



# **Immedicare Virtual Training Programme for Care Home Staff**

**Aims of the Sessions and Learning Objectives**

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## 1. Introduction to Recognising Distress Behaviours in Dementia

Aims to Improve knowledge and awareness around Behavioural and Psychological Symptoms of Dementia (BPSD) and distress behaviours

- Improve the understanding that distress behaviour is an expression of an unmet need
- To help move the thinking and language of these behaviours away from being challenging/disruptive or aggressive
- To always think of Delirium and Pain as a cause for distress behaviours

Objectives are to recognise distress behaviours in people living with dementia and understand both possible triggers for these behaviours and tools to consider unmet needs. Also to raise awareness with staff of non-pharmacological approaches and national guidance around the benefit and risks of anti-psychotics in dementia.

\*Links to [Session 11](#) (Top to Toe Assessment)

## 2. Catheter Care

Aims to explore types of catheters and their uses

- Discusses risks associated with catheters
- Describes good catheter management including documentation
- Discusses national guidance

Objective is to understand best practice and how to manage catheters safely.

## 3. Diabetes Training

Aims to explore the facts and figures for diabetes in the UK

- Describes types of diabetes, signs and symptoms and management
- Discusses complications and what to do in a hypoglycaemic episode
- Describes types of insulin and other medication
- Explores Diabetic Keto-Acidosis (DKA), recognising the signs and management of this life-threatening condition
- Discusses care of the feet

Objective is to better understand this condition and how to support the management of residents that have diabetes.

\*Links to [Session 6](#) (Leg and Foot Ulcers)

## 4. End of Life Care

Aims to support care home staff to recognise when a resident may be approaching EOL

- To improve confidence in providing end of life care
- Recognise the changing needs of residents at EOL and how to respond to these
- Gain an improved understanding of the need for effective communication

- Prevent unnecessary hospital admissions

Objective is to be able to recognise the end-of-life phase and support high quality care delivery.

## 5. Falls Prevention Training

Aims to support care home staff in understating the causes of falls and associated risk factors

- Identify the strategies that can be put in place to reduce these falls risk factors
- Be aware of how to contact the appropriate service following a resident's fall

Objective is to support falls prevention strategies in care homes and understand how conveyance to hospital may not always be necessary or the best option for a resident.

\*Links to [Session 11](#) (Top to Toe Assessment)

## 6. Leg and Foot Ulcers

Aims to explain what a leg or foot ulcer is and the causes

- Illustrate types of leg and foot ulcers
- Describe how ulcers are diagnosed
- Look at wound care options
- Discuss care of the feet and how to prevent ulcers

Objective is to give a more in depth understanding of how ulcers develop and the risk factors, in order to encourage prevention.

\*Links to [Session 3](#) (Diabetes Training) and [Session 9](#) (React to Red)

## 7. Musculo-Skeletal (MSK) Common Injuries

Aims to describes common MSK injuries

- Explores risk factors
- Discusses signs and symptoms of common injuries
- Describes good care and management

Objective is to give an overview of the common MSK injuries occurring in the frail elderly and give suggestions on care, early management and onward referral.

## 8. Nutrition and Hydration

Aims to describe what malnutrition is together with the signs and symptoms

- Discuss risk factors and the consequences of malnutrition and dehydration
- How to improve nutrition
- Food First and food fortification
- Sip feeds and homemade alternatives
- Hydration – signs and symptoms and how to improve hydration

- Dysphagia
- Discuss the International Dysphagia Diet Standardisation Initiative (IDDSI)

Objective is to give a better understanding of the causes of malnutrition and dehydration, in order to try to prevent and/or manage it.

\*Links to [Session 11](#) (Top to Toe Assessment)

## 9. React to Red

**This is nationally accredited training and consists of 6 parts**

1. Understanding Pressure Ulcers
2. Surface
3. Skin Inspection
4. Keep Moving
5. Incontinence & Moisture
6. Nutrition & Hydration

The training aims to discuss the concept of React to Red (Responsibility & Guidance Document)

- Describe what a pressure ulcer is and how it develops
- Discuss risks and causes
- Describe the categories of pressure ulcers
- Discuss prevention and management strategies
- Explore correct use of equipment
- Discuss documentation and responsibility

Objective is to understand how to prevent pressure ulcers.

\*Links to [Session 8](#) (Nutrition and Hydration) and [Session 12](#) (Urinary Tract Infections)

## 10. RESTORE2

This is a nationally recognised training programme and it aims to explore the importance of recognising early soft signs of physical deterioration and illness

- Discuss when and how to use NEWS2
- Re-cap on physical observations/vital signs
- To understand how to use SBARD escalation tool and action tracker
- Understand how to use the documentation included in the RESTORE2 toolkit

Objective is to ensure care home staff can recognise the soft signs of a resident beginning to deteriorate and understand how to escalate and/or manage this deterioration.

## 11. Top to Toe Assessment

Aims to support care home staff to have an understanding of a Top to Toe assessment

- To define what it is
- Why it's important
- How to do it
- What to do next

Objective is to give care home staff an understanding of a quick assessment of a resident's condition, identifying key areas that if addressed and identified, contribute not only to resident's sense of self, wellbeing and comfort, but to vital areas that assist in managing safety, nutrition, hydration and falls prevention.

## 12. Urinary Tract Infections (UTI)

Aims to describe what is a urine infection

- Explain the urinary system.
- Describe who is at risk of a UTI
- Discuss the signs and symptoms of a UTI
- Understand the diagnosis of a UTI.
- Discuss whether to dip or not to dip
- Prevention of UTI and good hydration

Objective is to support care home staff in understanding the causes of a UTI and how to try and prevent and/or treat the condition, utilising best practice guidance.

\*Links to [Session 8](#) (Nutrition and Hydration)

## 13. Verification of Expected Death (VoED)

Aims to describe why verification of death is required and the process

- Explains how to perform VoED virtually or in person
- Describes the difference between verification and certification and the law
- Discusses that English Law allows **any competent adult** to verify that someone has died, but it does not place them under a legal obligation to do so

Objective is to support care home staff that feel able to verify life extinct to be able to carry out this function, fully supported and ensuring that guidance is followed.

## 14. Administering Medication

This pharmacy session has been designed for anybody who administers medication in a care home, and it aims to cover the administration of:

- creams/ointment/emollients
- eye drops
- patches
- inhalers
- when required medication
- homely remedies
- self – care medicines

- action to take following missed or delayed doses

Objective is to support care home staff to provide good practice for managing and administering medicines.

## **15. High Risk Medicines and Medicine Safety Updates**

This pharmacy session has been designed specifically for nurses; however, all care home staff are welcome to attend.

The session is split into two parts

- Part 1, provides an overview of high-risk medicines and when to escalate for further support
- Part 2, discusses recent medication safety updates and medicine incidents and signpost to national drug safety alerts online

Objective is to support care home staff to be aware of high-risk medicines, additional monitoring that may be required and when to escalate for further support. In addition to update care home staff on recent drug safety updates which might impact their practice.

## **16. Medicines Management – Legislation, Policy and Governance**

This pharmacy session has been designed specifically for care home managers; however, all care home staff are welcome to attend.

It covers what should be included in a care homes medicines policy to meet:

- NICE Guidance and Quality Standards
- Care Quality Commission Standards

We will also discuss the legal requirements and good practice in the management of controlled drugs and administration of covert medication.

Objective is to support care homes to provide good governance of medicines in line with legal requirements and national standards.

## Connecting with us

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