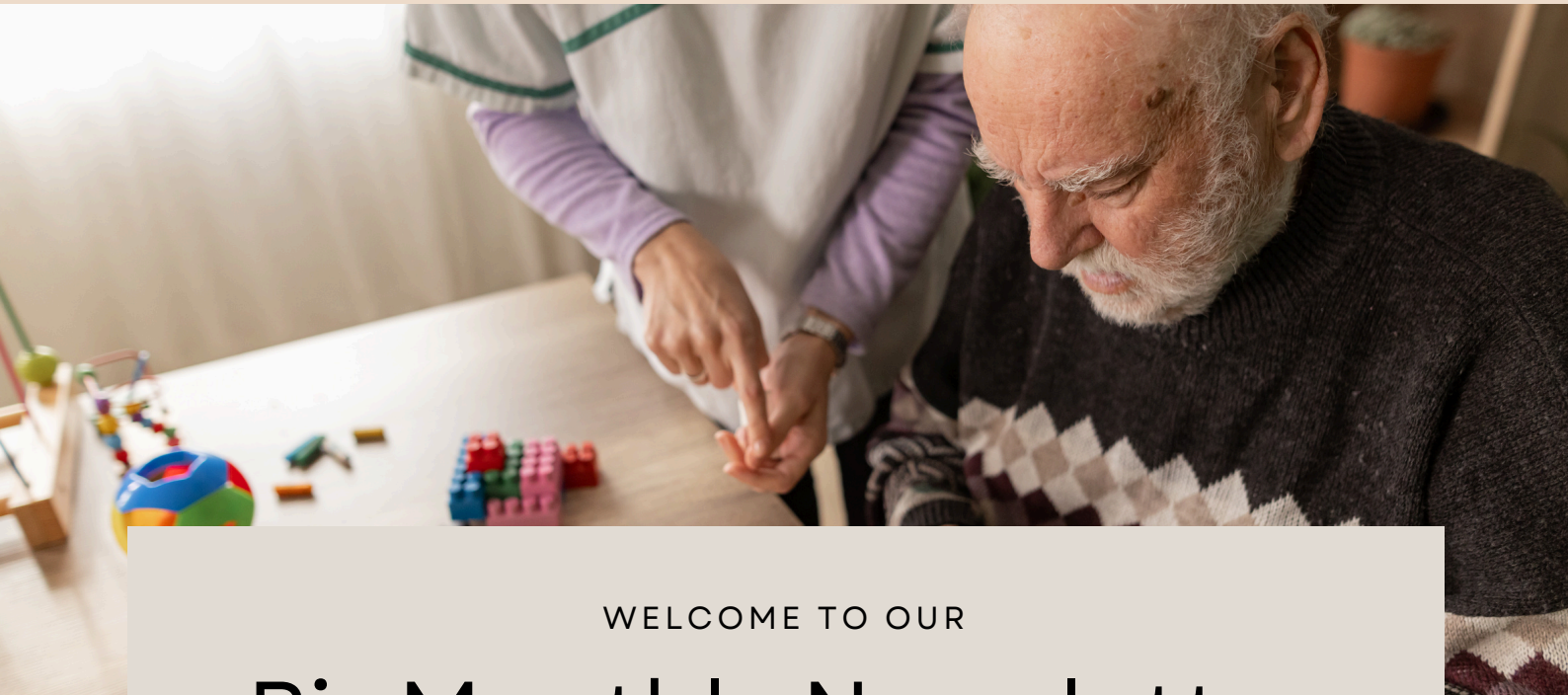




WELCOME TO OUR

Bi- Monthly Newsletter



SMALL UPDATE:

You may notice that this edition of the Compliance Newsletter covers January and February together. Going forward, the newsletter will now be released every two months instead of monthly.

This change will allow us to bring together more good practice, learning points, and positive stories from across the homes. It also gives us the chance to highlight the great work staff are doing and share helpful reminders that support safe and compassionate care.

For this edition, we will be focusing on Dementia Awareness and Prevention of Pressure Sore—two important areas that make a real difference to the comfort, dignity, and wellbeing of the people we support.

As always, thank you to everyone for the care, patience, and dedication you show every day.

In this newsletter you will find:

↓
Dementia awareness, Prevention of Pressure Injury, Handling patient finances, person-centered activities, 12 month rolling CPDs and more...



DEMENTIA - A GENTLE REMINDER

People living with dementia may forget many things. Sometimes they may even forget the person they chose to spend their whole life with.

So if they cannot remember their spouse, who are we to expect that they will always remember us?

If we need to reintroduce ourselves every day, then that is exactly what we will do. If we need to repeat the same reassurance again and again, then we will do that too.

Because dementia may affect memory, but it does not take away a person's need for kindness, patience, and dignity.

And even if they forget our names, they will still remember how we made them feel.

Every calm voice, every gentle explanation, every moment of patience matters more than we realise.

PRACTICAL TIP

A helpful approach is the "Hand-Under-Hand" technique, where staff guide a person's hand gently during tasks such as eating or brushing hair, allowing them to still participate in the activity rather than doing everything for them.

The carer places their hand under the person's hand, gently guiding the movement. This helps the person feel supported, safe, and still in control of what they are doing.

It is often used during:

- Eating or drinking
- Brushing hair
- Washing
- Other daily activities

This technique helps maintain dignity, independence, and engagement, which is especially important when supporting people living with dementia.

You can find more tips here: <https://bit.ly/4qOC5Uw>

Please be reminded that any intervention must be carefully planned and tailored to the individual's needs and/or preferences.



Protecting Skin, Preventing Harm:

Pressure Ulcer Prevention

Pressure ulcers can develop quickly, but with the right care they are largely preventable. The ASSKING approach helps staff reduce risk and protect our service users' skin health.

A – Assessment of Risk



- Identify people at higher risk using:
 - ✓ Waterlow Score
 - ✓ Braden Scale

Early identification helps prevent skin damage.

S – Skin Assessment



- Check skin regularly during personal care
 - ✓ Redness
 - ✓ Broken skin
 - ✓ Swelling

Report changes early!

S – Surface



- Use the correct mattress, cushion or pressure-relieving equipment

The right surface reduces pressure.

K – Keep Moving



- Encourage movement where possible
- Reposition regularly if unable to move independently

Movement improves blood flow.

I – Incontinence



- Keep skin clean & dry
- Use barrier creams if needed

Protect the skin from moisture.

N – Nutrition



- Good nutrition and hydration help maintain healthy skin and support tissue repair.
- Encourage service users to have:
 - ✓ Balanced meals with enough protein
 - ✓ Adequate fluid intake throughout the day
 - ✓ Nutritional supplements if prescribed

Encourage balanced meals and good hydration.

G – Giving Information



- Share observations & concerns with the team

Good communication protects our residents.

Safety Tips

- Check skin during personal care
- Reposition residents regularly
- Ensure pressure mattresses are working
- Report redness immediately

Keeping Service Users' Finances Safe: Every Penny Tells a Story!

Anyone who handles a service user's money is instantly placed in a **position of trust** and is **accountable** for every entry they make!



Why Accurate recording matters:

- ✓ Protect service users' money
- ✓ Show transactions straight away
- ✓ Prevent small errors from becoming bigger problems

- ✓ Count and record balances often

Quick Tip

Count balances little and often, and record it clearly – small consistent checks help avoid bigger issues later!

- ✓ Check totals and signatures

A Moment to Reflect:

If this was your own money, or that of someone you love, would your records tell a clear and reassuring story?

MANAGING FINANCES

As dementia progresses, everyday tasks can become more difficult. Around Stage 4 (early dementia), people may begin to struggle with things like managing money, paying bills, or keeping track of spending. This is not a reflection of their abilities as a person, but simply part of how the condition affects memory, thinking, and organisation.

Because of this, it becomes even more important that we support service users carefully and respectfully when handling their finances. Clear recording, regular counting, and transparent documentation help ensure that their money is protected, accounted for, and managed with dignity.

By keeping accurate records and following good practice, we are not only meeting professional standards – we are protecting an important part of someone's independence and trust.

CPD - MEDICATION MANAGEMENT

In January, we held the first session of our 12-month rolling CPD programme, with several nurses attending from across the homes.

It was a very productive and engaging session where nurses had the opportunity to share experiences, discuss challenges, and exchange best practices. Conversations focused particularly on safe medication management and ensuring our practice continues to align with current guidelines and standards.



One of the key topics highlighted during the session was the importance of keeping up to date with MHRA alerts and safety updates. These alerts provide important information about medications, including new safety advice, changes in guidance, or emerging risks associated with certain drugs.



If you had the opportunity to access the link shared earlier about dementia, you may remember that one of the ways to help ease stress and distress in people living with dementia is through meaningful activities.

Activities are not simply about keeping someone busy. When done well, they can help reduce anxiety, improve mood, and provide a sense of familiarity and purpose. Something as simple as listening to music from their era, helping with small tasks around the home, gardening, or joining a group activity can make a big difference to how someone feels during the day.

Meaningful activities help people reconnect with who they are, what they enjoy, and what has always mattered to them.

CPD SESSION - FALLS

One of the significant risks for people living with dementia is the risk of falling. This may not only be due to changes in mobility, but also because dementia can affect memory, awareness, judgement, and spatial orientation.

Many of the people we support are also prescribed multiple medications, some of which may increase the risk of falls by causing dizziness, drowsiness, or changes in blood pressure.

Because of these combined risks, a CPD session on Falls Prevention was delivered in February.

The session focused on helping staff better understand the different factors that contribute to falls and what practical steps can be taken to reduce these risks.

It was a valuable opportunity for staff to refresh their knowledge, discuss real situations from practice, and strengthen their confidence in recognising and managing fall risks to help keep our service users safe.



CAUGHT YOU *Caring*



Riyaben

Riyaben was nominated for her patience and compassion in supporting two service users who usually refuse personal care. Through reassurance and a calm approach, she successfully encouraged them to complete their showers – a remarkable achievement that shows the difference kindness and persistence can make. Thank you, Riyaben, for your dedication.



Danielle

Danielle was nominated for always going above and beyond for the team. Even when she wasn't on shift, she travelled to Chestnut Lodge to support during the CQC visit, showing real teamwork and commitment – always with a smile. Thank you, Danielle, for your positivity and support.

Where the answer to any question was 'no', please document further information below:

Issue Identified	Action taken
23/02/2026 – KH – Tramadone low stock 23/02/2026 – AIV senna low stock	23-2-2026 Email has been sent to the prescription counter. They will send today. Received on 23.2.2026 afternoon. 23.2.2026 Received email from ECAC please allow 1-2 days for the prescriptions to be sent.
24/02/2026 – AIV senna low stock, 24/02/2026 – DH Epilim Chrono low stock	24.2.2026 Email sent to prescription counter they said will deliver as soon as possible. Received this evening. 24/02/2026- Email sent to GP
25/02/2026- DH Epilim Chrono low stock	
26/02/2026- DH Epilim Chrono low stock 26/02/2026 – KH Paracetamol low stock 27/03/2026 – KH Paracetamol low stock DH Epilim Chrono low stock	26/02/2026 DH Epilim Email sent to ECAC and prescription counter 26/02/2026 KH Paracetamol Email sent to ECAC and prescription counter 27/03/2026 KH Paracetamol low stock- received from prescription counter DH Epilim Chrono low stock – ordered as per advice and will be delivered once supply is received



BEST PRACTICE SPOTLIGHT – HERON VIEW

Heron View has made excellent use of the Daily Clinic Room Audit to strengthen transparency and communication within the team.

The audit is not only identifying issues such as low medication stock, but it clearly records the actions taken to resolve them, including contacting the prescription counter, GP, or pharmacy and documenting when items were received.

This simple but effective approach shows good clinical oversight, accountability, and proactive management, ensuring that any concerns are promptly addressed and followed up.

Great work to the Heron View team for using the audit as a live tool for improvement rather than just a checklist.

CAUGHT YOU

*being
Compliant*