

Quality Improvement Project Application Form

Salford Innovation and Improvement Fund Locality Call 2022/2023

Each question in this application form is very specific about the information required. **Please ensure that you read the Application Guidance document carefully, complete all sections of this form and provide all of the information requested.** Please ensure that any abbreviations/acronyms are explained at the start of the application; they may then be abbreviated throughout the remainder of the application.

SUBMISSION DETAILS

SUBMITTED BY <i>(name, role, org.)</i>	Nigel Johnson
CONTACT NUMBER	061 607 7101
EMAIL ADDRESS	Nigel.johnson@iamaspire.org.uk
SUBMITTING ORGANISATION	Aspire for Intelligent Care and Support (CIC)
SERVICE NAME	
DATE SUBMITTED	31 August 2022

Details of how to complete each section of this form correctly are found in the Application Guidance document. Please confirm that you have followed this guidance

I have read and followed the Improvement Project Application Guidance document

SECTION ONE: PROPOSAL OUTLINE

1) NAME OF PROPOSED PROJECT

Please provide a name for the proposed project that you wish to be considered

“Gait, not Gate” Developing a competency framework for social care staff when in the application of occupational therapy programs, social care staff working with older people living with dementia can facilitate and contribute more effectively to assessment and support.

2) WHAT IS THE PROJECT RATIONALE?

What is the problem situation / rationale for this Quality Improvement Project?

The rationale has been developed by Beverley Drogan, Lead AHP for Dementia – Dementia Service, Safeguarding Team, Northern Care Alliance NHS Foundation Trust. The project will be led by her in partnership with Aspire. She is a highly qualified OT of many years’ experiences with particular interest in older people and dementia. The project will systematically address:

- Gaps identified in staff knowledge and skills in supporting the needs of service users that enables and maintains the best outcomes.
- A lack of knowledge and skill can compromise contribution to effective assessment and may impact on a positive outcome
- The impact of a lack of staff knowledge and skill can prevent progression and improvement for service users that may be detrimental to their health and well-being.
- To improve service user experience.
- To provide staff with an evidence base to daily practice with individual service users.
- To provide staff with language and understanding to work collaboratively with colleagues in health and social care services.

The project will be led by Chris Swards for Aspire for Intelligent Care and Support. Both he and Beverley Drogan are Graduates of Salford University MSc Advanced Practice in Dementia.

3) WHAT IS THE AIM OF YOUR PROJECT?

Aim to reduce/increase by how much, by when and by whom/in what service? E.g. reduce falls by 10% by 31 January 2022

The aim is to establish the level of staff knowledge around human occupational performance for people living with dementia who are accessing Aspire services and to implement a test of change for ongoing competencies for support staff 12 months from commencement of the project. This to become the basis of a training input and future development into the training offered to social care staff as part of their overall training.



4) WHAT QUALITY IMPROVEMENT METHODOLOGY WILL YOU BE FOLLOWING?

Outline the planned approach to delivering the QI project e.g. IHI Model of Change, Lean Thinking, Six Sigma, Total Quality Management, Theory of Constraints, PDSA cycles

The two leads are graduates of the MSc Advanced Practice in Dementia and will be using these methodologies:

- Driver Diagram
- Staff surveys
- Staff SWOT analyses
- Stakeholder engagement – ‘what’s in it for me’
- Relational leadership style
- PDSA cycles
- Sustainability model (ie NHS sustainability model)

5) WHAT ARE YOUR CHANGE IDEAS?

Please list these, or attach an image of your Driver Diagram if you have completed one

- Provide education and training to all staff that will inform an induction package (occupational performance, dementia)
- Produce a competency framework with key objectives for staff to achieve within the first 6 months of employment or for existing staff, within the first 12 months)

6) HOW WILL YOU KNOW WHETHER YOUR CHANGE/S MAKE AN IMPROVEMENT? (I.E. WHAT IS YOUR MEASUREMENT PLAN?)

Please include the data collection method you plan to use

- Sustainability model throughout the project
- Staff satisfaction surveys (pre and post project)
- PDSA cycles





7) WORK ALREADY UNDERTAKEN

In this area, or in development of these ideas

Following a successful project employing a Physiotherapist to work in Aspire with the specialist “Poppy” Dementia Day service, a report was produced outlining the benefits of a physiotherapy role within a social care setting. Through this work it was realised that this role was also upskilling the care workforce to be able to work more effectively with the Physiotherapist. Both to be able to understand and maintain programmes for people living with dementia in a social care setting and in outreach support; and to be better able to provide accurate and appropriate feedback on assessing progress or any difficulties. This allowed a more dynamic relationship between the therapist and the staff supporting people, which was found to be particularly important in supporting people whose progressing dementias can vary behaviours considerably and require frequent adjustments in programmes of support. It is from this experience, and an aspect of the report that the proposed project is to develop. The Physiotherapist believes it is also important for input in terms of Occupational Therapy. Whereas the education of staff by the Physiotherapist was done on an individualised basis it was her view that there were more general “gaps” that might be addressed by a more general educative input. It is this that Beverley Drogan and Aspire wish to develop further. The project will not only report on the skills deficits within a social care workforce but go one step further in devising an outline programme that can be delivered to a social care workforce. Using the Aspire staff as the testing ground.

8) FURTHER INFORMATION

Provide any further information which you would like to be considered

Aspire supports people with a learning disability and ASC as well as older people and people living with dementia. In supporting service users with learning disabilities and ASC the services have built up good working relationships with professions allied to medicine and allied health professionals. This has proven invaluable in supporting people with very complex needs in the community. There are several reasons why this is more difficult to engineer in supporting other service user groups. This project is borne out of our determination to find ways to better facilitate similarly helpful links for older people and people living with dementia. We believe a part of this is having a structured way of imparting key education to social care workers to improve their ability to understand what they are being asked to do and what the health professionals are looking for. We understand it is difficult to reproduce the sort of mutual confidence over quite complex needs we have in Learning Disability. But we do believe a structured program focused on the key things will considerably improve the support to older people and people living with dementia.





9) FINDINGS AND DISSEMINATION

How will your findings be used? Who will they be shared with?

The competency framework and the piloted training will be developed by Aspire as part of its training offer to staff, volunteers and carers. Probably as part of the induction training program. As with our response to Question 22 we would promote the framework to be used in the same way by social care providers supporting people living with dementia or indeed supporting older people generally. We hope that the project may form the basis for a further project to develop a training program including a digital offer to make it easier for social care providers such as residential homes to access. A significant problem in the sector is staff release for training and a digital offer could be attractive. Such a development would require us to find interested partners for the necessary investment and skills. Finding such partner/s would be one objective of the dissemination work.

10) IMPLEMENTATION

Do you have your organisation's support to enable recommendations from this work to be taken forward?

Yes /

If **YES**, provide details below:

Aspire has a commitment to take the competency framework forward to incorporate this into our training programs for our staff. As it aligns with our commitment to provide high quality services to our service users. We will promote this through our provider networks as we are of the opinion this will be of benefit to the whole sector, particularly to the providers working with people living with dementias and older people in "discharge to assess" services or services supporting people who need intensive support.

If **NO**, how do you intend to progress learning arising from this project?





11) WHICH CITIZENS / PATIENTS / COMMUNITIES / VULNERABLE GROUPS WITHIN SALFORD WILL SEE A BENEFIT OF THIS PROPOSAL?

Group/s	What benefit/s will be realised for this particular group?
Salford Citizens with a diagnosis of Dementia	Increased availability of skilled support from social care staff employed in the care sector from domiciliary care to residential care.
Family Carers of people living with dementia.	More knowledgeable support from social care agencies.

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SECTION TWO: ALIGNMENT WITH SALFORD LOCALITY PRIORITIES

12) WHICH PRIORITY AREA DOES YOUR PROPOSAL ALIGN TO?

(The 2022/23 Innovation and Improvement priorities are summarised below. (Please tick the **ONE** relevant box for the priority area your proposal aligns with.)

2022-23 Innovation and Improvement Themes	
<input type="checkbox"/>	Neighbourhood based care
<input type="checkbox"/>	Safer Salford Care Homes and Domiciliary Care
<input type="checkbox"/>	Workforce Transformation
<input type="checkbox"/>	Sexual Health
<input checked="" type="checkbox"/>	Frailty and ageing
<input type="checkbox"/>	Screening
<input type="checkbox"/>	Tackling vaccine / immunisation hesitancy

A full breakdown of these themes is available in the Application Guidance document.

NONE / OTHER	<input type="checkbox"/>	<i>Please select this option if your proposal does not clearly align to any of the above topics, but you believe it addresses a current un-met need</i>
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13) WHICH OF OUR CORE INNOVATION PRINCIPLE/S DO YOU BELIEVE YOUR PROPOSAL EVIDENCES?

(Please tick all that apply)

<input type="checkbox"/>	Exploiting the use of Technology and Digital Innovation
<input checked="" type="checkbox"/>	Partnership Working - Developing links between Health & Social Care and external organisations that are looking to test and evaluate innovative solutions in this field
<input type="checkbox"/>	Neighbourhood Working - Developing, delivering and structuring Health & Social Care within the 5 Salford Neighbourhoods / GP Networks
<input checked="" type="checkbox"/>	Addressing Health Inequalities and Wider Determinants of Health
<input type="checkbox"/>	Improving the Environmental Sustainability of care





SECTION THREE: PROJECT DELIVERY

14) PROJECT TIMESCALES

(What is the proposed length of your project? Please tick the ONE relevant box below)

<input type="checkbox"/>	3 Month (e.g. 90 day improvement cycles)
<input type="checkbox"/>	6 Months
<input checked="" type="checkbox"/>	12 Months

15) HOW IS THE PROJECT GOING TO BE MANAGED?

The project will be managed by Aspire with the project lead reporting to our Director of Operations.

16) WILL THE PROJECT REQUIRE A CHANGE TO AN ESTABLISHED CARE PATHWAY?

If you are currently unable to assess if the activity will require a change to an established pathway, please indicate so using the Don't Know option. Applications selected to progress will be able to work with their sponsor to establish this.

- Yes
- No
- Don't Know

If Yes, please provide details of the existing care pathway and explain how your project will require a change to this.

17) WILL YOUR PROPOSED PROJECT ACTIVITY REQUIRE ACCESS TO, CHANGES TO, OR INTEGRATION WITH, EXISTING IT INFRASTRUCTURE OR SYSTEMS TO ENABLE DELIVERY?

- Yes
- No
- Don't Know

Please only select the 'Don't Know' option if you are currently unable to assess whether the activity will require access or changes to IT systems or infrastructure. If selected for progression, you will need to engage the relevant IT departments of pilot sites to establish these requirements prior to achieving final sign-off for funding.

If Yes, please answer the below questions:

A) Which system/s or infrastructure will you require access to, changes to, or integration with?





B) What changes / integrations are required, and the timescales needed for this?

C) Who owns or manages this system / infrastructure?

D) How have you engaged with the relevant system owners / managers / IT departments so far to determine the feasibility of making these necessary changes?

18) WHAT RISKS HAVE YOU IDENTIFIED, AND HOW WILL YOU MITIGATE THEM?

We do not believe there are any significant risks to the delivery of this project.

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SECTION FOUR: BUDGET & FINANCE

20) PLEASE PROVIDE A FULL BREAKDOWN OF HOW THE REQUESTED FUNDS WILL BE UTILISED

ensure the amount stated is fully inclusive of all VAT

£15,452.36

Payment schedules for successfully funded projects will be finalised prior to sign-off. The typical arrangement is to pay 50% of awarded funds up front, with the remaining 50% released upon receipt of a successful 6-month project update report. If you would require any different payment schedule or arrangement, please give details below

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		Total
Clinical Consultant	84 hours	£6,000.00
Aspire Professional input	86.4 hours	£2,384.99
Administrative Support	80 hours	£1,141.98
		£9,526.97
3 Dissemination events		£1,500.00
Publicity and promotional material		£850.00
Materials, printing and stationery		£1,000.00
		£3,350.00
Total excluding VAT		£12,876.97
VAT	20%	£2,575.39
Total including VAT		£15,452.36

21) HOW WILL THE PROJECT ACHIEVE A RETURN ON INVESTMENT / COST BENEFIT?

The project will achieve better patient outcomes through an increase in the competency of social care staff. Our intention is to promote the framework to encourage other providers to incorporate this into their staff training. In the local area (Salford and GM) and hopefully on a wider basis. Possibly incorporating this into the social care induction standards.

22) WHAT COMES NEXT AFTER THIS QUALITY IMPROVEMENT PROJECT?



**HOW WILL YOU ENSURE THAT THE LEARNING FROM THE PROJECT OR ITS RESULTS ARE SUSTAINABLE AFTER THE FUNDING PERIOD HAS ENDED?**

We plan to launch the competency framework at a GM Event and disseminate through our social care industry networks. This includes the North West CQC Registered Managers network which we host. We will also be able to disseminate to specifically Greater Manchester social care providers through the GM Complex Needs (Dementia) development commissioning framework. Within Salford we will work with the social care market management team in SRFT who host regular meetings of local Providers in the social care sectors and maintain networks in Residential Care, Domiciliary Care as well as specialists' areas such as MH Providers and LD Providers.

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SECTION FIVE: DATA PRIVACY IMPACT ASSESSMENT

23) WILL THE PROJECT COLLECT / USE / PROCESS PERSONAL CONFIDENTIAL DATA?

- Yes
 No

If 'yes', please tick below which of the personal and sensitive data items the asset / system / project will process.

Personal Data Items

- Forename(s)
 Surname
 Address
 Postcode
 Date of Birth
 Home Telephone Number
 Mobile Telephone Number
 Other Contact Number
 GP Name and Address
 Legal Representative Name (Next of Kin)
 NHS Number
 National Insurance Number
 Photographs / Pictures of persons
 Other – please state below:

Sensitive Data Items

- Gender
 Religion
 Ethnic Origin
 Medical Information
 Occupation / Employment
 Other – please state below:

This will be collected as part of the usual Diversity Data request made of staff.

A Data Privacy Impact Assessment (DPIA) form will need to be completed if your proposal is shortlisted to Interview.

- *If Yes is selected, a full DPIA will need to be completed*
- *If No is selected, the DPIA only needs to be completed up to Screen 5*

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SECTION SIX: EQUALITY, DIVERSITY AND INCLUSION

24) EQUALITY & DIVERSITY POLICY AND COMPLIANCE

A) Do you have an up-to-date Equal Opportunities (or equivalent) Policy in place?

- Yes
- No

B) Have you been involved in any Equality Act 2010 litigation breaches in the last 3 years?

- | | |
|--|---|
| <input type="checkbox"/> Yes | <i>If Yes, please give details here</i> |
| <input checked="" type="checkbox"/> No | |

25) PLEASE DESCRIBE HOW THIS PROJECT WILL ENSURE THE RIGHTS OF PROTECTED CHARACTERISTICS IN PARTICIPANTS, AND CONTRIBUTE TOWARDS TACKLING HEALTH INEQUALITIES IN SALFORD?

Aspire has comprehensive Equalities Policies and Procedures. And we pride ourselves on the person-centered support we provide to our service users. In particular support to members of the orthodox Jewish, Chinese, Asian and European communities where there are issues of language and cultural sensibilities. Our service also works with younger onset dementias and people with a learning disability with diagnoses of dementia. People who don not “fit” with the traditional assumptions about who lives with dementia. It is our view that a person-centered approach with well trained staff and support of Health Professionals who can be confident in the competence of those care staff can address the potential isolation or exclusion of people who are at risk of marginalization. This view is based on our experience of supporting people with a variety of cognitive impairments to access screening programs, primary health services, hospital services and wellbeing services over many years.

26) ADDED SOCIAL VALUE: WHAT OTHER SOCIAL, ENVIRONMENTAL OR ECONOMIC BENEFIT/s WILL SALFORD RECEIVE THROUGH THIS PROJECT?





Aspire CIC is committed to delivering on social value outcomes. As part of our commitment, Aspire as an organisation is a member of the Salford Social Alliance and signed up to their '10% Better' campaign. Salford Social Value Alliance is a member of the Greater Manchester Social Value Network (GMSVN) developed to support the social value aims of the Greater Manchester Combined Authority strategy 'Better Together' strategy and the GMCA Policy and Framework. Aspire is also an active member of Salford CVS.

In order to fully understand our social value and impact and develop our social value we have used the TOM's framework for an initial assessment and to identify how we provide and meet other social value indicators. We have a number of ways in which we widen the knowledge and skills of the local community, and this training will be offered in the same way from our professional placements to volunteers and relevant community groups. For Example: Contribution to the Local Community As a member of Salford CVS Aspire aims to work alongside and support other voluntary, community and social enterprise organisations. Aspire supports young people by providing placements for Occupational Therapy and Physiotherapy students in partnership with the University of Salford and Manchester Metropolitan University Work experience has been provided for harder to place young people in association with the Prince's Trust. Volunteers - we currently have 7 volunteers and have committed to increasing our offer of volunteering opportunities (one of our 10% Better commitments).

KPI value = Number of volunteers/number of work experience/student placements. In kind value based on 1 volunteer and 1 placement = £4,300.

Aspire supports other organisations as follows: Aspire shares knowledge and skills and has provided free training to providers, health care professionals, parents and carers. We operate buildings which as part of our day service provision are used by community groups and other voluntary sector providers. Our development workers have also worked with GM Police in training over 150 frontline police on autism awareness. We have trained case workers who work for the housing provider Salix Homes in autism awareness and communication techniques.

We have provided Dementia Friends training, shared learning with other organisations and provided communication and autism awareness training for staff to enable them to support people to access mainstream services. In addition to GM Police, staff and service users, development workers have worked with Salford City Council, Salford Community Leisure, the ambulance service, health services, Salix Homes, schools, colleges, GP's and the fire service. This work has involved community awareness, developing training packages, developing easy read leaflets and service guides. We have also been involved in care homes training in collaboration with the Community Mental Health Team, and taxi drivers' Dementia Friends sessions.

KPI's Number of free training places provided. In-kind value based on 10 training places = £300

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SECTION SEVEN: OPERATIONAL DETAILS

27) REGISTERED DETAILS OF BIDDING ORGANISATION/S

Name of Organisation	Registered Address	Organisation Type
Aspire for Intelligent Care and Support	Humphrey Booth Resource Centre, 16-18 Worsley Road, Swinton, Salford M27 5WW	Limited company (Community Interest Company). Company Registration Number 09360642

28) WHICH ORGANISATION WOULD THE GRANT FUNDS BE PAID TO?

Please note that funding will only be paid to registered organisations, and not to individuals

Aspire for Intelligent Care and Support (CIC)

29) WHO WILL BE THE INDIVIDUAL/S RESPONSIBLE FOR THIS PROJECT?

(Please complete all sections)

SENIOR LEAD *(overall accountability and oversight of project)*

Name	Kim Drummond-Smith
Job Title	Director of Operations
Organisation	Aspire
Email Address	Kim.drummond-smith@iamaspire.org.uk
Telephone Number	0161 607 7101

OPERATIONAL LEAD *(day-to-day delivery of project)*

Name	Chris Swards
Job Title	Dementia Lead
Organisation	Aspire
Email Address	Chris Swards@iamaspire.org.uk
Telephone Number	0161 607 7101

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SECTION EIGHT: APPLICANT AGREEMENT

30) PLEASE CONFIRM THAT IF YOUR PROPOSAL IS ACCEPTED YOU ARE AWARE OF, AND AGREE TO, THE FOLLOWING CONDITION:

Applicants must tick the box below to indicate that they agree to the condition

<input type="checkbox"/>	Bidding organisation must be able to confirm a commencement date for the project within 2 months of receiving funding approval or approval may be withdrawn
<input type="checkbox"/>	Completion of a mid-point project update report, presented to the Innovation and Research Oversight Group (IROG) and relevant Sponsoring Strategy Group
<input type="checkbox"/>	Completion of a final evaluation report, presented to IROG and the relevant Sponsoring Strategy Group following the end of the project

31) PLEASE CONFIRM THAT YOU HAVE READ AND ACCEPT THE TERMS AND CONDITIONS

- I have read and accept the Salford Innovation and Improvement Fund Terms & Conditions

End of Application

Your completed application form, along with any requested additional information, should now be submitted via email to innovation.salfordccg@nhs.net

You will receive confirmation of receipt within three working days, along with a unique Bid Reference for managing your application and for on-going communication regarding your proposal.

Applications can be withdrawn at any time, for any reason, by contacting innovation.salfordccg@nhs.net with your Bid Reference

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