

# A Helping Hand for Hydration

## The Care Home Collaborative (CHC) Hub 5 Bespoke Peer-Support Package Using Quality Improvement Methodology to Embed Good Hydration Practice



### Background

Hub 5 is a team of Care Support Workers and Registered Nurses, within the NHSGGC Care Home Collaborative who work in partnership with care homes to support improvements.

After residents of an Inverclyde care home experienced an increase in urinary tract infections (UTIs), it was observed that fluids were not regularly offered to the affected residents. Quality improvement (QI) work conducted by the University of West London<sup>1</sup>, highlighted that increasing hydration may assist in the prevention and management of UTIs. Therefore, the care home team, with support from Hub 5 undertook a QI project to promote hydration for all residents.

### Aim

By November 2023, the 5 residents with the most frequent instance of UTIs would achieve a 10% increase in fluid intake. This project aligned with the Scottish Government 'Health Care Framework: My Health My Care My Home'<sup>2</sup>

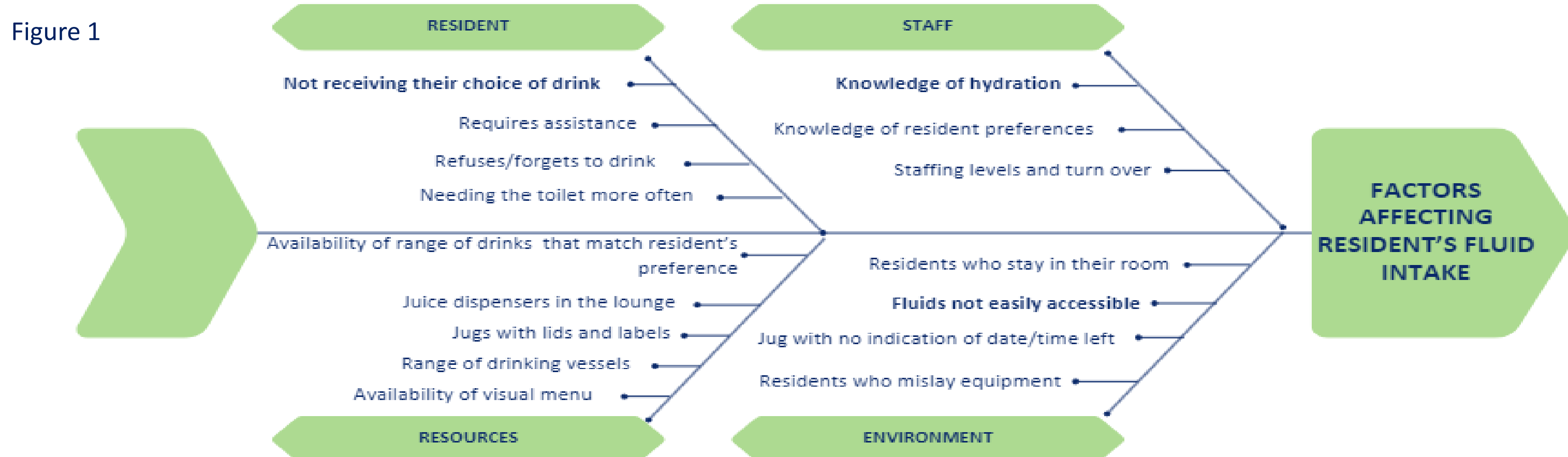
Key findings from the project include:

- Residents had a significant increase in daily fluid intake
- The approach used by Hub 5 was well received by care home staff and residents

### Methods

The Hub 5 bespoke peer-support package focused on relationship building with the staff team. Observations of practice and participation in mealtimes and hydration rounds allowed Hub 5 to understand the practice environment and challenges to achieving increased hydration.

Where required, Hub 5 supported the care home team with demonstrations and bite-sized education talks, promoting reflection 'in action'<sup>3</sup>, e.g. appropriate use of thickener for drinks. Through discussion and brainstorming the views of care home staff were sought and challenges of hydration in the home were compiled into a fishbone diagram (figure 1) below.



The following change ideas were used to develop the PDSA cycles (see chart 1)

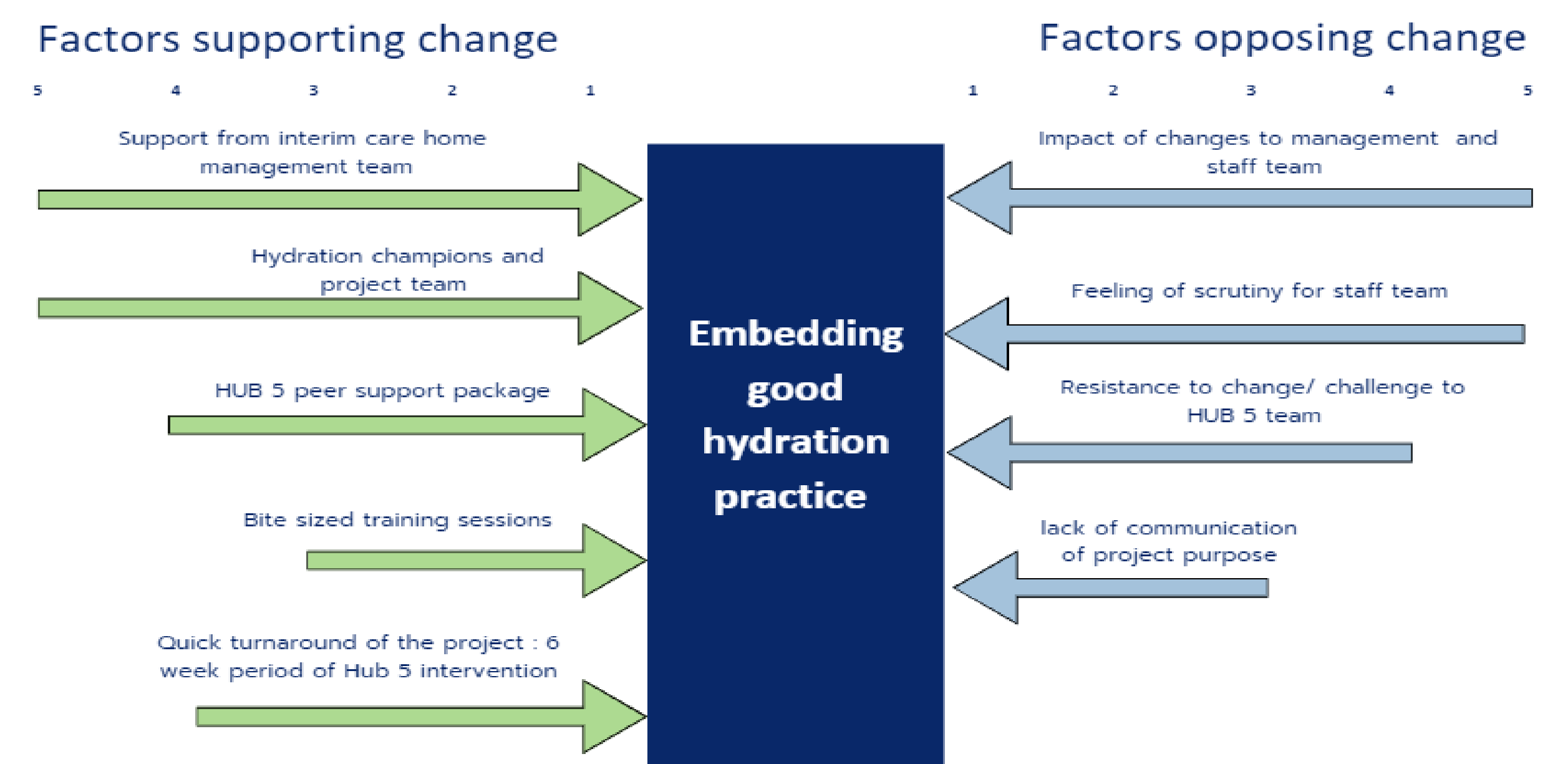
- Working closely with staff to provide peer-education (PDSA cycle 1).
- Implementation of a visual menu card displaying the variety of hot and cold drinks to support resident choice (PDSA cycle 2).
- Introduction of hydration stations around the home to increase accessibility of fluids (PDSA cycle 3).

Hub 5 also participated in weekly reflection sessions to evaluate and review its support plan for the care home. These sessions helped to identify factors supporting and opposing the implementation of change within the home. The themes of these are summarised in the following force field analysis (figure 2).

### References

- University of West London. (2020). The I-Hydrate Project. <https://www.uwl.ac.uk/research/research-centres/richard-wells-centre/i-hydrate>
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- Schon, D.A. (1991) *The Reflective Practitioner: How Professionals Think in Action*, Aldershot: Avebury
- Lewin, K (1951) *Field Theory in Social Science*, Harper Row: London
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Figure 2

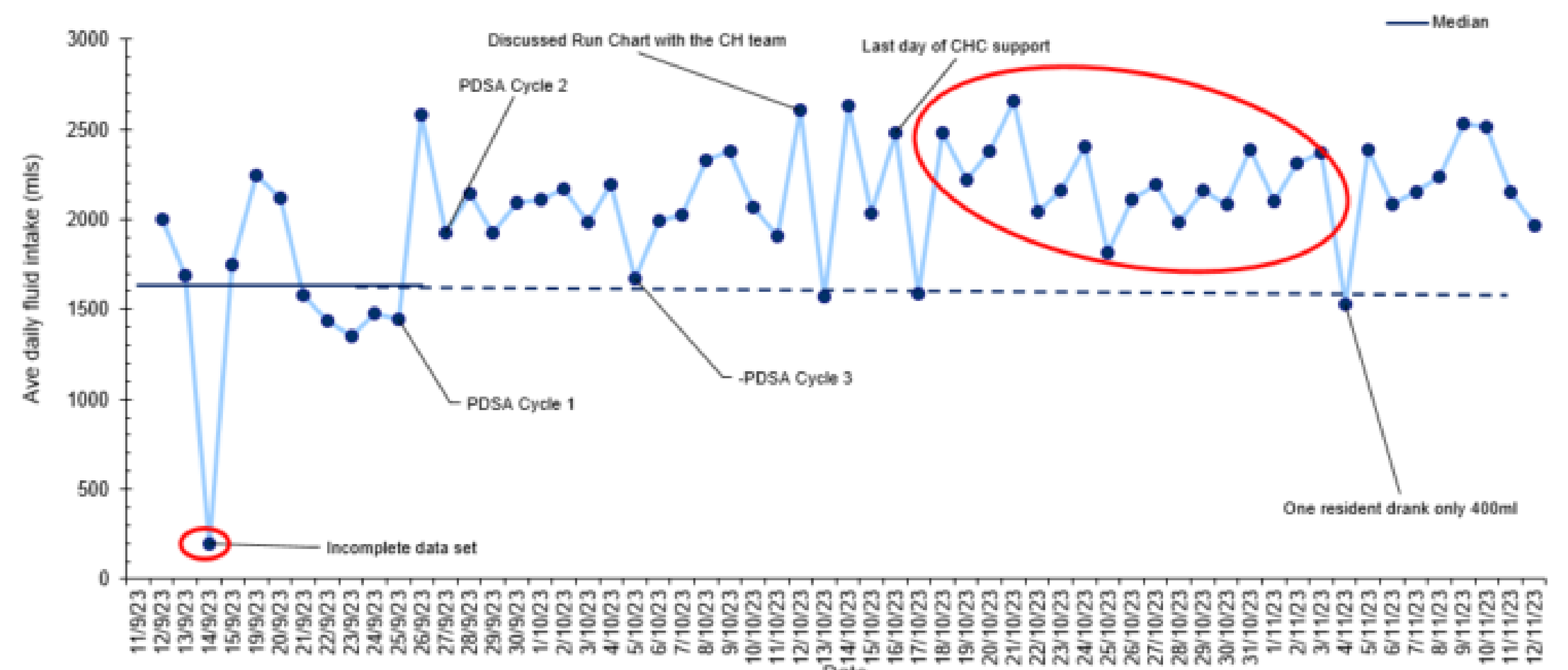


Utilising the force field analysis tool allowed Hub 5 to develop strategies and identify resources needed to minimise the factors opposing change and promote successful implementation<sup>4</sup>. Hub 5 sought to develop knowledge and practice of interpersonal approaches which foster compassionate communication and facilitate productive peer-working relationships<sup>5</sup>.

Hub 5 provided timely feedback to care home staff on the positive impact the project was having on the residents. The care home were able to show evidence of a reduction in UTIs for this period. Celebrating success further promoted buy-in for the project amongst the care home team.

### Outcomes

Chart 1 Run Chart Demonstrating Ave. Daily Fluid Intake



- Resident's average daily fluid intake increased by **26% (300ml)**, which exceeded the overall project aim. **The care home team sustained the improvement** for the period highlighted above in the absence of Hub 5
- Incidence of UTI reduced from **14 in August to 1 in September and 1 October**
- The care home team gave the Hub 5 bespoke peer-support package an approval rating of 4.6/5.**

"After being anxious at the start, I really enjoyed the extra support"

"It took time for staff to have a good understanding and embrace the project, but this is now happening on a daily basis. This has been a very good initiative for the home."

"It has been interesting to see the changes in the home, and with the residents"

### Conclusions

- The Hub 5 bespoke peer-support package has helped to build relationships with the care home team, who have been supported to understand their system and implement changes to practice. By measuring progress throughout, the care home staff were quickly able to see the impact of their changes for their residents.
- Feedback from staff was extremely positive as they rated the bespoke peer-support package highly. Hub 5 intend to build upon this approach and develop it further.

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