

# Feedback Report



## Sharing information and creating connections for Independent care home sector

Engagement Event  
8 September 2021



## Overview

Both the community and voluntary and public sector together provide support to and work in partnership with the care home sector. We have all experienced many challenges during the COVID pandemic and this support has never been more important.

Before and during the pandemic, many community and voluntary groups have delivered inspiring and creative projects supporting and building community connections with care home residents. We would like the opportunity to hear about these projects, share experiences and make connections.

## Service User and Carer Engagement Event

An engagement event took place, using Zoom technology, on 8 September 2021 with a number of care home representatives and community and voluntary groups. The event gave us an opportunity to share information on the support currently provided and that which has been provided to care homes. The event was used to highlight work with local care homes and to hear about other local projects.

We were also able to focus on the potential for future collaboration across sectors to support care home residents.

The following pages highlight the brilliant examples shared and provides a directory of contacts for future collaboration.

### Acknowledgement

We would like to extend our sincere appreciation to everyone who took the time to join the engagement event. We heard about so many brilliant projects and creative works that have happened over the last year.

# Creating Connections : Let's meet everyone



Nicki McCudden, Nurse Manager from **Gillaroo Lodge Nursing Home**. Gillaroo Lodge is a 25-bed, locally-owned, family-run Care Home in Larne providing high-quality care for 32 years.

**Contact:** [nursemanager.gillaroo@gmail.com](mailto:nursemanager.gillaroo@gmail.com)

---

Ciara Boyle and Iris Millican from **Bohill Care Home**. The Bohill Care Home is based in Coleraine and is home to up to 80 older people. The home specialises in; older people nursing care, dementia nursing, dementia residential and respite care services, reablement/convalescence services and end of life/palliative care

**Contact:** [Irismillican@priorygroup.com](mailto:Irismillican@priorygroup.com)



Olivia Redmond, Deputy Manager from **Mindwise**. Mindwise have a 9 bedded supported living facility in Antrim to support those affected by mental health issues to lead a fulfilling life through recovery & discovery.

**Contact:** [abbeysidetl@mindwisenv.org](mailto:abbeysidetl@mindwisenv.org)



Northern Health  
and Social Care Trust

# Creating Connections : Let's meet everyone



*The Martin  
Residential Trust*

*For The Loving Care Of People With Profound Learning Disabilities*

Agnes from **Martin Residential Trust**. The Martin Residential Trust is a charitable organisation that provides 24-hour nursing care to people with learning and physical disabilities. It has 18 beds and been running for over 30 years.

**Contact:** [agnes@mrtrust.org.uk](mailto:agnes@mrtrust.org.uk)

---

Lynda Kenny from **Four Season Health Care**. Four Seasons Health Care is one of the UK's largest independent health care providers

**Contact:** [Lynda.kenny@fshc.co.uk](mailto:Lynda.kenny@fshc.co.uk)



Shauna Robinson from **Prospect Nursing**. Prospect Nursing Home is a 52 bed nursing home in Ballymena, run by the McMullan family since 1992.

**Contact:** [activities @prospectnursinghome.co.uk](mailto:activities@prospectnursinghome.co.uk)



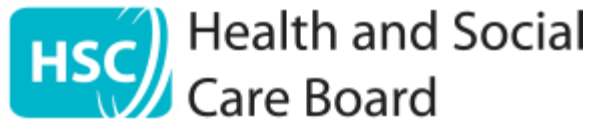
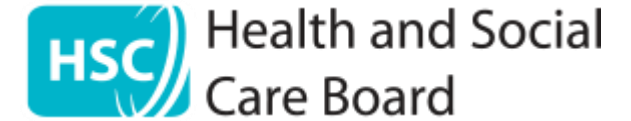
Northern Health  
and Social Care Trust

# Creating Connections : Let's meet everyone

Anne Marie OBoyle is the Northern Integrated Care Partnership (ICP) Business Manager within the **Northern Health and Social Care Board** .

**Contact:** [anne-marie.oboyle@hscni.net](mailto:anne-marie.oboyle@hscni.net)

---



Emer McLean is the Pharmacy Adviser within the **Northern Health and Social Care Board** Integrated Care.

**Contact:** [emer.mclean@hscni.net](mailto:emer.mclean@hscni.net)

---

David Cassidy is the Personal and Public Involvement Officer within the **Patient Client Council**

**Contact:** [David.Cassidy@pcc-ni.net](mailto:David.Cassidy@pcc-ni.net)

A large, light blue graphic of a stylized human figure with arms raised, positioned behind the Patient and Client Council logo.

**Patient and Client Council**  
**Your voice** in health and social care

# Creating Connections : Let's meet everyone

Mary McNickle from the **Causeway Volunteer Centre**. The Volunteer Centre's mission is to use volunteering as a means of promoting inclusion and engagement in the community.

**Contact:** [info@causewayvc.org](mailto:info@causewayvc.org)

---

Thelma Dillon, chair of the Northern Trust Older Peoples Panel and No More Silos service user representative.

**Contact:** [Thelmadillon171@gmail.com](mailto:Thelmadillon171@gmail.com)

---



# Creating Connections : Let's meet everyone

## Northern HSC Trust staff

Elizabeth Graham, Assistant Director, Person Centred Practice, Nursing Innovation and Development Team  
[Elizabeth.Graham@northerntrust.hscni.net](mailto:Elizabeth.Graham@northerntrust.hscni.net)

Maria Loughran, Service Development Lead, No More Silos – Care Home Workstream  
[Maria.Loughran@northerntrust.hscni.net](mailto:Maria.Loughran@northerntrust.hscni.net)

Mary O'boyle, Clinical Nurse Facilitator REACH Team  
[Mary.oboyle02@northerntrust.hscni.net](mailto:Mary.oboyle02@northerntrust.hscni.net)

Sadie Campbell, Lead Nurse, REACH Team  
[Sadie.Campbell@northerntrust.hscni.net](mailto:Sadie.Campbell@northerntrust.hscni.net)

Nerell Browne, REACH Team, Practice Development Facilitator  
[Nerell.Browne@northerntrust.hscni.net](mailto:Nerell.Browne@northerntrust.hscni.net)

Doreen Bolton, Health and Well Being Locality Lead for Mid ulster  
[Doreen.bolton@northerntrust.hscni.net](mailto:Doreen.bolton@northerntrust.hscni.net)



# Creating Connections : Let's meet everyone

## Northern HSC Trust staff

Jill Curry, Dietetic Services Manager and Manager for the Regional Prescribing Support Dietetic Team

[Jill.curry@northerntrust.hscni.net](mailto:Jill.curry@northerntrust.hscni.net)

Paddy Graffin, Interim Director for Integrated Care

[Paddy.graffin@northerntrust.hscni.net](mailto:Paddy.graffin@northerntrust.hscni.net)

Stephanie Park, Care Homes Pharmacist

[Stephanie.park@northerntrust.hscni.net](mailto:Stephanie.park@northerntrust.hscni.net)

Jacinta McAtamney, IS Project Manager, IS Programme Office

[Jacinta.McAtamney@northerntrust.hscni.net](mailto:Jacinta.McAtamney@northerntrust.hscni.net)

Alison Irwin, Head of Equality and Lead for Personal and Public Involvement

[Alison.Irwin@northerntrust.hscni.net](mailto:Alison.Irwin@northerntrust.hscni.net)

Lynda Elliott, Personal and Public Involvement Co-Ordinator – To hear more about involvement opportunities and other service user/carer events join our Involvement Network.

[Lynda.Elliott@northerntrust.hscni.net](mailto:Lynda.Elliott@northerntrust.hscni.net)





## Reflections

### **Looking ahead, what types of community links, services or projects would really benefit people living in care homes?**

- Intergenerational work and links with schools.
- Communication and connection projects which can be done with social distancing or other ways, e.g., letter writing projects between care home residents or with local community groups or children/young people.
- Arts and crafts projects with community links.
- Exploring ways of how we can better connect residents virtually and have the technical capacity to do this (e.g., being able to stream events live into homes for residents without internet connectivity issues).
- As we learn to live with Covid, be creative about how we might get to having meetings / events which link residents and community projects which could be done safely.
- Music performances and concerts: having musical performances / activities in homes or being able to bring residents to local musical performances.
- Identifying how care homes can link with existing community groups and local networks (e.g., the Loneliness Network) to develop partnerships to deliver joint projects to support care home residents.

## What best practice examples or great projects for people living in care homes have you seen elsewhere (local, regional or international) which have excited you?

### Arts / crafts / music / culture

- Schools performing in care homes and seasonal events such as Christmas concerts.
- Working with local artists and homes to create art and installations for acute care units in hospital.
- Link to together with music  
[www.togetherwithmusic.org.uk](http://www.togetherwithmusic.org.uk)
- Screen NI Film Archive Belfast and local historical group to gather local pictures, video footage of local interest.

### Intergenerational

- [Linking Generations NI](#) project.
- Groups connecting to develop intergenerational projects through the [Loneliness Network](#) cross-sectoral partnership.
- Local Primary School sending postcard/letters or drawings to provide visual and conversational stimulation

### Befriending / social support

- [Dementia Companions](#) to accompany care home residents with dementia and stay with them during acute care visits to provide reassurance and support.
- Good Morning telephone support services.
- Explore letter writing/pen pals within the care homes
- Mid and East Antrim Agewell Partnership (MEEAP) are an excellent community organisation
- Postcards from network of Care Homes across the globe

### Digital / IT

- Providing assistive technology packs and support to help older people in the community to digitally connect with services and their local communities. Packs would include bundles (e.g., tablets, WIFI access and support/training) to help older people get online and use assistive technology.

## What best practice examples or great projects for people living in care homes have you seen elsewhere (local, regional or international) which have excited you?

### Health

- Food projects linking nutrition to fun cooking activities which residents could enjoy. Examples of projects are cook-alongs or cookery workshops hosted in care homes by a local community group; care homes hosting afternoon teas and asking community groups to attend and Jenny Bristow food reminiscence project

### Other

- Animals or mini zoo visits to care homes/ Pet therapy.

### Strategic

- Learning Disability Homes need a discrete focus for support, training and provision of equitable services.
- Be selective in volunteer selection process. It needs to be safe and robust to ensure resident and volunteer safety.
- Big Lottery Funding opportunities bidding collectively – Councils, Independent Sector, Community/Voluntary Trust.

**After attending today, what could be most useful next step to encourage connection / collaboration which would interest you?**

- Let's start to make more local connections across sectors (e.g., linking up local networks, community and voluntary groups and care homes) to see where can find opportunities to collaborate on projects, share ideas and resources.
- Identify local schools who are keen to engage in future generational work and also for care homes and young people identifying work experience placements.
- To learn more about (from a care home perspective) what else is out there in the community to support residents; know who to contact and where to go if we want to develop projects for care home residents.
- Take away good ideas of what has been done elsewhere to develop projects in partnership locally.
- Share information from today across attendees of what they do and connect on shared interests and activities.
- Start collectively thinking about how we can develop in-person meetings or events for care home residents as we learn to live with Covid.
- To meet again like this and build on today.
- To be able to connect locally with other activity co-ordinators in care homes to exchange ideas and support each other's work.

## Pledges and actions to encourage connection

“Connect with the Health and Well being Team”

“Get in touch with Screen Ni re archive”

“Love to have a rep on the loneliness networks in the NHSCT”

“To encourage the residents to write cards or letters and source a contact within a school or other venue to participate with us”

“I pledge to pull all the examples together from today in easy to access format”

“I would pledge to stay connected and attend any and all meetings going forward”

“Look more into pharmacy support for Learning Difficulty NHs”

“Ongoing communication and accessing resources for community involvement within LD”

“Encourage homes to use the trust ipads they were given to engage in enhancing communication with families”

“Keep our conversations going and meet again soon”

“To link with MEAPP with local work”

“Let everyone know how exactly the Volunteer Centre can help”

“Make contact with Together with music”

## Next Steps | Our plan

We will ensure that the feedback you have provided is shared at the next No More Silos Local Implementation Group meeting.

We will reach out to you again before Christmas to arrange another meeting.

There are plans for a Regional ECHO Network starting for Care Home Activity Co-ordinators, to come together and share challenges and ideas.

We will keep you informed of any other engagement sessions.



## Acknowledgement

Thank you once again to everyone who took the time to join in the engagement event.