

# Spotlight on

## North East Care Home ECHO Network



*“The network helped me with my ongoing cases”*

*“I liked the open forum”*

*“Very informative update for knowledge and assessment skills”*

– network participants



### Background

The need of this ECHO network was identified on the back of community outreach work in the North East. The aim was to establish a community of practice to help improve and transform services and influence resident outcomes and experiences.

### Our community

Regional manager for Akari care homes, compliance manager, senior carers, deputy managers and managers from each care home.



### Topics covered

- Right to Refuse
- Pain
- Terminal Agitation
- Non-verbal needs and behaviours
- Tissue Viability
- Emotional Support
- Holistic Care
- Personalised Approach to Care/Care Planning
- When Care Doesn't go to Plan
- Difficult Conversations at End of Life
- De-escalating Conflict
- Staff Resilience

### Network aims



To create a community of practice for care home staff caring for residents living with a terminal illness



Increase confidence and knowledge of care home staff



To help improve and transform services and influence resident outcomes and experiences

Echo Sessions

11

Total registered participants

31

Average participants per session

8

Education and Case Presentations

11



### Successes and highlights

- Building relationships across care home staff members
- Network participants cascaded knowledge to wider staff members within care home
- Small network size allowed flexibility to bring additional case studies on the day by network participants

### What was most useful?



*Being open and informative. Enjoyed the guest speaker*



*Just enough information and length was sufficient*



*Categories of pain and how to support residents*

