The CAPA programme is really making a difference, enabling and inspiring older people and those who support them, to move more and more often - improving health, happiness and reigniting connections with local communities. Our March update highlights just some of the fantastic improvements happening across care services involved in CAPA.

Community connections give Nessie’s confidence a boost

Through getting to know 86 year old resident, Nessie Montgomery, and supporting her to move more, we find that she is now feeling much more confident and gets involved in lots of activities at the home and in the wider community.

Nessie was struggling with back pain and found walking distances difficult when she arrived at Balmedie House in June 2017.

Ann Reid, care home manager remembers:

“Nessie always has lots to say about what she is up to and how it makes her feel so staff asked if she would like help to write her own notes to express her opinions about life at Balmedie House.”

Nessie was initially nervous about her writing skills but staff and her daughter worked with her to build her confidence and support her.

Now Nessie and her daughter write comments on the things she has been doing and how they made her feel. Staff at the home print pictures of events and activities that Nessie enjoys, leaving space for her to write her own comments so that she has something to keep and reminisce about. Lynn Ingram, senior care worker said: “We’ve seen improvements in Nessie’s general wellbeing and her social skills since starting to help record her own notes. She is much more confident and has good relationships with her circle of friends.” Nessie can be seen out locally on trips, shopping and the local health walk and is always happy to share how these make her feel.

Paula Bisset, improvement adviser said: “By taking time to explore what she enjoys and is still able to do, supporting her to express herself, Nessie’s quality of life has improved. It has also helped her family to get more involved in Nessie’s day to day life at Balmedie House. By taking this approach with Nessie, it’s also helped staff to look for what other residents can do, instead of focusing on what they can’t. It’s really great to see.”

Nessie enjoys the fresh air and appears happier and chattier when out and about. She also recently attended her grandson’s wedding, along with a member of staff for support. This is something that she would not have been able to do before staff started taking a CAPA approach.

“I enjoyed clapping them, had ponies when I was younger. Would love them to come back to the house, plus any other animals to the house.’
Isobel inspires others to move more too

This story, from Forthbank Care Home in Stirling, shows how collaboration, great partnership working and families working together can really make a difference to someone’s life.

71 year old Isobel Jordon tells us that she is up and about every day and now: “I start with my steps within the home and then I set off in my power chair to join the Active Stirling walking group. It’s great!”

However, it wasn’t always like this for Isobel, who has various health difficulties after a stroke. Anne Brown, Activities Coordinator said: “The CAPA learning events got us sparking ideas and developing ways to promote moving more for everyone in the home. We realised that moving more adds to people’s lives and promotes positive health in so many ways.”

Staff chatted with Isobel to find out what mattered to her and how best to build opportunities for her to move more each day. Staff had learned how to take an improvement approach and used a Plan, Do, Study, Act (PDSA) method to try things out and to look at what was working what wasn’t and what they could tweak to keep working to this goal.

Anne said: “Isobel really wanted to be mobile enough to get away for a night with her husband in a caravan. This was her motivation to move more.”

Social care staff and health staff demonstrated good partnership work as they helped Isobel reach this personal goal. For example her physiotherapist worked with Isobel so that she learned how to transfer from her wheelchair to a chair and staff helped her practice this new skill every day. Once she had mastered this, staff supported Isobel to take small steps with a tripod walker.

Isobel said that as she became more mobile, she felt happier. However a bout of illness meant that she became unwell and lost her confidence and motivation. Resilient staff didn’t give up, knowing that there can often be ups and downs.

Anne continued: “We spoke with Isobel and together decided on a diary so that she could record her progress and reflect on her day. Isobel felt that this helped her to feel better and to get back on track.” When Isobel’s strength and balance improved, she started Tai Chi and yoga sessions, which she thoroughly enjoyed.

Here’s where good community connections and work with family came into play. Isobel joined Active Stirling’s walking group, and once her mobility had improved enough she was able to manage in a caravan without her wheelchair. Supported by two staff, Isobel had a great time away. She shared household tasks with her family, had a late night, won at bingo and spent her winnings on treats for friends and family.

Since the trip, Isobel has felt much happier and sociable. She is now encouraging others in the home to move more and has taken up gardening.
Promoting more movement and independence

How does what you say and write about your service reflect your work to promote movement and independence so that people can live the life they want?

We’ve seen lots of examples where care services have reflected an ‘old’ task-focused way of working in materials that they use to promote what they provide and we’re pleased to see many changing this information so that’s it’s a person-led human rights approach, in line with Scotland’s Health and Social Care Standards.

Here is an example of the sort of thing services say or have said in the past:

‘We believe in allowing residents to live their lives the way they want, promoting their abilities as much as possible within a busy care home setting.’

‘Allowing’ gives the impression that residents have no control over their lives. If you are the person allowing others to do things, you have the power and control. ‘As much as possible’ and ‘busy care home setting’ can mean that the residents have to fit in with the service, rather than the other way around

Now we are seeing materials that are worded differently like this:

‘Each person will be helped and encouraged to reach their full potential and supported to make informed choice so they can remain in control of their care and support.’

Shifting from a task orientated culture of care to one that is a person-led, human rights based approach clearly lets people know what they should expect from the service. This includes providing an enabling environment where people have opportunities to move and to remain in control of care and support. For example, keeping the door to the garden unlocked so that someone can freely go out into the garden at anytime, rather than having to ask a busy member of staff to unlock the door.

The Health and Social Care Standards state that people experiencing care should expect to be able to live in an environment which promotes their independence and supports them to live a meaningful life.

1.6 I get the most out of life because the people and the organisations who support and care for me have an enabling attitude and believe in my potential.

The information people that receive about a care service before they decide to use it should reflect that they will be able to live the life they choose. Services can amend their information and what they offer so that it clearly reflects that staff uphold the principles of the new Standards and provide a service that is right for individuals.

A good way to start is by looking at the headline outcomes and descriptive statements in the Standards. Ask yourself what you are already doing that shows you are meeting each of the descriptive statements. For most, you can observe in practice how an individual is treated and communicated with by members of the team, including written materials. You can also find evidence in other places, for example by asking people, their families, in personal/care plans, six monthly or annual reviews and the initial assessment documents you use. From this exercise you will have a better understanding about what information you currently include about the service you provide and how it can be improved.
Did you know?

The Chief Medical Officer’s “Annual Report: Practicing realistic medicine” reminds us of the approaches that will best help to improve Scotland’s health.

These are:

- a more personalised partnership with people through shared decision making
- get better at determining what matters to people
- involving people, families, carers in decisions leading to safer care.”

It is good to see that the approach that CAPA suggests is similar to advice from the chief medical officer. The first point is to get to know the person even better to find out what works for them, and what matters to them. And also of course to remember that people come with family, neighbours, and friends. Together we can all help to make any support we provide individual to the person and their community, wherever they live.

Connecting to the Health and Social Care Standards

Here is an example of how a care at home service promotes the principle of Responsive care: experiencing my care and support, descriptive statement 1.22 “I can be independent and have more control over my own health and wellbeing by using technology and other specialist equipment.”

“...phone me up when they are on the way to my house, so that I have the time to walk to the door to let them in. They also found a local library group to join to learn about using the iPad my grandkids gave me for Christmas.”

Download the Health and Social Care Standards.

National Walk to Work Day - get involved!

Walking can help to clear the mind, burn calories and get your heart pumping. Doing this before work could encourage and influence you to eat healthier throughout the day.

Getting involved in National Walk to Work Day on 5 April 2019 could help put you on the right track to a healthier you.
Functional fitness MOT - training dates

Later Life Training is running three, one day practical courses in Scotland for anyone working with older adults to increase physical activity, levels, strength, balance and coordination.

About Functional Fitness MOT
You will find out:
- how the different components of fitness can improve health and well-being for adults aged 50+ and older adults aged 65+
- why strength, balance and coordination are important for independent living, mobility and the prevention of falls
- how to initiate meaningful conversations with older people about their functional fitness
- how to organise Functional Fitness MOT activities and events designed to educate older people.

Dates
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<tr>
<td>Edinburgh</td>
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Book your place at [www.laterlifetraining.co.uk](http://www.laterlifetraining.co.uk)

Learning events

Our first round of learning events will take place in April and May. People will learn about the programme, learn from other services taking part, share good practice and find out how to support older people to move more often every day.

You will learn:
- about the ‘How, Do, Study Act’ improvement model and how to use it
- how to use the CAPA resource pack
- how to overcome challenges to support people to move more often
- how to prioritise and action plan improvement activities.

There will also be plenty of opportunities throughout the day for people to be active and move around!

Watch this [clip](#) from our learning events last year.

Visit us at: [www.capa.scot](http://www.capa.scot)

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