



Kinectons - Out and About

Over the past 6 weeks I have been representing Kinectons at a number of events at which it has been very clearly just how innovative and passionate the Scottish dementia practice and research community is.

These events included the following:

Scottish Dementia Research Consortium Annual Conference

Life Changes Trust Human Rights Conference

Forging New Frontiers in Dementia Research

We hope that over the next 2+ years of the Kinectons project we will contribute to this practice and research landscape by sharing the learning from East Ayrshire care homes and wider community. Some of the

emerging areas which are currently being explored and in which further learning may be developed include:

- the natural and everyday (alongside more formal) ways in which we discover what is important to residents and those who support them
- what helps to create a positive lounge experience for residents, staff and visitors
- re-imagining care home staff roles such as key workers and activity co-ordinators to maximise the enhancement of community in care homes
- what we are thinking, doing, feeling when we recognise/acknowledge/appreciate residents, staff, family and friends, visiting health professionals and others from our community.

If there are upcoming events at which you think it would be beneficial for Kinectons to have a presence, please do let me know.

Yours kinectedly,
Edel

Humans of Inspection

Gareth Hammond represents the Care Inspectorate at our GEM (Generating and Enhancing Momentum) meetings, you can read a bit about Gareth below.



I'm a new inspector to the Ayrshire region and was asked by my team manager to link in with Kinnections because of my past experience, including a Masters in Dementia Care, she thought it would be worthwhile, and I absolutely agreed.

What for you is at the heart of really good care for people living with dementia?

For me its understanding the person, who they are.

Are there things you would like others to know about you?

I've worked in care since I was 19. I like photography, walking and camping- going away from the world for a bit, just switching off all technology getting close to nature.

What does the word 'community' mean for you?

When I think of community I think of being intertwined or inter-linked, lots of different people, things and experiences and they come together to form this one.

For me I know my neighbours, they know me. I help my neighbours they help me. Everyone brings something different. There is a shared desire to be friendly, to help one another, to understand when others maybe need a bit of help and being able to step in and give what you have. You give yourself into a community but you also take out of it as well.

Would you like to say something about the place of inspectors within the care home communities?

I go in with the belief that we're all part of the one team, and we're there for the same shared outcome of good care, the shared outcome and goal is that people have a good experience of care- so I see myself as part of this. I have a vested interest in homes or services doing well, I'll go home after an inspection and think about what can I give them, what resources can I signpost them to, where can I link them with other services that are maybe doing something innovative.

Thanks Gareth.

Rebel

Central to the approach that underpins the Kinnections project is the idea of playing around with the way we think about how and why we do what we do; the approach also stretches us to trying some positive risk-taking. At times this may involve a sort of mini-rebellion; rebelling by trying something different to "the way its' always been done", or entertaining the potential for some assumptions you have made to be challenged.

When have you tried doing things differently, or had your assumptions challenged? What helped this to happen?

Who are the (positive) rebels in your care setting? How would it be to tell them what you have noticed about them being a rebel?

The theme of Rebel could also be an interesting theme for discussion with residents and staff. What themes might inspire new or different conversations in your care setting, some ideas as a starting point:

Saturday Mornings... Dates... Scunnered...Getting Ready...Gifts... Fairytales

Why not let us know what you talk about in your care setting- email: KinnectionsEA@uws.ac.uk or Tweet @KinnectionsEA

With thanks to the Scottish Book Trust 'Rebel' story-writing competition for the idea for this piece



Generating and Enhancing Momentum GEM's

At a recent Kinnections Generating and Enhancing Momentum meeting we discussed what helps new ideas or initiatives to become something that people get excited about and want to take forward. We talked about this in relation to Kinnections, and used our learning from our experiences with other improvement initiatives.

Below are 7 GEM's that we collected along the way in our discussions:

GEM 1: When we **start with celebrating** what is working well.

If in supervision or inspection staff are acknowledged and valued for what they are doing well, how this might then positively influence the rest of the conversation and people's abilities to share their views and ideas

GEM 2: When we build on what is **already working well**.

For example, staff often used their own phones to play music when supporting residents. Building on this Playlist for Life has been introduced to communal areas through developing playlists for the groups of people who spend time together in the lounge, this music is seen to be enhancing people's experiences in the lounges. Another example with music was staff noticing what helped one particular resident to get involved and taking things at the residents pace which led to them joining in and dancing.

GEM 3: When we take something 'ordinary' and add something a **wee bit different** For example, instead of residents having tea poured for them that they each have their own personal teapot

GEM 4: When we think about the **language** we are using

For example, if we say we need people to 'buy-in' to a new idea/initiative this could suggest that we are trying to sell them something. Changing the words to 'creating shared ownership' means that those involved can belong to the process and feel part of the successes achieved.

GEM 5: When we give ourselves and others

permission to use our imagination and explore **alternative ways of thinking** about something

For example, staff feeling able to reflect and ask themselves 'do we have to keep doing it the way we have always done it, or could we try something different'

Linked with this is the possibility of celebrating mistakes as being an opportunity to find out some important learning for the future

GEM 6: When we can **see the benefits** to residents and staff

For example, introducing the idea of residents being involved in washing ornaments in basins of soapy water in the home. Doing this can offer the residents a sense of purpose and significance, with the secondary benefit that peoples nails are being cleaned through being in soapy water. For residents for whom nail care is distressing this can potentially avoid the stressful experience of having to have their nails cleaned.

GEM 7: When we have **courageous conversations**

For example, when we feel able be curious about another person's perspective and also feel brave to share our own perspective



Care Homes Under the Softlight

Quite often the stories we hear about care homes in the media are highlighting when there has been shortcomings which have needed to be addressed. Rather than putting care homes under the spotlight, in this section of the Kinnections newsletter we would like to share stories of care homes under the softlight.

What do we mean by softlight?

The softlight is reflective of the very everyday, human-to-human connections that are taking place in care homes which are gently challenging preconceptions about what it is to live, work or visit a care home.



Royal Connections- 2 Birthdays and a Wedding

The residents and staff in Thorntoun Estate Nursing Home have had a month filled with cake and celebrations.

The first of the celebrations were for Nurse-in-charge, Susan Orr, who celebrated her birthday. Susan was given with a wonderful surprise by staff who showed their appreciation for Susan with generous gifts. Susan has also been receiving feedback from staff who have shared that they value the ways in which Susan is always approachable and supportive, alongside being chatty and good fun.

Next it was the turn of the General Manager Mrs Rhona Gibson to celebrate a significant birthday. Residents and staff organised a surprise party for Mrs Gibson, the dancing begun from the first chords of Happy Birthday and continued on into the afternoon. An extra surprise for Mrs Gibson initiated by the staff was a letter from Her Majesty the Queen. Whilst usually reserved for those celebrating their 100th birthdays, the Queen made an exception on this occasion when she read the letter sent to her by Thorntoun Nursing Home staff telling of the work of Mrs Gibson.

The Royal connections continued onto into the weekend with a garden party to celebrate the Royal Wedding. The style was impeccable, and the party lively. Cathie, a resident in Thorntoun Estate Nursing Home, can be seen below dancing with Donald, who is the husband of Susan McLean, the manager in Torrance Lodge Nursing Home. Cathie shared "I've always wanted to dance with a man in a kilt".

Working in Care Homes - Dare I Ask

The courageous managers and staff in Graceland care home have dared to ask; they've asked others for feedback in order to enhance their practice and they've asked new staff about their experience of working in the care home community.

Gavin Williams, who is a member of the management team at Graceland, asked for feedback from care staff using the My Home Life 360° feedback questionnaire. Topics covered by the questionnaire include communication, creating environments for people to flourish and collaborating with others.

Responses Gavin received included:

“you always ask questions through our conversations, showing interest in my work and listening to my opinion”.

“you are recently assigning staff to different training and this makes staff feel included and appreciated”.

Lydia, who has started working in the last 9 months in Graceland as a carer, was asked by another carer about her experience of joining the Graceland team.

Lydia said:

“I have been treated so well and made to feel very welcome here. ...I really enjoy working here. I had never done care work before so I found it challenging at first but also extremely rewarding- and I love the people I work with, both the residents and staff. It's a great place to work and I love my job....I feel I connect well with residents, I spend a lot of time with them, and form bonds with them. I ask them questions about their lives and engage with them on a personal level, and connect with them and get to know them better...the staff have shared their knowledge and experience with me to help me become a better carer and I am very grateful”.

A Daughters Story

Three years ago when my mother decided she could no longer live independently in her own home I felt very sad.

Very sad because my mother had lost the capability to think she could still live in her own house or wanted to stay in her own home even

with carers going in four times a day to see to her needs.

I felt sad that she was giving up her independence. It was totally my mother's decision to go into a care home. My mother had spent her working life caring for people in care homes and knew how the process worked. I could not believe this was what she wanted and was willing to give up her life and independence to go and live in a care home. I believed at that time my mother should have wanted to stay in her own home and could not understand why she would want to go into care. I felt guilty because she was going into care, guilty because I felt my mother would have jumped at the chance of coming to live with me although this was never at any time discussed between us. I have always had a good relationship with my mother but I know it would not have worked out with us living together. I have 2 brothers, one who lives in England and the other who works abroad so it was left on my shoulders to sort this out. I felt guilty because I was not willing to give up my life to care for my mother for the rest of hers.

I felt very scared in case the care home she ended up going into she didn't like or didn't settle. I tried very hard to get her a care home I thought she would be happy in/ I believe I managed to get her the best place for her to spend the rest of her life in.

I lost quite a few restless nights wondering if she was alright. I was waiting for the phone to ring saying she was upset or not settling. The phone call never came and my mother settled very well into care, but I still felt guilty.

There has been a change in our relationship since my mother went into care. I am still her daughter who visits two or three times a week but over the last 3 years the care home staff have become her second family. All of her time is now spent with them, they attend to her medical, physical and emotional needs.

I am very pleased my mother has taken to living in care and happy that she is settled although I still feel guilty and a bit sad that she was not willing to try harder to stay in her own home. Three years down the line my mother is no longer capable mentally or physically to live independently and in a sad kind of way that now makes it a bit easier for me to live with.

An East Ayrshire Every Brilliant Thing is...

Building Community Connections

Extensive renovation work in Springhill Nursing Home has been a catalyst for rich new relationships with a Scottish construction company.

In the early days of the renovation work the contractors, akp, sponsored a visit by Therapets dogs to the nursing home. As the builders and care home residents and staff got to know each other opportunities by which akp could support enhancing the experience for residents living in Springhill became apparent. As a result flooring and a full-length mirror from the akp warehouse will be donated to the new therapy room and cookery school which are being developed in the coming months. Seeing the way in which the residents and builders enjoyed interacting with each other led Manager Eileen Welch to invite the site manager Jim in for an open conversation with residents.

Out of this conversation residents shared that they would like to be able to do gardening, however the possibility of doing so for residents who use wheelchairs was limited. Jim and his team have now offered created raised planter beds which are accessible for people who use wheelchairs.



Staff in the care home are full of appreciation for the way in which Jim and his team have integrated into the life of Springhill. Louis who works as the maintenance officer in Springhill shared that Jim and his colleagues are now 'part of the team'. Together with the residents and staff in Springhill they are building pride in this new phase of the life of Springhill Home.



Signposts

Elevating Kindness in East Ayrshire

Elevat8 are a group of facilitators who are passionate about embedding Kindness across organisations, workplaces and communities in East Ayrshire. They would love to have input from care homes across East Ayrshire and would like to extend an open invite to all to attend our first meeting.

The meeting will take place on the 2nd July 2018 at 10.30am at the Brass and Granite 53 Grange Street Kilmarnock KA1 2DD. We will start to explore Kindness as an approach and how we can all play a part in embedding kindness in to our own communities.

More info can be found on this by contacting David Roxburgh on davidelevat8@gmail.com or 07592988917 or via twitter @Elevat_8

Launch of LIFE

On July 24th LIFE will be launched in UWS Paisley.

The essence of the LIFE programmes is to value Learning and Innovating from Everyday Excellence (LIFE) as an approach to bringing about transformational change. This approach has been recognised nationally and internationally through the work of the My Home Life programme and other practice development initiatives which aim to promote sustainable, positive culture change. The underpinning conceptual framework for the LIFE programmes has been generated and researched over a number of years in a wide range of settings. The framework encompasses using Appreciative Inquiry and Caring Conversations to promote relationship-centred and evidence-informed practice.

If you would like to hear more about LIFE programmes and what they can offer, or would like to attend the launch please email: david.innes@uws.ac.uk.

Life

LEARNING AND INNOVATING
FROM EVERYDAY EXCELLENCE



Staying Curious

When you hear 'dementia-friendly' what springs to mind? What future possibilities could you imagine for what 'dementia-friendly' could mean?

What might be some examples of dementia-friendly language?

What does community mean to you?

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Asked and Answered

What does community mean to you?

Community connects people, places and feelings. It creates inspiring networks as a catalyst for change...a fusion of love, care, resilience and solidarity across time, place and interest. Purposeful community conversations create a symphony of possibilities...messy...funny...unfamiliar...hopeful? Community is predictably unpredictable...Community means everything (to me)!

Dr Annette Coburn, Kinnections Project Team Member and Lecturer in Community Education, UWS

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Some of what's happening this month

- June 8th Attending Alzheimer Scotland Annual Conference
 - June 11th Participating in UWS/ASCPP Dementia Champions Course
 - June 19th Learning Culture in Care Homes Envisioning Event
- discussions on what we might like to co-create with regard to learning in care homes
 - June 21st East Ayrshire Care Home Managers and Inspectors meeting
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Upcoming Events

We will be in touch shortly about two very exciting opportunities, taking place this summer, for staff development on the theme of enhancing engagement and interactions with residents living with advanced dementia.

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Stay in Touch

email: KinnectionsEA@uws.ac.uk

twitter: [@KinnectionsEA](https://twitter.com/KinnectionsEA) | Mobile: 07720897717

You might like to get in touch to find out more about or become involved with Kinnections/ share some ideas/ offer feedback or suggestions for this newsletter/ share news for the next edition of Kinnections news.