

Fountains Integrated Care Home Service (FICHS)

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Summer 2022 Newsletter

Satisfaction survey report

FICHS conducted a satisfaction survey of the 22 care homes under our care. The purpose of the survey was to help identify and prioritise the improvements that are most important to care home staff and to objectively assess FICHS's overall performance. The responses provided positive feedback. When asked how satisfied the care homes were with the FICHS service, on average, managers reported the service as 'good' or 'excellent'. Future surveys will mirror this so that survey results can be compared, and FICHS performance assessed over time.

Pride in Practice

Here at the surgery we're proud to support the Pride in Practice programme, helping to ensure that all lesbian, gay, bisexual and trans people have access to inclusive healthcare that understands and meets the needs of our community.

Belong Chester

Belong is a new care village due to open in July. It will provide high-specification accommodation and specialist dementia and nursing support, within a community setting, located on City Road. The FICHS team will be supporting the care within Belong and we look forward to meeting the team.

RESTORE2

RESTORE2 is a physical deterioration and escalation package designed specially for residential and nursing homes. Following the face-to-face training in the practice and the care homes in March we'll be rolling this out from 1st July.

Online training sessions are bookable at the following link and are typically 1-1.5 hours long

<https://www.eventbrite.co.uk/e/restore-2-online-training-session-tickets-103421153454>



Dementia

Charities / training

- ◇ Alzheimer's Society - training available in person, virtually or via their learning hub
- ◇ Dementia UK
- ◇ Alzheimer's Research UK

The practice were delighted to assist Oaklands Nursing Home during Dementia Action Week. Linking the home with Sarah Jones from End of Life Partnership and Dementia UK who provided information and training for the care home staff.



Activity Coordinator meeting

A monthly team's meeting, taking place on the first Tuesday of every month 11:00-12:00. A space where we can chat, ask each other questions, share ideas, resources, and success stories. This will give us the opportunity to help each other and improve the social needs of our residents through new activities, collaboration and working together! During the first meeting this month, we discussed what activities the homes had been doing over the Jubilee bank holiday weekend.

Managers and staff meeting

A monthly team's meeting, taking place on the second Wednesday of every month, 14:00-15:00. If any member of your team would like to be included in either meeting but haven't received an invite, please contact Joe.

Prescription Manager's corner

Proxy Access Medication Ordering

Proxy access was developed to allow someone other than the patient to access and manage parts of their



GP online services account. We can set up proxy access to repeat medications only, meaning that Care Home staff can't see anything else in the record. This will mean that you can order/request the residents medication for them. For any further assistance please contact Jackie.