HLP case study

# Significant 7 training – Haringey

*The Care Homes Team in Haringey Clinical Commissioning Group (CCG) conducted training across two Care Homes in their area.*

*The aim of the training was to help reduce unplanned hospital admissions, LAS call outs and falls by empowering care home staff to recognise early signs and symptoms of early deterioration of residents, respond appropriately and increase awareness of other available options aside from calling 999 such as 111, rapid response, GP and community matrons and providing them with a method of critical information to improve handover communication between staff within the home and other health care professionals and the paramedics.*

*Due to a high number of conveyances in to hospital and previously reported high number of falls 2 homes were targeted to receive the training.*

## Development

The Care homes have been engaging well with the Care Homes Team and worked closely with them to help implement the initiatives. Meetings were arranged with the registered managers and their training managers. During the meetings, aims and objectives of the training were explained, training plans were developed and dates were scheduled. The teams also ensured that the facilities were suitable for training and equipment such as laptop and projector/ screen were available, to ensure that facilitation of training was carried out effectively.

All staff including housekeeping and maintenance who play important parts in running of the Care Home and providing care to residents were included in the training. The reason was that they engage with the residents in their day to day practice and are also in a position to notice if something was wrong with the residents so they can immediately inform the nurse in charge or senior staff if necessary.

Several sessions were carried out in both homes. There were 7 sessions facilitated in Priscilla Wakefield House as they have 99 staff to train; this included the night staff and some ancillary staff. The other Care Home had 2 with the total attendance of 18 staff. Pre and post training questionnaires were given during the training to evidence the impact of the training.

**Outcomes**

The 6-week post training questionnaires completed show that staff have an increased awareness and understanding that calling 999 is not always the first point of contact unless it is life threatening. A majority of the staff who responded to the questionnaires said that they use the Significant 7 training tool to check on the changes to their resident’s health and that it has changed their practice for the better. Additionally, staff said that their communication with GP, community matrons and other health care professionals have improved. Furthermore, a manager from one of the Care Homes said they have observed an increased knowledge and confidence in their staff, identifying deterioration in residents, knowing who to contact and using other available options in seeking assistance such as 111 \*6, rapid response, GP and community matron. It has been recognised within the Care Homes that the training has played a critical role in highlighting the importance of coordinated action of the staff and multidisciplinary team (MDT), and effective communication to improve the quality of care their residents receive.

During a review of monthly dashboards received from one of the Care Homes, they have demonstrated that residents admitted to hospitals were appropriate and were seen and assessed by the MDT team prior to admissions.

Monthly dashboards from another Care Home show that the number of falls has reduced. The Care Home Manager has also remarked that staff are more engaged and integrated and awareness of falls prevention has increased.

## Find out more contact…

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