

# Therapy Services Integration and Partnership: Collaboration of AHPs to produce a e-learning package for care home staff

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## Background

- Group of AHPs (Dietitian, Occupational Therapist, Physiotherapists, Podiatrist, Speech and language therapist) met during first wave of Covid to discuss barriers and innovations as part of Therapy Service Strategy integration and partnership theme.
- A move from face to face contact with care homes resulted in innovative work
- Considered how could this work be taken forward and embedded as standard practice
- Consensus to provide training and development to care homes digitally
- Funding identified to be used up before end of financial year 2020/21 for a project aimed at providing information and training to support carers and improve the working relationship between care homes and therapists.

## Aim

- Develop and deliver e-learning and competency based training and resource package to homes across Newcastle to;
  - Improve carers skill in recognising a deterioration/need in a resident and how they can help.
  - Empower carers to provide a basic intervention to help a resident that does not require immediate intervention from a therapist.
  - Provide a better quality and timely service for residents.
  - Allow therapist to focus services towards residents who are most in need.

## Process

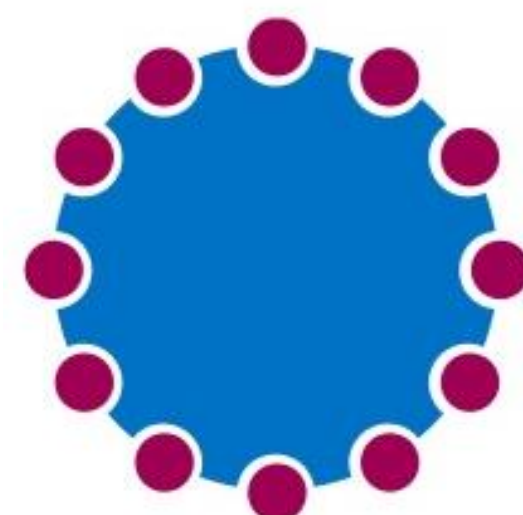
- Met with Care Homes Quality Lead NGCCG who recommended we align our e-learning module content with CQC guidelines for care homes and ensure we include common themes e.g. pressure ulcer prevention, BMI, falls.
- Met with Training and Development to discuss our vision for virtual training package
- Each therapist produced a one page document of the content they envisaged being included in their module.

## Engaging with Stakeholders

- All care homes in Newcastle were sent a link to a survey to gather their feedback about our project. 16 responses were received. All responses said IT access would not be a problem and all thought the training would be useful for their staff
- From the survey, we virtually met with 7 care home managers from across Newcastle in 2 focus groups
- Feedback was positive, everyone agreed this training will be beneficial to staff and their residents
- Staff already have a lot of mandatory training to complete but they do not receive any training in any of our AHP areas
- Staff thought the only thing that may be missing digitally is the opportunity to ask questions
- Staff were keen to have 'champions' in each AHP area but there were some reservations regarding how much responsibility staff would be given

## Collaborating with training and development

- E-learning platform could be developed to hold the content for all therapy modules. We will be able to pull data from platform to ensure compliance is being met. It will be possible to add training videos, quizzes and content can be accessed from PC, tablets and smart phones.
- Disadvantages of this are that documents that we refer to in the e-learning cannot be stored and we are unable to host live webinars or group sessions
- Modules are in the process of being made after each therapist produced a document outlining the contact they will include.



## Dietitian module

Education from dietitians on malnutrition, dysphagia and dehydration in care homes. Training on the use of the MUST screening tool including how and when to refer to a dietitian. Practical advice for the dietary management of residents with conditions such as malnutrition, type 2 diabetes, pressure damage and coeliac disease.

## OT module

The role of the Occupational Therapist, seating and positioning, moving and handling (including falls), living well through activity and equipment.

## Physiotherapy module

Information about the role of physiotherapists, education about falls prevention and the importance of activity; and practical advice about walking aids and exercise ideas.

## Podiatry module

Education from podiatrists on recognising common foot problems and how to treat them, how to provide basic nail care, when to refer to podiatry, recognising deteriorating foot problems and what action to take, pressure damage prevention advice and complications of the diabetic foot.

## Speech and Language Therapy (SLT) module

The SLT module is in the process of being created by the training and development team. Please see the QR code below to access the some of the module content.

- The SLT module is looking great so far!
- A key aim for SLT is to improve the quality of referrals we receive and to improve care staff's knowledge of dysphagia (difficulties swallowing). This will make us all more efficient
- We plan to direct staff to the module with any general phone queries but also when we receive inappropriate referrals rather than having multiple missed phone calls and messages being passed on (which is often what happens!)
- We have added quizzes and scenario based tasks to make the learning more interactive

