

NEWSLETTER

WELCOME FROM CLAIRE RINTOUL, SHEFFCARE CEO

Hello and welcome to this second edition of our new Sheffcare newsletter where we'll be sharing news and updates quarterly.

It's been a busy three months, not least for Hollie Lindley, our Manager at Burnt Tree Croft who passed her interview with the CQC to become our newest Registered Manager.

Working for Sheffcare runs in Hollie's family: three of her aunties work at Knowle Hill and her mum also worked at the old Knowle Hill.



Hollie Lindley



ROOM TO REWARD

Room to Reward is a unique volunteer-recognition charity created to say 'thank you' to the Hidden Heroes – inspirational volunteers who give up their time to make a difference to those who need it most; they have hotel and holiday park partners who donate their unsold rooms. We nominated two of our longstanding volunteers and are delighted that they were successful.

Hannah has been volunteering with us since 2018 as a Gardener and has done some amazing work in making our gardens a welcoming and thriving environment for our Residents to enjoy.

Adam has been volunteering for two years as a Driver and his support has meant that Residents have been able to enjoy more trips out and about.

Congratulations to both Hannah and Adam and we thank you so much for your support and contribution.



SHEFFCARE SUMMER ROUND UP



QUALITY & IMPROVEMENT UPDATE

Over the past six months, we have made significant strides in enhancing the quality of care across all our homes. We have been doing audits and checks to ensure we continue to meet and exceed the highest standards. These include:

- Quality Audit
- Kings Fund Enhanced Environment Audit
- Dining Experience Audit
- Laundry Audit
- Safeguarding Audit
- MUST (Malnutrition Universal Screening Tool) Audit
- 1:1 Audits

We're pleased to report that, on average, all homes have been performing well, consistently scoring "Good," with a few homes even achieving "Outstanding" ratings. This is a reflection of the hard work and dedication of our teams.

Council Contract Reviews

Several homes have also been visited by the Sheffield Council Contracts Team. We are proud to announce that the feedback has been overwhelmingly positive, particularly for Cotleigh and Knowle Hill, which had no recommended actions or areas for improvement—an incredible achievement. Well done to everyone involved.

Improvements in Digital Record-Keeping

After recent drop-in sessions, training, and sharing new user guides, we are seeing great progress in the use of our Person-Centred Software (PCS). Staff are now recording more detailed and useful information, further enhancing the care and support we provide to our residents. This improvement is already making a significant difference in the accuracy and depth of our care records.

Focus on Reducing Falls

We have continued our focus on preventing falls, and we're happy to report a 28% reduction in falls since April. This decrease is a direct result of our team's efforts and specific initiatives:

- A couple of years ago our staff all did React2Falls training and it's a very good tool to help us prevent and manage falls. All staff are redoing the training so that we can be reminded of best practice.
- We're trialling decaffeinated drinks as the default in all homes. New research is showing that this reduces falls as caffeine can have an irritating effect on the bladder especially in older people and can mean that people need to rush to the toilet. Decaf drinks can also help improve people's sleep, meaning that they're better rested the next day and can possibly also reduce the number of UTIs (urinary tract infections). We'll be feeding back results to our Quality Committee in a few months. If residents prefer caffeine in their tea and coffee then they still have that choice.
- We have a Falls Group with representatives from all homes. The group shares issues and ideas, looks at factors that are contributing to falls, current research, what's helped and we share the learning with every Sheffcare home
- We are identifying people who fall more frequently, looking at what the data is telling us and then adapting our care. For example, if falls are happening at a certain time of day we will do extra checks. We might provide a sensor mat, or change our assessment. We're also looking at what new digital tech might be coming that could help us be more proactive and help keep residents independent.

ENHANCING CARE WITH PERSON-CENTRED SOFTWARE

You may have noticed our staff using new handheld devices across all Sheffcare homes. These devices, which look like smartphones, are part of our Person-Centred Software (PCS) system. We have introduced this innovative tool to not only enhance reporting standards but also reduce the time spent on written admin tasks—allowing our staff to focus on what really matters; spending quality time with our residents.

At Sheffcare, our primary goal is always to improve the quality of life for the people we care for but we believe it's equally important to support those providing that care. Our dedicated staff choose this profession because they are passionate about caring for people, not because they want to be bogged down by paperwork.

With PCS, we're transforming the way we handle admin tasks. Instead of lengthy written records, our staff can now record vital information in real-time, directly into the system, as part of their natural care routine. This means less time on paperwork and more time connecting with residents—ensuring that the focus remains on delivering exceptional care, without sacrificing the accuracy of our records.

By making technology work around care, rather than the other way around, we are continuing to create a more efficient, compassionate environment for both residents and staff.

DEMENTIA AWARENESS SESSIONS

Sheffcare is committed to supporting families and friends of our residents living with dementia. We are pleased to announce that Kathryn Rawling, our Dementia & Wellbeing Manager, is holding regular Dementia Awareness sessions across all Sheffcare homes.

These free training sessions provide a safe and welcoming space for you to learn more about dementia, its impact, and how to best support your loved one.

Here's what you can expect to gain from the sessions:

- A deeper understanding of dementia and its different stages
- Communication strategies for effective interaction
- Techniques for managing challenging behaviours
- Resources and support available within Sheffcare and the wider community

For more information and to book your place, please contact Kathryn Rawling on 0114 2808888 or via email at kathryn.rawling@sheffcare.co.uk

UPCOMING DEMENTIA AWARENESS SESSIONS

Cotleigh Residential Home

18th of November 2024

10.00am - 1.00pm

Housteads Residential Home

14th of November 2024

11.00am - 2.00pm

Knowle Hill Residential Home

13th November 2024

1.30pm - 4.30pm

&

25th November 2024

1.30pm - 4.30pm

HOW CARE HOMES SUPPORT OLDER PEOPLE TO THRIVE

My Home Life England has conducted one of the largest research studies on older people's experiences of living in residential care.

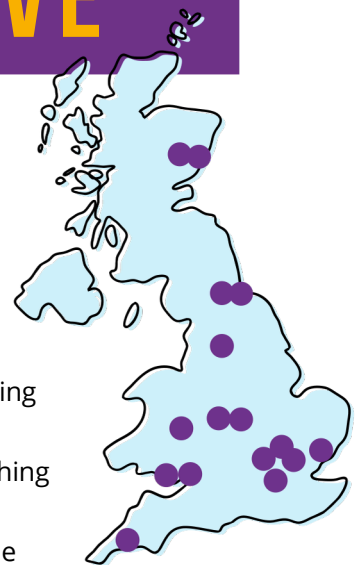
They spoke to 125 people across 16 care homes in England, Scotland and Wales.

They heard the stories of **older people**, as well as **families** and **care teams**.

They wanted to find out what the experiences were of living in residential care, including what mattered to older people.

They found that, whilst care homes may not be right for everyone, they can be everything for some.

Their research reveals **six key ways** that older people can **thrive** in a care home, if the conditions are right.



THRIVE RELATIONALLY

Being around others was a lifeline for

many older people, who had felt isolated living on their own. Many had formed friendships with others and relationships with their care team.

Moving to a care home had also helped restore strained family relationships. Families felt welcomed, reassured, and able to stay actively involved in their older relative's life.

"The enjoyment of saying, 'Good morning,' 'good morning,' 'good morning,' 'good morning.' [Imitating different voices] ...I think a feeling of that you are part of a community. And things go wrong, things go right. Rally round."

Tom, aged 92



THRIVE ACTIVELY

Whilst living at home, some older people

had not been able to do the things they enjoyed.

Care home activities and connections with the community enriched lives and helped older people to find purpose and feel valued.

"Instead of being miserable at home and nothing to do, ...plenty of things to do here... Occupy my mind."

Wally, aged 93



THRIVE INCLUSIVELY

Care homes can be inclusive environments

where diversity is valued and respected.

We heard examples of older people being supported to embrace their faith, culture, ethnicity, sexuality and gender identity. This also helped families feel confident their loved one would be well-supported.

"We have made an environment where somebody feels so safe that at age 82... he's been able to come out [as gay]... If this environment is safe enough that somebody feels that they can do that, this environment is correct."

Jay, care home manager



THRIVE SECURELY

Before moving into a care home,

some of the older people we spoke to were living difficult lives, experiencing poor housing, insecurity and even violence. Others felt anxious about being alone in their own homes, especially at night.

Care homes can offer the reassurance and safety that some older people might need, and also alleviate the strain and worry for families.

"I've been here a year now... So, this is my home. [Crying]... When I get into that bed at night, I know I'm safe. And I know if I'm not well someone will come in. It's a lovely feeling... And just contentment, really. And they're so kind."

Irene, aged 81



THRIVE WITH DIGNITY

Many older people found it

increasing difficult to keep on top of household chores such as laundry before they moved to a care home.

They really valued that these things were now taken care of.

Others had previously struggled with personal care, but now had support from care staff with things like bathing and using the toilet.

"The carers are a wonderful bunch. And you can see how dependent I am on them... unfortunately, I have to wear pads. So, they're a big part of me wearing pads. I hoped I would never have to... so I am very, very dependent on the carers, who, here, I must say do a wonderful job."

Fifi, age 84



THRIVE HEALTHILY

Care homes support with

healthcare, including managing medications and noticing when things aren't right.

Through care teams recognising changes and responding quickly, many older people felt that their health had improved since moving in.

They also put this down to regular mealtimes and good quality food.

"When I was at home, when I was feeling really bad with shortness of breath and feeling weak, I had to get myself something to eat. It used to take me an hour and a half to get a cup of tea and I lived for a fortnight on brown bread, Marmite and oranges... I was lacking good food."

Suzanne, age 98

They've shown that, although there can be challenges to living in a care home, when the conditions are right, residential care can support older people to really thrive.



To see more information and the full report, please visit: myhomelife.org.uk/thriving or scan the QR code.

FOOTBALL AND COMMUNITY CONNECTION AT SPRINGWOOD RESIDENTIAL CARE HOME

At Sheffcare, we prioritise what matters most to our residents. During resident forums, many shared that football had played a significant role in their lives. In response, Sheffcare's Dementia and Wellbeing Manager Kathryn Rawling explored ways to bridge the gap between life in care homes and community activities, particularly Sheffield football.

We successfully connected with memory groups at Sheffield United (SUFC) and Sheffield Wednesday (SWFC). These monthly sessions, held at Bramall Lane and Hillsborough, feature players, ex-players, and the public, including those living with dementia. SUFC legend Tony Currie has been especially supportive, attending sessions and offering to visit homes to talk about his career.

Springwood Care Home shared information about these groups with families, encouraging residents to reconnect with the community. Peter Philips, a long-term resident and devoted Sheffield United fan, attended a session with his family. Peter found the experience engaging, enjoying refreshments, past match screenings, and a talk by Tony Currie.



After attending, Peter's family reported it had been a fantastic experience, offering them an opportunity to make new memories together. They are eagerly looking forward to the next meeting. This outing was a wonderful way for Peter to spend some quality time with his family at a place that means so much to him, a wonderful boost to his mental wellbeing.

The football memory group has not only provided social interaction but has also helped us better understand how to support residents like Peter. This initiative highlights the positive impact of community engagement in enriching our residents' lives.

DEMENTIA EXCELLENCE

At Sheffcare we are working hard to build on our existing high standards of care in our homes.

To help us we are using Dementia Care Mapping, which helps understand and improve the lives of people living with dementia by seeing things from their perspective. This is a well-established approach and aims to improve the quality of life for people living with dementia.

To ensure we are achieving Centre of Excellence standards we will also be working with the National Dementia Care Accreditation Scheme. They will assess our homes based on three key principles:

- Person centredness
- Care environment
- Team approach and culture

We will continue to work to our very high standards and these new projects will make our homes even better for residents, families and all our staff across Sheffcare.



OUR STAFF HAVE COMPLETED
OVER 14260 E-LEARNING
TRAINING COURSES SINCE THE
START OF THE YEAR



ALL 9 SHEFFCARE HOMES
HAVE RECEIVED A 5 STAR
FOOD HYGIENE RATING



ON AVERAGE, 24,162
RECORDINGS ARE ENTERED
ON PERSON CENTRED
SOFTWARE EACH DAY



WE'VE BEEN PROVIDING
CARE FOR OUR RESIDENTS,
24 HOURS A DAY, 7 DAYS A
WEEK, SINCE FEBRUARY 1994



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