

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 May/June update highlights just some of the fantastic improvements happening across care services involved in CAPA.

Isobel regains her sense of purpose



Isobel

When 93 year old Isobel Forsyth moved into Grange Care Home in Kilmarnock, after a fall at home, it was a massive life change for her. Previously very independent and still driving, Isobel really struggled to come to terms with being in a care home and felt very unhappy and low.

Denise Pentland, manager said: "When Isobel joined us she was in a lot of pain and had many health issues. Staff at the home have really embraced promoting movement everyday and we have a whole team approach so it's everyone's business. We all spent time to get to know Isobel and find out what was important to her. Because of this she began to trust us and believe that we could support her to get her independence back."

Isobel desperately wanted to be able to go to the bathroom independently, which seemed impossible early on so the team looked at how they could break this down into smaller goals to build up her strength. Isobel started small gentle exercises in bed, sitting up for short periods then standing and being as involved in as much of her personal care as possible.

Laura Haggarty, improvement adviser said: "The team knew, from supporting other residents, that small things can make a big difference. This was an approach that they knew worked. They spent time to feedback and communicate among themselves to make sure that everyone had a part to play, that they were up to speed and were working on the same outcomes to support Isobel."

Isobel suffered a set back after she had another fall, where she broke her arm. However, staff remained positive and worked collaboratively with the physiotherapist to find a way to continue to build up Isobel's strength. Over the next three months, Isobel began to walk short distances with a pulpit frame. She then progressed to using a zimmer frame. Isobel soon became independent with her frame and was able to go to the bathroom by herself.

Denise continued: "Another one of Isobel's goals was to go out for afternoon tea to her favourite place, Highgrove. Once she was able, and felt more confident she went, with staff, and had a lovely time. Laura added: "A carer was going off on maternity leave and Isobel was determined to get into town to choose a gift and not rely on someone else to get the gift for her. These things matter to Isobel and staff respected this and worked with her to make it possible." Isobel said at the time: "I am now able to go out regularly to the shops. I feel happy, like I have a purpose again."

Isobel sadly died a few weeks ago. Denise said: "Isobel was a lovely lady and an inspiration to us all." We send our sympathies to her family and friends.

Ethel's much more mobile

Ninety-four year old Ethel Dowling lives in the Falls of Dochart Care Home, Killin. Ethel's independence is important to her and she is very sociable. Because she has Parkinson's disease Ethel finds it difficult to move. Her personal care is very important to her but Ethel found that she was struggling to do much of her personal care by herself.

Ethel wanted to remain as independent as possible. To start with, staff involved the local multi-disciplinary team (a group of health and social care experts) together with her GP who carried out a medication review.

Ethel's keyworker, Freda Cairns worked with other staff to put in place a daily care sheet to increase and enhance Ethel's mobility. Following the concept from the Care Inspectorate's 'Make every move count' resource, activity coordinator, Stephanie Cunningham explained: "We put a plan in place to help Ethel to walk very short distances with the support of two staff. By doing this regularly, Ethel's mobility improved. She is now able to walk with assistance from her room to the dining room each mealtime. Ethel is also able to manage a bit of her personal care herself.

"Ethel's teeth are very important to her. Her son brought in an electric toothbrush for her to use but she struggled to use it. So we spoke to the dentist who adapted it so that Ethel could use it herself."

To further increase Ethel's mobility and independence, staff worked with her to practice getting in and out of the car because she wanted to attend her granddaughter's wedding, which she did and had a fantastic day.

Stephanie said: "Ethel's mobility has improved so much that at the last entertainment night, she asked to get up and dance and, with the assistance of two staff, managed to do so!"

As well as focusing on Ethel's mobility, the team also wanted to see what they could do to improve Ethel's everyday life, using the Care Inspectorate's 'Make every moment count' resource. After getting advice from Generations Working Together, manager, Mandy and Stephanie wanted to develop their intergenerational work with Killin Nursery.

Mandy explained: "It started originally with annual visits around Easter, Halloween and Christmas. But after we did some intergenerational training with staff from the nursery the experiences for both the children and our residents are even better and everyone gets so much out of the visits, which now happen twice a week. Ethel, in particular has gained so much from this."



Ethel at her granddaughters wedding

Ethel loves children. She likes being sociable and enjoys all the different activities they do together.

Mandy continues: "Programmes like CAPA, using resources like 'Make Every Moment Count' and 'Make Every Move Count' and working with experts like Generations Working Together can make such a big difference to older people's lives. I've found that our staff have enhanced their skills and knowledge which has improved our residents' quality of life.

"I would say to other care services, using the Plan, Do, Study, Act model (PSDA) and looking at what you do already and how you can adapt things to see what works. It brings real improvements for people we care for and also helps staff to work better as a team. Ethel's story is a great example to show how it can work."

Care about walking

'Care about walking' is a new resource to support people in care homes and the wider community to walk more. It includes:

- guidance for care home staff
- information for residents and family members about the health benefits of walking and how to get started
- a set of posters with different designs and messages to promote walking around the care home
- an A3 wall chart to allow residents to set goals, track when and where they have walked and log the number of steps walked using a pedometer, accelerometer or fitness tracker.

Care About Walking

We are working with care home residents and staff in Perth and Kinross to develop and support walking activities in their care homes and the wider community.



Download the pack for free at www.pathsforall.org.uk/care-about-walking

WHEN IS THE EXPERT YOU?

Paula Bisset, CAPA improvement adviser, considers when you need an expert and when the expert is you.

"Sitting in a Dementia Friendly Design Masterclass run by Annie Pollock of the Dementia Centre recently, I was thinking about when we feel the need to bring in an expert to support work that we are carrying out.

"Annie is an Architect and Landscape Architect by training, and is currently an Associate Consultant for Hammond Care. Annie has specialised for many years in designing outdoor spaces for older people and those with dementia, and has won several awards for her work. Annie is most definitely an international expert in her field. During the Masterclass she shared some of her research, findings and ideas that can help design truly Dementia Friendly outdoor spaces that offer scope for exploration, safe navigation and interaction with nature and each other, but there were many others in the room too with expert knowledge in their own area.

"Experts come in all shapes and sizes: international researchers can lead the development of what is possible and push everyone's boundaries; local leads

and subject experts can know the detailed ins and outs of one specific topic; community links can be the experts in local capacity building. You, however, are an expert in your setting! The person experiencing care, you and the team you work in are best placed to understand what works.

"CAPA uses the Institute for Healthcare Improvement's Model for Improvement as the tool to show both improvement in practice and learning through reflection. Learning from the person experiencing care, from the work you do and what works best for your care setting lets you show the expertise you already have and supports individual and team development. It's vital to get support and skills advice from an expert when embarking on a new idea but you may already be that expert for someone else.

"Linking with other providers, sharing your experiences, mentoring others and publicising great stories are all ways of sharing expertise and building confidence in the sector to see the skills we already have. Never be worried about asking for expert help, but always remember that the person experiencing care and you are experts too."

Did you know?

"..lack of knowledge about the benefits of sitting less, mean that family, friends, and carers often encourage (older people) to sit more"

Chastin et al., 2014; Greenwood-Hickman et al., 2015

Connecting to Health and Social Care Standards

Here is an example of how a care at home service promotes the principle of Wellbeing 1.25: **"I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors."**

"Although I am in my 90s with poor eyes and bad hearing I wanted to return to playing golf so when the staff started to help me practise walking a bit further and getting in and out of the car I was delighted. I am now back at the golf club where I was given a very warm welcome. I am the oldest member there! I had a shot on the putting green yesterday."



**Health and
Social Care
Standards**

My support, my life.

Here is an example of how one care home promotes the principle of Wellbeing 1.28: **"I am supported to make informed lifestyle choices affecting my health and wellbeing and I am helped to use relevant screening and healthcare services."**

"When I left hospital after having my fractured hip fixed, I moved into a sheltered housing complex but I really couldn't manage too well. So I moved house into a care home. I felt very down and didn't like to socialise with the other people living there. The staff were determined to get me going and helped me to think about things that were important to me. They gave me time to stand and take some steps. This built my confidence and encouraged me to stand up more often and start to move with my walker. Within three months I was helped to become stronger, manage my own affairs and take care of myself once more. I am now living back in sheltered housing."

Download the [Health and Social Care Standards](#).

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