training helped you during the pandemic? If so How?

“GSF Training has given all staff confidence to identify changes in Palliative and End of Life care needs and skills to enable them to support individuals, often becoming their adoptive family. When communicating changes to the families it has given them confidence that their loved one is being care for, through what is a difficult time, but made worse during the pandemic.

Knowledge of End of Life care through training has built trust with outside professionals and the regular GP continues to give on-going support to the staff to ensure a dignified and comfortable End of Life care is given. We could not have done this alone!.

But best of all the Home has been Covid 19 free so far and close family members have been able to visit during their love ones days, hours and during their end of life. This has been very much appreciated by all. “



ACTION CALENDAR: SELF-CARE SEPTEMBER 2020



MONDAY



TUESDAY

WEDNESDAY

THURSDAY

FRIDAY

SATURDAY

SUNDAY

1 Remember that self-care is not selfish. It's essential

2 Be willing to share how you feel and ask for help when needed

3 Free up time in your diary by cancelling any unnecessary plans

4 Forgive yourself when things go wrong. We all make mistakes

5 Plan a fun or relaxing activity this weekend and make time for it

6 Focus on the basics: eat well, exercise and go to bed on time

7 Remember it's ok not to be ok. We all have difficult days

8 Notice the things you do well today, however small

9 Avoid saying 'I ought to' or 'I should' to yourself

10 Give yourself permission to say No to requests from others

11 Aim to be good enough, rather than perfect

12 Let go of being busy. Allow yourself to take some breaks today

13 Make time today to do something you really enjoy

14 Talk kindly to yourself like you would to someone you love

15 Find a caring, calming phrase to say to yourself when feeling low

16 Notice what you are feeling today, without any judgment

17 Leave positive messages for yourself to see regularly

18 Don't compare how you feel inside to how others appear outside

19 Get active outside and give your mind & body a natural boost

20 No plans day - make time to slow down and be kind to yourself

21 Remind yourself that you are loved and worthy of love

22 Look at photos from a time with happy memories

23 Let go of other people's expectations of you today

24 Ask a trusted friend to tell you what they like about you

25 Release yourself from inner demands and self-criticism

26 Find a new way to use one of your strengths or talents today

27 Take your time. Make space to just breathe and be still

28 Accept your mistakes as a way of helping you make progress

29 Write down three things you appreciate about yourself today

30 You matter. Remember that you are enough, just as you are



Self-care is not selfish. You can't pour from an empty cup



ACTION FOR HAPPINESS



www.actionforhappiness.org

Learn more about this month's theme at www.actionforhappiness.org/self-care-september

Keep Calm · Stay Wise · Be Kind

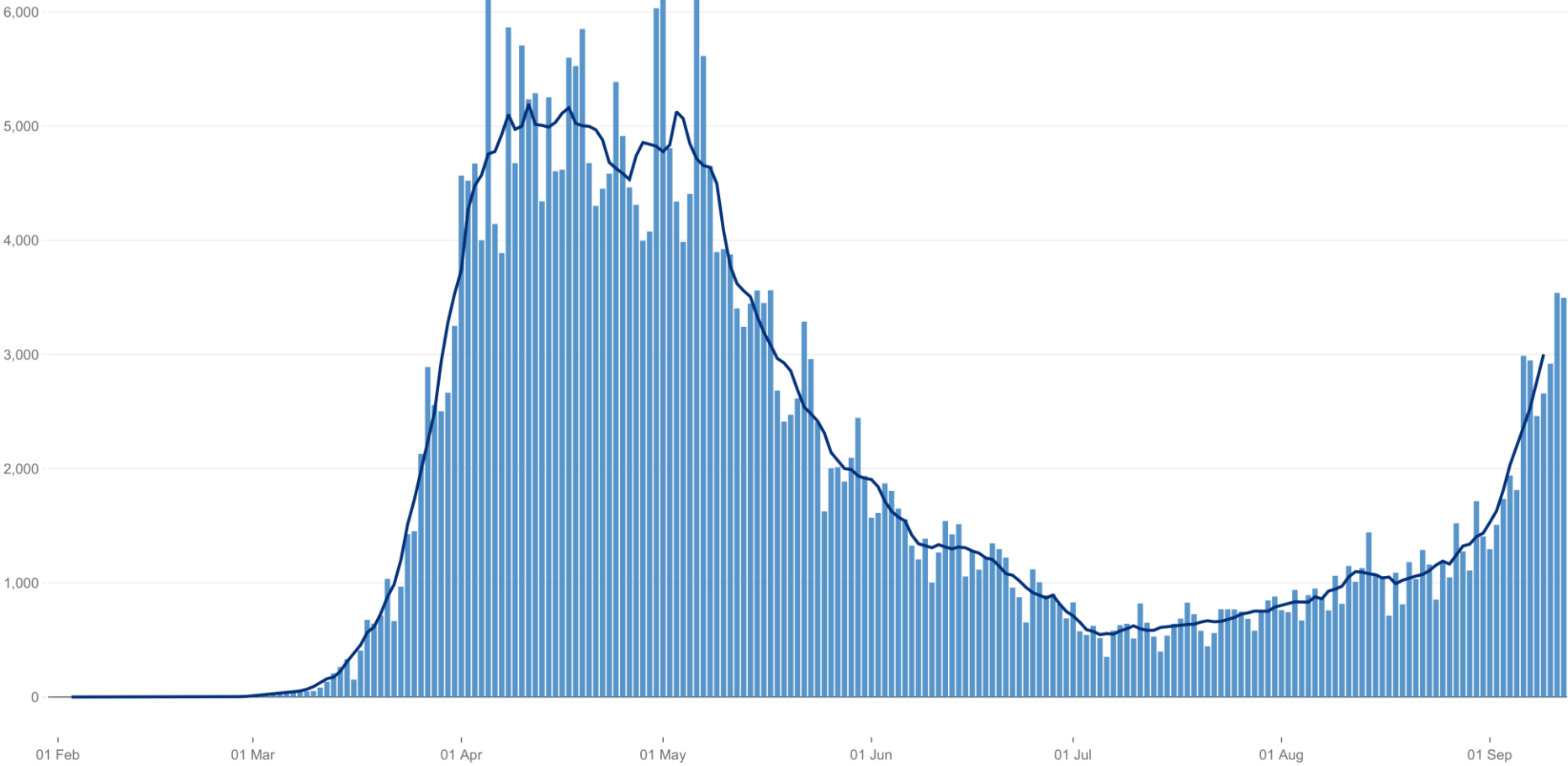
Update

- **Dr Julie Barker**
- GP Newark Nottinghamshire
- GSF Clinical Associate
- Notts EOLC Lead & Care Homes lead
- Beaumont House Community Hospice:
care services lead



**Integrated
Care System**
Nottingham & Nottinghamshire

Worrying times.....new cases



■ Number of cases — Cases (7-day average)

Second wave risks

Bigger homes more vulnerable - COVID-19 outbreak risk in care homes triples with every extra 20 beds, study finds

The likelihood of a coronavirus outbreak in a care home triples with every additional 20 beds it has, a study of 189 infected care homes by NHS Lothian and Edinburgh University has found. Date Published: 15 Jul 2020 @ 09:51 AM
Article By: Angeline Albert

However

Risk infection reduces with social distancing, respiratory hygiene, good ventilation.

Robust policies of testing patients prior to discharge from hospital

SIX CLUSTER GROUPS OF COVID 19 SYMPTOMS

HELPS **ADVANCED WARNING** OF NEED FOR RESPIRATORY SUPPORT AND O2 MONITORING – CURRENTLY SYMPTOMS FOR 13 DAYS- 79% PREDICTED (SPECTOR STEVES KING'S COLLEGE LONDON)

	Cluster symptoms headache , loss of taste + smell in all	Need respiratory support	One or more trips to hospital
1. Mild	<ul style="list-style-type: none">• Upper respiratory tract- cough• Muscle pain ,	1.5%	16%
2. Mild	<ul style="list-style-type: none">• Upper respiratory tract- cough• Skipped meals• Fever	4.4%	17.5%
3.	<ul style="list-style-type: none">• GI symptoms eg diarrhoea	3.7%	24%
4.	<ul style="list-style-type: none">• Severe fatigue• Continuous chest pain• Cough	8.6%	23.6%
5.	<ul style="list-style-type: none">• Confusion• Skipped meals• Severe fatigue	9.9%	24.6%
6.	<ul style="list-style-type: none">• Marked respiratory distress + breathlessness• Chest pain• Confusion• Fatigue• GI symptoms	20%	45.4%

Remember the PCN DES (Primary Care Network new service)



- Named GP lead
- Weekly check ins
- Monthly MDT
- Structured medical reviews & optimisation
- Support for EHCH pro-active care planning

PCN additional roles (potentially available for care home support).

- B.1. Clinical Pharmacist.....
- B.2. Pharmacy Technicians.....
- B.3. Social Prescribing Link Workers.....
- B.4. Health and Wellbeing Coach.....
- B.5. Care Coordinator.....
- B.6. Physician Associates.....
- B.7. First Contact Physiotherapists.....
- B.8. Dieticians.....
- B.9. Podiatrists.....
- B.10. Occupational Therapists.....

New Guidance



Department
of Health &
Social Care



Public Health
England



CareQuality
Commission

NHS

CARE

Admission and Care of Residents in a Care Home during COVID-19

Version 2

Updated 2 September 2020

No.	Guidance Section	Overview of changes
1	Introduction	<ul style="list-style-type: none"> Updated in line with recent policy announcements
2	1. Admission, isolation and testing of residents	<ul style="list-style-type: none"> Updated advice on isolation of residents on admission Updated testing guidance. Includes additional information on testing for residents and staff and managing outbreaks, where to go for further information, and Test and Trace service
3	2. Caring for residents, depending on their COVID-19 status and particular needs	<ul style="list-style-type: none"> Updated advice on monitoring residents for COVID-19 symptoms, and supporting residents who have been exposed to a COVID-19 case Updated advice on supporting symptomatic residents. Includes additional information on isolation procedures, engagement with the Health Protection Team, and supporting residents who require hospital care Additional information on primary care and community health services for residents, and supporting residents without relevant mental capacity
4	3. Reporting of COVID-19 cases and outbreak management	<ul style="list-style-type: none"> Additional information on Health Protection Team engagement and advice on admission during an outbreak
5	4. Care for people at the end of life and after death	<ul style="list-style-type: none"> Additional information on end of life care and end of life plans
6	5. Advice for staff	<ul style="list-style-type: none"> Updated advice for staff. Includes additional information on PPE, workforce restrictions, Test and Trace for staff, staff with symptomatic family members, and what staff should do if they test positive or negative for COVID-19 Updated advice for care home managers. Includes further information on sick leave policies and training
7	6. National support available to implement this guidance	<ul style="list-style-type: none"> Additional information on the Adult Social Care Infection Control Fund and care homes support package
ANNEXES		
8	Annex A: COVID-19 symptoms and higher risk groups	<ul style="list-style-type: none"> Additional information on additional COVID-19 symptoms, NHS mutual aid, and presentation of symptoms in different groups of people
9	Annex B: Definitions of COVID-19 cases and contacts	<ul style="list-style-type: none"> Additional information on additional COVID-19 symptoms, definition of 'contacts', 'outbreaks' and care homes seeking advice from Health Protection Teams
10	Annex C: Isolation of	<ul style="list-style-type: none"> Updated advice on isolation procedures

Quality Improvement

Quality improvement in long-term care settings: a scoping review of effective strategies used in care homes

[Neil H. Chadborn](#), [Reena Devi](#), [Kathryn Hinsliff-Smith](#), [Jay Banerjee](#) & [Adam L. Gordon](#)
European Geriatric Medicine (2020)

4 September 2020

<https://link.springer.com/article/10.1007/s41999-020-00389-w>

Spirituality & hidden costs

Care home residents are 'losing the will to live' in prison-like homes still locked down because of coronavirus, charities tell MPs

- Lack of contact with loved ones led to rapid deterioration of elderly residents
- Families said residents were so depressed they had stopped eating and drinking
- Care homes been under strictest lockdown since March, with visits scrapped

By [CONNOR BOYD HEALTH REPORTER FOR MAILONLINE](#)

PUBLISHED: 17:36, 12 August 2020 | UPDATED: 18:25, 12 August 2020

Has this been an experience for any of your residents?

Reflections on the pandemic

Share our stories with each other.



Teamwork



Long Haul



Trauma & Recovery

framework

Reflection – Breakout rooms

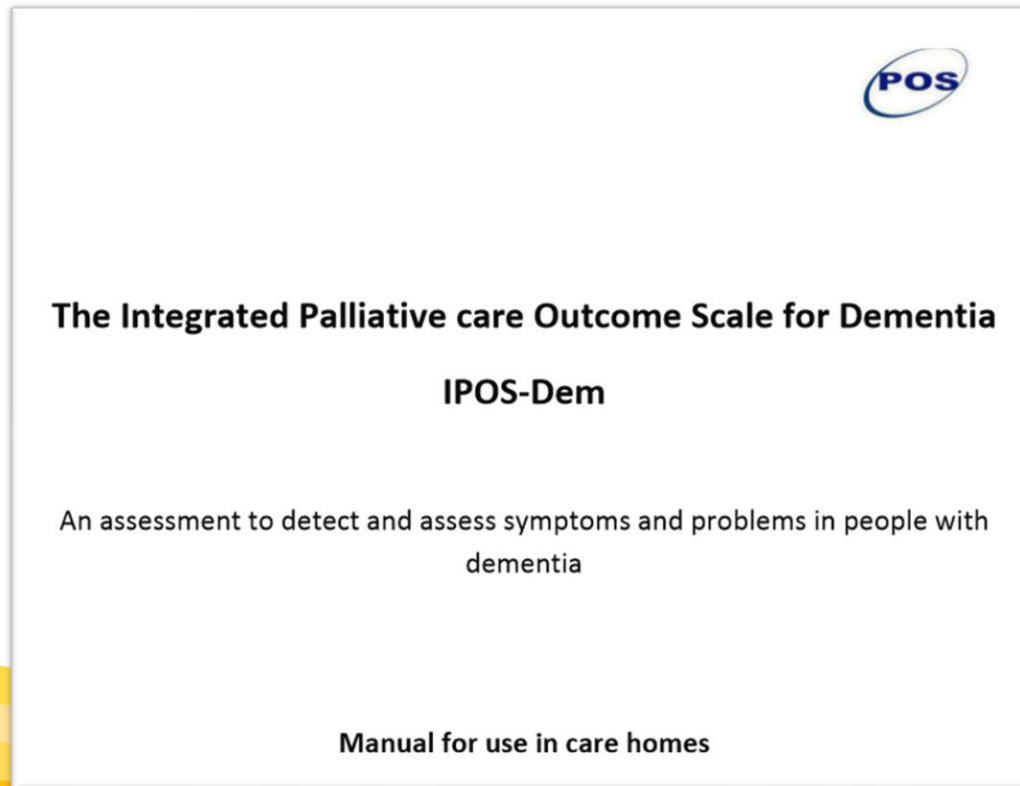
EHCH – Are you finding the relationship between the home and primary care is changing, If so how?



Reflection – Breakout rooms



Outcomes - How are you measuring residents experience of care? For example - IPOS



For staff use
Patient number:

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IPOS Patient Version



www.pos-pal.org

Name:

Date (dd/mm/yyyy):

			/				/					
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Please write clearly, one letter or digit per box. Your answers will help us to keep improving your care and the care of others.

Thank you.

Q1. What have been your main problems or concerns over the past week?

1. _____

2. _____

3. _____

Q2. Below is a list of symptoms, which you may or may not have experienced. For each symptom, please tick one box that best describes how it has affected you over the past week.

	Not at all	Slightly	Moderately	Severely	Overwhelmingly
Pain	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
Shortness of breath	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
Weakness or lack of energy	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
Nausea (feeling like you are going to be sick)	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
Vomiting (being sick)	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
Poor appetite	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
Constipation	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
Sore or dry mouth	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
Drowsiness	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
Poor mobility	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>

Please list any other symptoms not mentioned above, and tick one box to show how they have affected you over the past week.

1. _____ 0 1 2 3 4

2. _____ 0 1 2 3 4

3. _____ 0 1 2 3 4

Over the past week:

	Not at all	Occasionally	Sometimes	Most of the time	Always
Q3. Have you been feeling anxious or worried about your illness or treatment?	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
Q4. Have any of your family or friends been anxious or worried about you?	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
Q5. Have you been feeling depressed?	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>

	Always	Most of the time	Sometimes	Occasionally	Not at all
Q6. Have you felt at peace?	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
Q7. Have you been able to share how you are feeling with your family or friends as much as you wanted?	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
Q8. Have you had as much information as you wanted?	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>

	Problems addressed/ No problems	Problems mostly addressed	Problems partly addressed	Problems hardly addressed	Problems not addressed
Q9. Have any practical problems resulting from your illness been addressed? (such as financial or personal)	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>

	On my own	With help from a friend or relative	With help from a member of staff
Q10. How did you complete this questionnaire?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you are worried about any of the issues raised on this questionnaire then please speak to your doctor or nurse

Reflection – Breakout rooms

Impact of Covid – Has the relationship changed between the staff and your residents? If so, How?



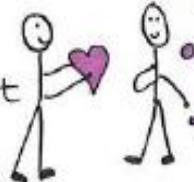
Own Mental health

MANAGE YOUR ENERGY, NOT YOUR TIME

from Harvard Business Review, October 2007
Tony Schwartz and Catherine McCarthy

physical energy

- enhance your sleep by setting an earlier bedtime and reducing alcohol use
- engage in some form of exercise every day
- eat small meals and light snacks every three hours
- pay attention to signs of flagging energy
- take brief, regular breaks from work at 90- to 120-minute intervals



spiritual energy

- identify your "sweet spot" activities that give you feelings of effectiveness, effortless absorption, and fulfilment, and find ways to do more of these
- allocate time and energy to what you consider most important in your life
- live your core values by practicing them intentionally



emotional energy

- defuse negative emotions, such as irritability through deep abdominal breathing
- fuel positive emotions in yourself and others by regularly expressing appreciation
- look at upsetting situations through new lenses:
 - ➔ REVERSE LENS "what would the other person in this conflict say, and how might they be right?"
 - ➔ LONG LENS "how will I likely view this situation in six months?"
 - ➔ WIDE LENS "how can I learn and grow from this situation?"

mental energy

- reduce interruptions by working on high concentration tasks away from phones and email. Switch them off.
- respond to voice mails and emails at set times during the day
- select the most important challenge for the next day the night before. Then make that your first priority when you start work.



Sketchnote by Hayley Lewis
©Haypsych June 2020



Dying Matters

12 hrs · 

Every day, **#frontline** workers put their **#mentalhealth** at risk. That's why **Hospice UK's** new 'Just B' counselling and trauma helpline is available 7 days a week from 8am-8pm for NHS, care sector staff & emergency service workers. Call 0300 030 4434 **#support #COVID19** with **St Michael's Hospice - Hereford Our Frontline**



We're proud to support Our Frontline.

Need support with bereavement or trauma? We can help.

Phone our counselling and trauma helpline



Wellness

- [What causes wellness | Sir Harry Burns | TEDxGlasgow ...](#)



Support Resources

NHS Covid-19 Mental Health Hotline for NHS staff, open 7am to 11pm every day for free advice and support:

PHONE **0300 131 7000** or TEXT: **FRONTLINE** to **85258**

[Free Wellbeing Apps for NHS & frontline staff](#)

Spotting the signs of PTSD <https://vimeo.com/270756317>

Nottinghamshire Care Homes Coronavirus Toolkit

<https://healthandcarenotts.co.uk/your-health-matters/care-homes-and-home-care-toolkit/>

and the future?



**We remember, we rebuild,
we come back stronger.**

Barack Obama

“ quote fancy

Open discussion and questions?

Next GSF Support Call

- Date TBC
- Do let colleagues and other non GSF homes know they are welcome to join the support calls
- Resources and power points will be put on the website following each Support Call

Thank you

Together we can make a difference !



www.goldstandardsframework.org.uk

info@gsfcentre.co.uk