

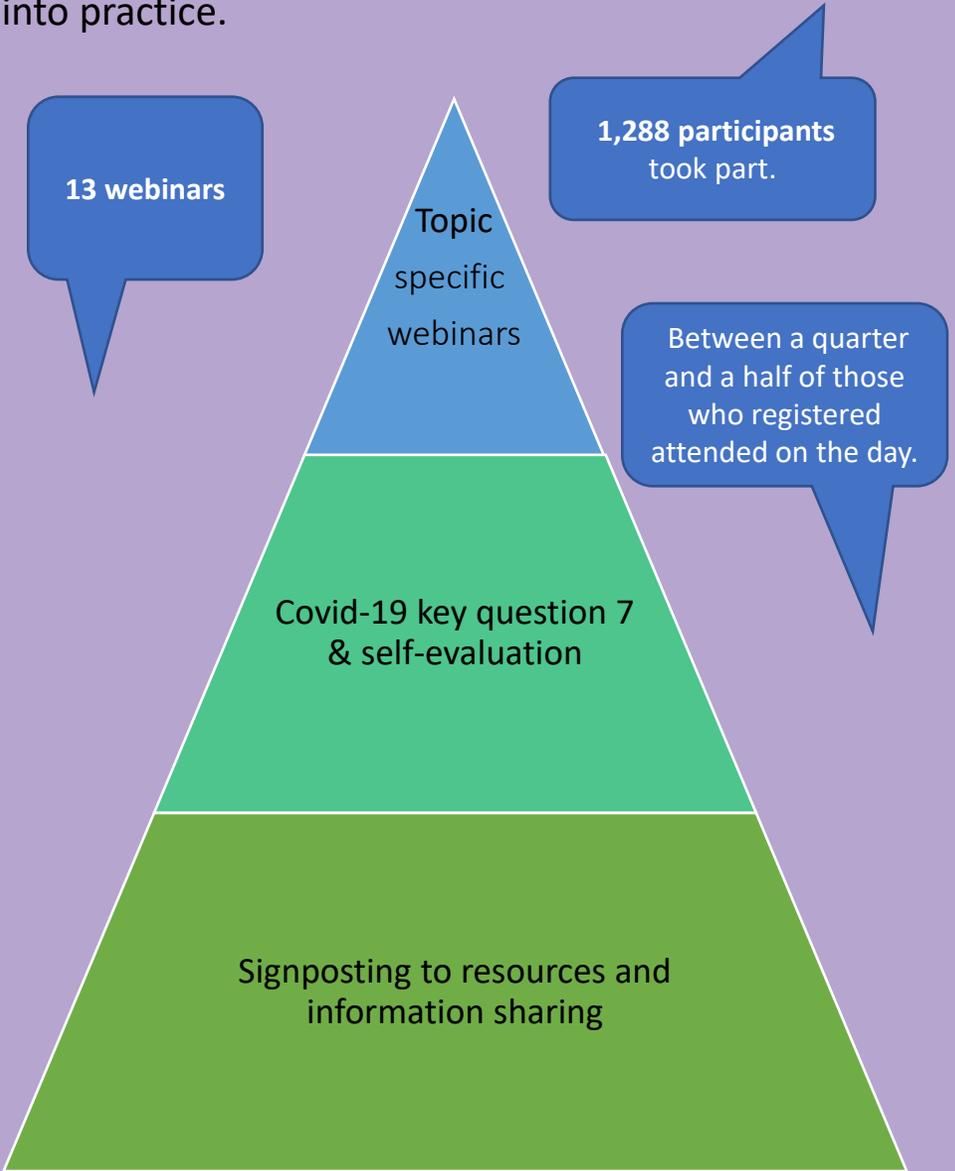


Covid Winter Support Webinars

Flash Report April 2021

AIM

To support care home and care at home services for older people and adults in Scotland for winter and to support the implementation of Covid-19 guidance into practice.



The improvement support team worked collaboratively with the colleagues from scrutiny and assurance and the covid flexible response team to develop and deliver a **three-phase package of support** around Covid-19 response and winter preparedness. Participation was invited from services to help them to prepare for winter and to understand and implement Covid-19 guidance into their settings. The target services were:

- care home services for older people
- care home services for adults
- care at home services for adults.

Phase one: Signposting to resources and information sharing.

Phase two: Raising awareness, providing guidance and increasing confidence around Covid-19 key question 7.

Phase three: Three topic-specific webinars based on Care Inspectorate intelligence and sector requests:

- visiting
- introducing the Essential of Safe Care
- human factors associated with infection prevention and control practice.

Promotion: All target services were invited. The webinars were also promoted via Care Inspectorate provider updates, Scottish Care and national groups.

Sharing the learning: Answers to questions raised during webinars were compiled and sent to all services, together with presentations and links to [video recordings](#).

Phase one

November and
December 2020

494 attendees

Signposting to resources and
information sharing



Phase one consisted of eight one-hour regional webinars:

- four webinars for care home services for older people/adults
- four for care at home services for adults.

Aim: To signpost services to clear and useful resources which would help to support services to self-manage during the pandemic.

Content: The [Care Inspectorate Covid compendium](#) and [frequently asked questions](#) sections on the CI website were introduced. The [self-evaluation tool](#) based around key question 7 (Covid-19) within the quality frameworks was also discussed

Key question 7: How good is our care and support during the COVID-19 pandemic?

Co-facilitators: The head of improvement support and safety from Health Improvement Scotland shared information about the Essentials of Safe Care change package being developed to support health and social care.

During the webinars, presenters answered questions from attendees via a moderated Q&A chat function.

I learned something new today that will help my service prepare for winter in the Covid-19 context.

Care homes older people/adults – **75%** agreed or strongly agreed

Care at some services for adults – **85%** agreed or strongly agreed

The improvement and good practice resources shared today will help support our service during winter in the Covid-19 context.

Care homes older people/adults – **91%** agreed or strongly agreed

Care at home services for adults – **96%** agreed or strongly agreed

Which aspect of the webinar did you find most useful to you in your work?

Discharge info
regarding hospitals
to care homes and
visiting within care
home

Pictures of
different safe
visiting
inventions!

Learning about the
compendium (one
stop shop) will be
very useful for all
staff

the guidance re
the PPE and the
info about
quality
framework

365 attendees

16 and 17 December
2020

Covid-19 key question 7
& self-evaluation

Phase two consisted of two 90-minute webinars:

- care home services for older people and adults
- care at home services for adults.

Content: The new [self-evaluation that links to key question 7](#) in the Care Inspectorate quality frameworks around the Covid-19 pandemic. Discussion and review of the tool and guidance to support services with its implementation.

Key question 7 has three quality indicators associated with it:

7.1 People's health and wellbeing are supported and safeguarded during the COVID-19 pandemic.

7.2 Infection control practices support a safe environment for both people experiencing care and staff.

7.3 Staffing arrangements are responsive to the changing needs of people experiencing care

Co-facilitators: The improvement support team were complemented with contributions from inspectors, a care home manager and an operational manager from a care at home service who detailed how they use the tool in practice.

During the webinars, presenters answered questions from attendees via a moderated Q&A chat function.

53 evaluation forms were completed.

The self-evaluation tool and guidance has been downloaded 1,027 times.

Question	Care Homes	Care at Home
The webinar made me feel more confident to use self-evaluation in my service to identify areas for improvement.	82%	100%
I learned something today that will help my service measure performance in relation to people’s health and wellbeing being supported and safeguarded during the COVID-19 Pandemic.	82%	100%
The self-evaluation tool is user-friendly and adaptable to my service.	82%	94%
I learned something today that will help my service measure performance in relation to staffing arrangements being responsive to the changing needs of people experiencing care.	76%	89%
I learned something today that will help my service measure performance in relation to staffing arrangements being responsive to the changing needs of people experiencing care.	76%	97%
I could/will use the self-evaluation tool (or elements of it) within my service.	88%	100%

Which aspect of the webinar did you find most useful?

Provider perspective and background to the toolkit

The layout of improvement plan

The process on use and how to link it with current QA systems

Discussing methods of gaining feedback

Phase three

Phase three consisted of three 90-minute topic specific webinars

March and April 2021

Topic specific webinars

429 attendees

Topic one - Visiting

Aim: To support care home staff with implementing best practice visiting guidance to ensure good outcomes for those experiencing care.

Content: Positive outcomes from visiting; issues of guilt and fear around enabling visiting; implementing the visiting guidance; use of PPE and vaccination issues.

Co-facilitators: Care Inspectorate's Covid Flexible Response Team; guest speakers from a care home manager; a relative of a person who uses a care home service.

Topic two - Essentials of Safe Care

Aim: To provide an overview of the Essential of Safe Care package of guidance and support and explore how it can benefit services – both people experiencing care and staff.

Content: Using the [Essentials of Safe Care](#) to support health and social teams to deliver safe care for every person, every time.

Co-facilitators: [Healthcare Improvement Scotland](#) (HIS): head of improvement support and safety, the portfolio lead primary care and the programme advisor for the healthcare staffing programme; quality and compliance department of a national care provider; managing director of care provider (who had tested the package).

Topic three - Human Factors & Infection Prevention and Control

Aim: To support implementation of infection prevention and control (IPC) guidance.

Content: An exploration of the use of a human factors/systems approach for key IPC issues, including hand hygiene, PPE and the physical environment.

Co-facilitators: A specialist advisor in IPC from Antimicrobial Resistance and Healthcare Associated Infection (ARHAI) Scotland and the health and safety manager of a care home service.

During the webinars, presenters answered questions from attendees via a moderated Q&A chat function.

VISTING

159 participants.

- 77% of participants agreed or strongly agreed that the webinar had increased their understanding of how visiting practices can support good outcomes for people experiencing care.
- 67% agreed or strongly agreed that information shared on the webinar had increased their understanding of the importance of supporting meaningful contact.
- 63% agreed or strongly agreed that they had learned something new that would help their service get ready to re-introduce indoor visiting.
- 60% agreed or strongly agreed that as a result of the webinar, they felt more confident to change their practice to support visiting in their service.



ESSENTIALS OF SAFE CARE

116 participants.

On average, 4 out of 5 participants said they were likely to change their practice as a result of learning about the Essentials of Safe Care. Almost all of the participants who completed the evaluation said they were likely to stay connected with the work of the Essentials of Safe Care.

HUMAN FACTORS & INFECTION PREVENTION AND CONTROL (IPC)

154 participants.

- 93% of participants agreed or strongly agreed that the information shared on the webinar had increased their understanding of human factors/systems thinking in the implementation of good practice guidance.
- 79% of participants agreed or strongly agreed that as a result of the webinar, they felt more confident that their service could improve compliance with infection prevention and control guidance.
- 69% of participants agreed or strongly agreed that they had learned something on the webinar that would help their service improve compliance with Infection Prevention and Control guidance.