

BEST PRACTICE GUIDE FOR OLDER People Services Embedding Connected Lives

SCHOLAR - TAPIWA D. RADZOKOTA

**ACADEMY MANAGER - GILL FORWARD
PROJECT TEAM MANAGER - MAISY BROLIA**

**LEVEL 4 AWARD IN PROJECT
MANAGEMENT**



NICE National Institute for
Health and Care Excellence



[HTTPS://WWW.NICE.ORG.UK/ABOUT/NICE-
COMMUNITIES/SOCIAL-CARE/QUICK-
GUIDES/PROMOTING-POSITIVE-MENTAL-WELLBEING-
FOR-OLDER-PEOPLE](https://www.nice.org.uk/about/nice-communities/social-care/quick-guides/promoting-positive-mental-wellbeing-for-older-people)



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Promoting positive mental wellbeing for older people

A quick guide to promoting positive mental wellbeing for older people

N NICE / Apr 6, 2022

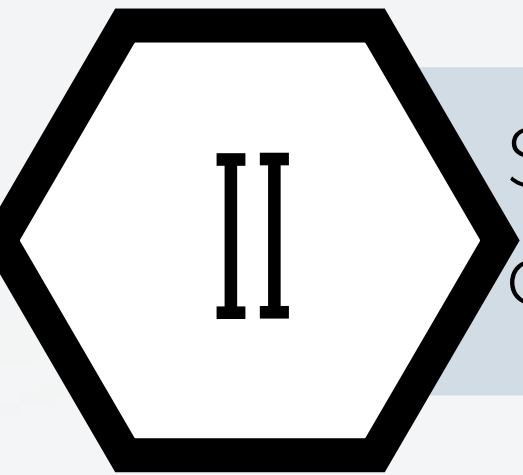
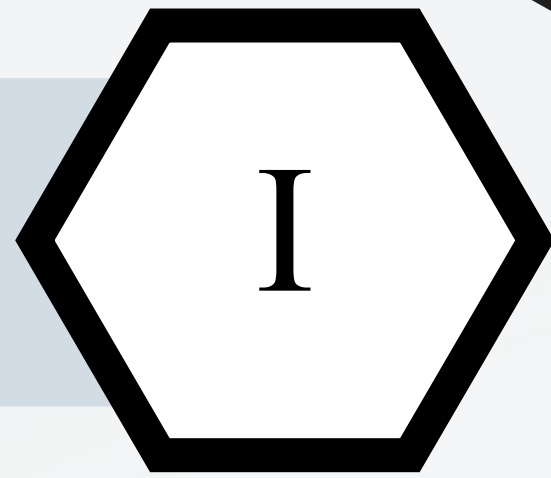
INITIATION PHASE



AIM STATEMENT

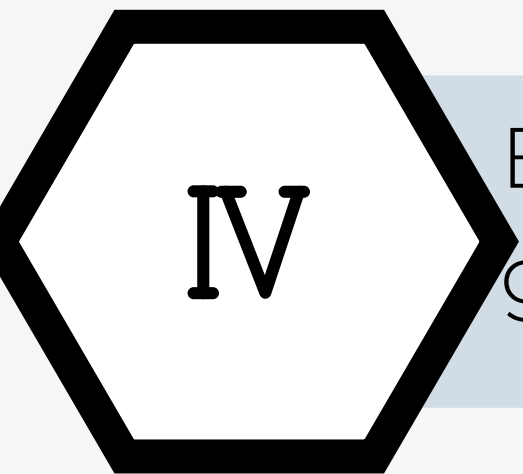
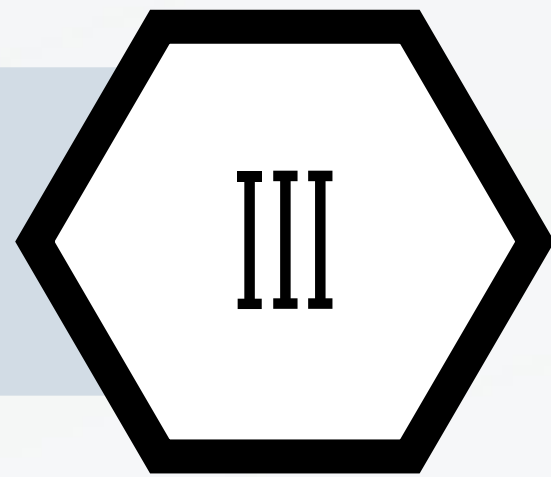
To empower and support our staff to deliver excellent professional practice leading to positive outcomes for people, in the most effective ways operationally and systematically. We therefore use the model of Connected Lives where choice, independence, enablement, and citizenship are at the heart of everything we do. This in turn gives us an opportunity to look at real and innovative solutions that enable people to live their lives to the full and achieve the CQC 'Outstanding' rating.

Full Complement of
competant staff



Staff training &
development solutions

Have in place an
activities budget

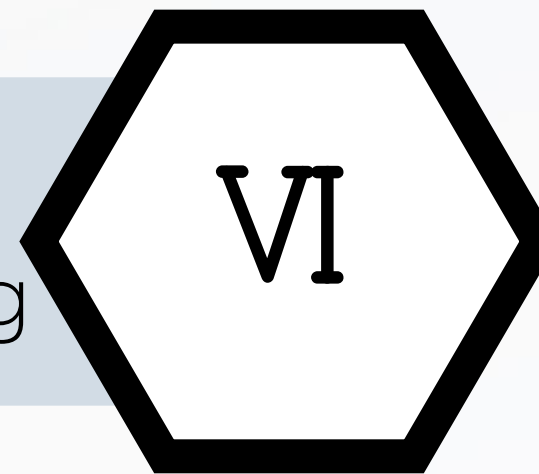


Establish person centred
goals from our residents



Simple work templates
according to policy

Achieve CQC
'Outstanding' rating



OBJECTIVES

IPO



PROJECT TEAM

Tapiwa - Project
Manager

Responsible for delivering
the project

VD

Project Sponsor

Provided resources, offered
inspired leadership &
encouragement

MA & PB

Project Coaches

Provided with support,
guidance & motivation

SM

Social Media

Administered content & helped
to increase social media
exposure & publicity

AD - BS - BW - LN

PI - SD - SM - MS

Got involved in the actual activities
and offered their feedback and
opinions

SMART GOALS

01

Monthly highlight meetings with project sponsor, staff & coaches

02

To complete the staff recruitment drive and induction process by 31 December 2023

03

Staff training and development solutions through e-learning & registrations for champion courses by HCPA to be in place by end of February 2023

04

Monthly activities budget to be finalized and approved by 1 December 2023

05

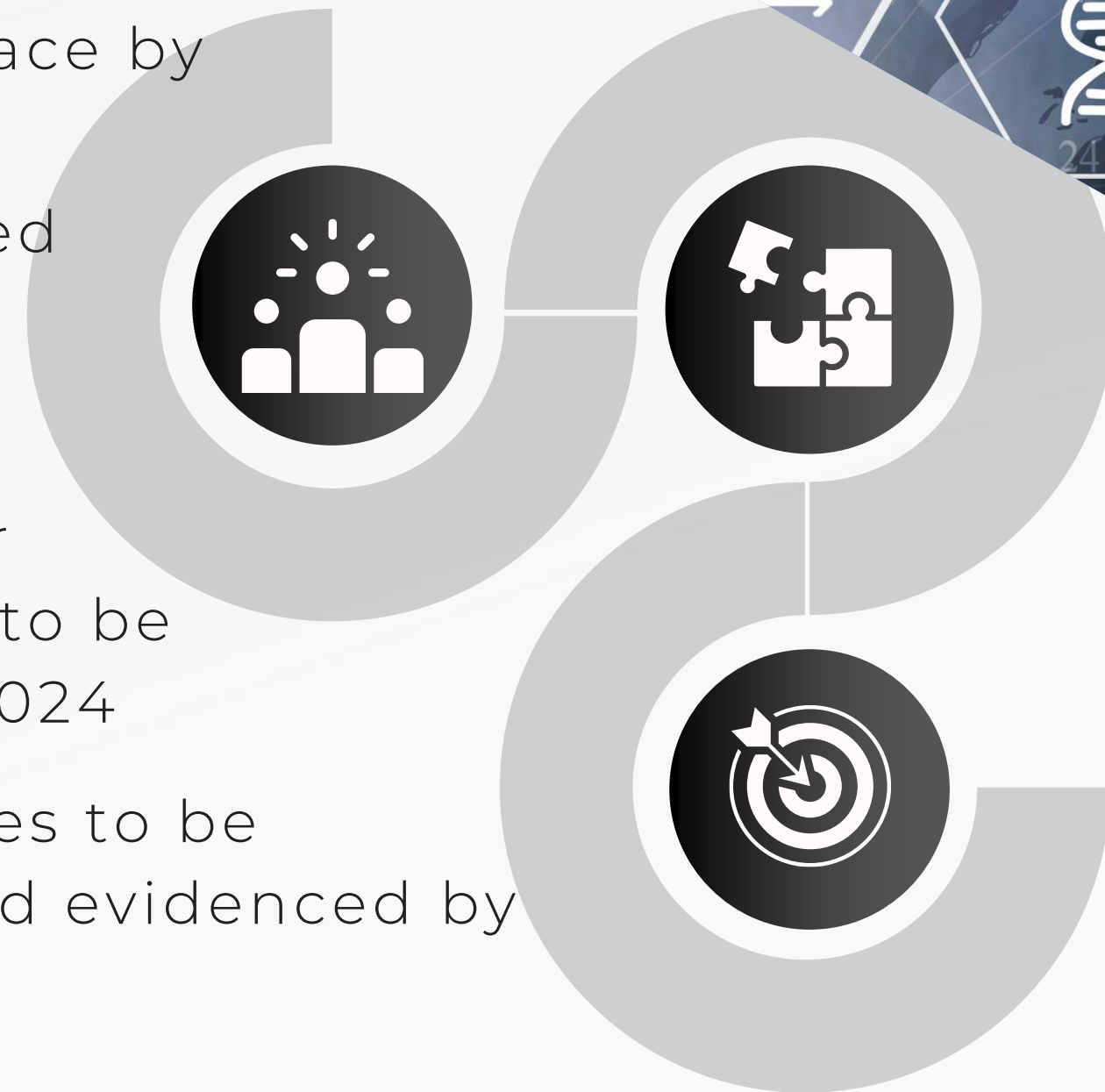
Work templates for monthly keyworker meetings to set goals with individuals to be finalised and approved by 31 January 2024

06

Individual lifestyle trends and outcomes to be identifiable through week planners and evidenced by 1 March 2024

07

Project start date: 27 November 2023. End date 12 March 2024



A reduction in costs for funds required for agency staff from £622.28 in December 2023, £88.94 in January 2024 and £0.00 in February 2024.

One Employee completed a champion course through HCPA & 3 are currently enrolled for different champion courses. E-learning improved from 62.1% in November 2023 to 90.1 by February 2024

Activities budget was in place by 1 December 2023 where an average spent of £90.00 per individual per month until March 2024 has helped to improve their leisure & social lives through Connected Lives principles

Monthly keyworker meetings with individuals have been conducted since Dec 2023, to establish & track goals & determine lifestyle trends

KPI'S

IPO



RISKS

Bad weather might cause illnesses:

-Always have alternative plans for indoor activities

Staff absenteeism affects productivity:

-Bank staff x2 readily available

Individual illnesses i.e. UTI affects plans for activities:

-Opt for indoor activities to avoid travelling depending on illness

Outbreak of an infectious disease might require isolation:

-Train individuals to use technology to cater for entertainment & communication

Road accidents & injuries can negatively affect planned activities:

-Ensure employee vehicles have business insurance & current MOTs. Also, keep a grab bag.

Increase in stolen &/or lost property for individuals:

-Plan for 2:1 where if needed & keep a checklist

Data protection in public areas is high risk:

-Employees to complete the GDPR Training



Task/ Activity	Milestone	KPI
<p>*Complete the recruitment drive & Induction for permanent employees.</p>	<p>*Full complement of staff to deliver excellent professional practice by January 2024.</p>	<p>*Trainings completed + reduced costs from the need for agency staff month on month.</p>
<p>*To draft an activity budget and have it approved by senior management.</p>	<p>*Activity budget totalling £350/month has been approved or £90/ individual per month.</p>	<p>*Individuals now showing trends for leisure & social life where monthly goals and week planners can be tracked.</p>
<p>*Staff to complete their e-learning & training courses as scheduled with HCPA</p>	<p>*One Staff member completed a champion course. 3 staff members currently enrolled for champion courses with HCPA</p>	<p>*Over 90% improvement with e-learning compared to 62%. 4 Different staff members enrolled for champion caourses compared to zero from start of the project</p>

KEY COMPONENTS OF THE PROJECT PLAN



Target	Cost	Time	Benefit Statement
List of Activities	£0.00	Within 30 days	Easy options guide offer activities to individuals
Transport	£0.45/ mile	Working hours	Staff granted permission to use their cars provided they have business insurance & MOT
Grab Bag	£50	Within 30 days	To assist care home staff in the event of an emergency
Introduction to computers	£0.00	Within 30 days	iPad readily available to teach individuals to communicate if they have to isolate
Keyworker Meeting Template	£0.00	Within 30 days	Structured goal setting template which helps to keep the individual engaged in the meeting
Week Planner	£0.00	Within 30 days	Helps determine lifestyle trends & preferences for the individual

PLANNING & PROJECT DEPENDANCES

♣ Connect and Prevent

♣ Connect and Enable

♣ Connect and Support

<https://www.hcpa.info/connectedlives/>

PROJECT EXECUTION

What	Location / Affiliation	How / Resources Required	Benefits
Swimming	<ul style="list-style-type: none"> Woodside Leisure Centre Concession Membership 70% discount 	<ul style="list-style-type: none"> Staff Vehicle @ £0.45/mile Grab Bag Refreshments &/or snacks Cost @ £1.90 	<ul style="list-style-type: none"> Keeps your heart rate up but takes some of the impact stress off your body. Builds endurance, muscle strength and cardiovascular fitness. Helps you maintain a healthy weight, healthy heart, and lungs. tones muscle and builds strength
Walking	<ul style="list-style-type: none"> Public Foot Path 	<ul style="list-style-type: none"> Staff 1:1 Refreshments &/or snacks Sunscreen / hat 	<ul style="list-style-type: none"> It's the perfect way to zone-out and rid yourself of any daily stress. Discover new places. Save money. Lowers blood pressure
Pool Snooker Darts	<ul style="list-style-type: none"> Shots Watford Concession Membership Free 	<ul style="list-style-type: none"> Staff Vehicle @ £0.45/mile Pool / Snooker @ £9.00 Darts Free Refreshments &/or snacks 	<ul style="list-style-type: none"> Helps build focus & patience. Sharpens your mind. Enables stretching and balance. helps hand-eye coordination
Prepare own drinks	<ul style="list-style-type: none"> House Kitchen / Coffee Station / Refrigerator 	<ul style="list-style-type: none"> Coffee Mugs, Cutlery, Sugar, Coffee, tea etc. Glasses, water, juice etc. 	<ul style="list-style-type: none"> It exercises your memory. It highlights the importance of hygiene. Enhances your social skills. To be thorough and pay attention to detail.



Monthly Keyworker Meeting

Bricket Wood

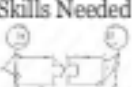

Full Names: _____

Preferred Name: _____

Name of Keyworker: _____

Date: _____

Matching Support with my Keyworker


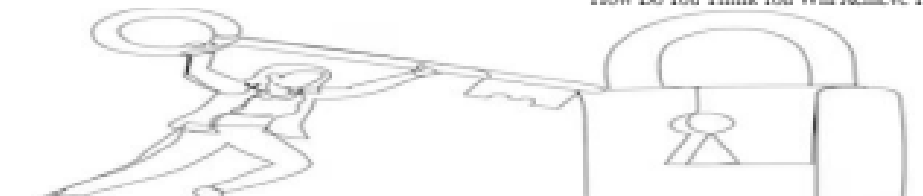
<p>Skills Needed</p> 	<p>Support Needed & Wanted</p>
<p>Personality Characteristics Needed</p>	<p>Shared Common Interests</p> 

MONITORING & CONTROL

STRUCTURED KEYWORKER MEETING TEMPLATE
FOR TRACKING PREVIOUS GOALS SET AND
CAPTURING NEW IDEAS

Monthly Keyworker Meeting

Bricket Wood

<p>What Goals Do I Want to Achieve? (Prompt on Goals & Activities Planner)</p> 	<p>How Frequent? How Do You Think You Will Achieve This?</p> 
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MONITORING LIFESTYLE
TRENDS & OFFERING
ENCOURAGEMENT FOR
INDIVIDUALS TO
ACHIEVE THEIR GOALS

Tapiwa D.

Company Name
Your Slogan Here

WEEK

At a glance

Day	Notes
Mon	
Tue	
Wed	
Thurs	
Fri	
Sat	
Sun	

NEW TRENDS



COMING...



PROJECT SUMMARY & LESSONS LEARNED



Change of employment created unwanted pressure. The project was implemented in less than half the time allocated for its maturity.



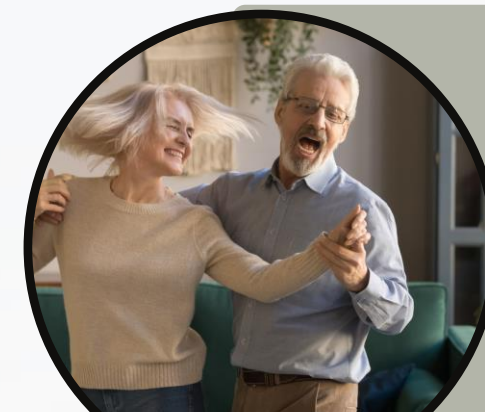
To be better prepared for the unexpected as local authority inspections couldn't go ahead due to circumstances beyond our control



A good number of staff still required more coaching & guidance as they were newly employed. More could have been achieved.




Not all employees had personal vehicles & that limited more outcomes to be realised. A separate transport budget was needed

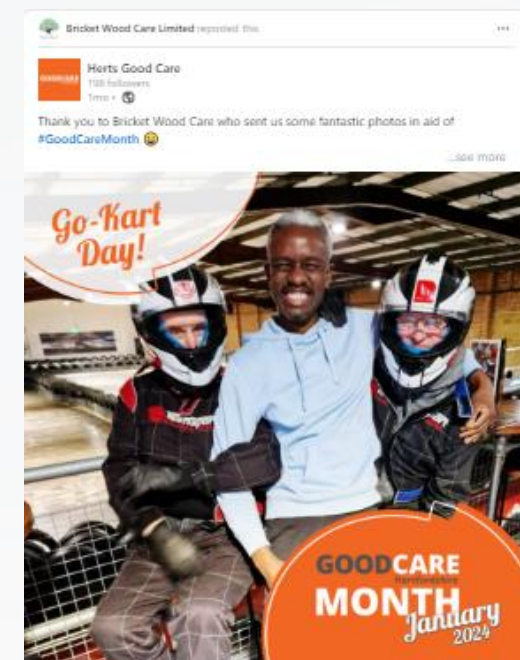
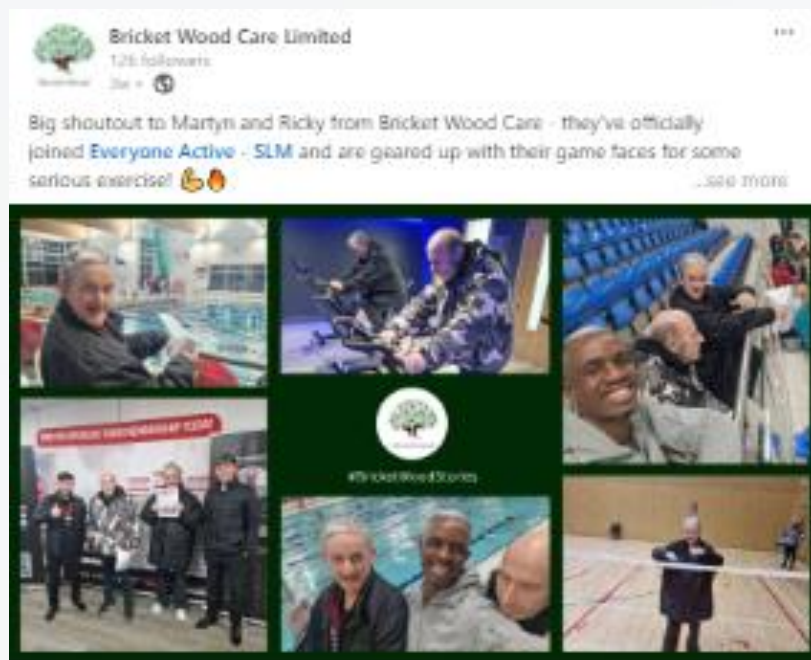
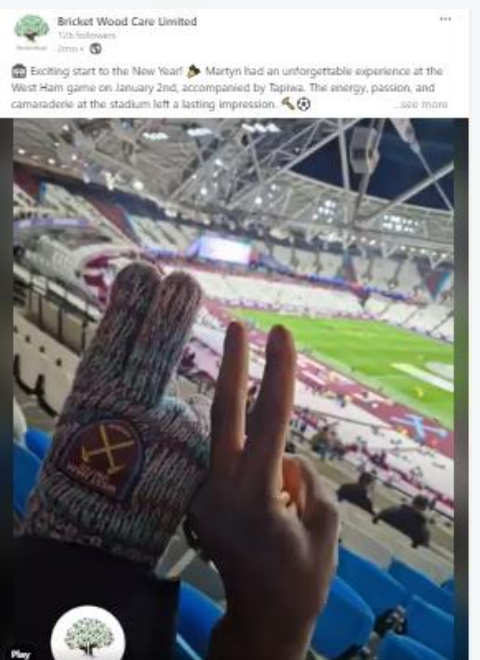
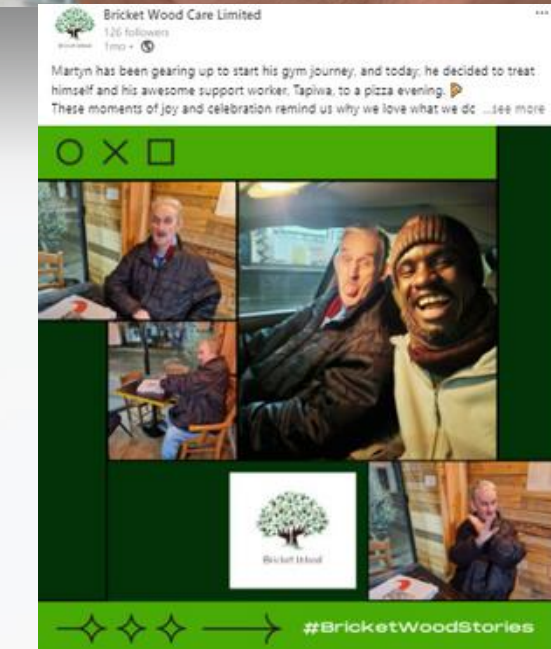


Experienced limited space as there is no separate (extra) room designated for activities at the care setting

SUMMARY

THE CONNECTED LIVES MODEL CHANGED LIVES FOR BOTH
EMPLOYEES & INDIVIDUALS


CHOICE
INDEPENDENCE
ENABLEMENT
CITIZENSHIP



REFERENCES



Connected Lives -

<https://www.hcpa.info/connectedlives/>

NICE QUICK GUIDE -

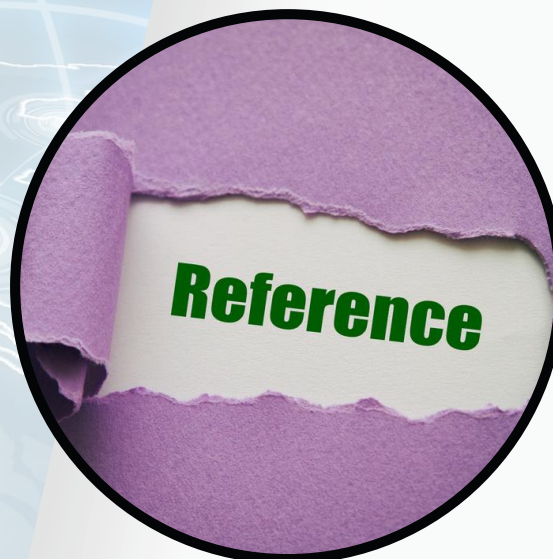
<https://www.nice.org.uk/about/nice-communities/social-care/quickguides/promoting-positive-mental-wellbeing-for-older-people>

Shared Decision Making -

<https://www.nice.org.uk/guidance/ng197>

Skills For Care -

<https://www.skillsforcare.org.uk/resources/documents/Support-for-leadersand-managers/good-and-outstanding-care/Improve-your-CQC-rating/Guide-toimprovement.pdf>



Dale Carnegie - How to win friends and influence people

Tina Tilmouth - Level 5 Diploma in Leadership & Management for Adult Care

Tina Tilmouth - Level 5 Diploma in Leadership & Management for Adult Care

Yvonne Nolan with Niel Moonie & Sian Lavers - S/NVQ Level 3 Health & Social Care

