

# Alexandra Lodge Care Home – Nottinghamshire

## LPZ achievements

### Background:

Alexandra Lodge took part in the LPZ audit and since the initial pilot were really excited when they were offered the opportunity to be involved. Following their 2016 audit, results suggested the main area of concern was around falls, but they were aware that many other factors influenced falls and have made widespread changes to all aspects of practice using LPZ data from the audit areas.

### What they did:

#### Paint management

LPZ encouraged the home to look at the use of analgesia in the home, as this may have been affecting the number of falls.

- All residents had their analgesia reviewed, and amended
- Good support from GP practice to achieve this

#### Continence

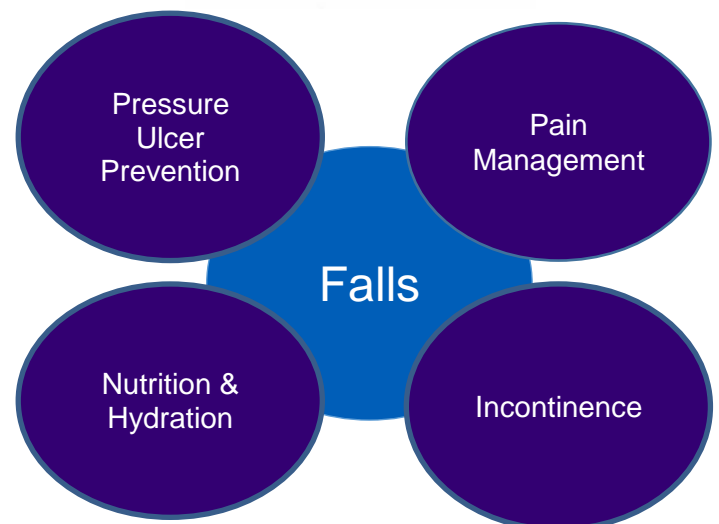
LPZ made the home more aware of continence issues and the impact on falls, pressure ulcers and other health problems.

- All staff more aware of the continence status of all residents
- Improved communication between carers and kitchen staff and diets amended if residents suffering with constipation
- More emphasis on mobility

#### Pressure ulcer prevention

LPZ made the home more focused on pressure ulcer prevention.

- React to Red training resource readily available for staff to access, ensuring staff remain more vigilant
- Increased monitoring and body mapping of residents at risk
- More use of protective creams used



*“We heard about LPZ and saw it as an opportunity to improve, and to compare ourselves to other homes, and to give us ideas that may help us to improve the care we give to our residents”*

**Care Manager**

**What the residents said:**

- **93%** rated the meals as excellent or good
- **100%** can get drinks and snacks whenever they want them
- **100%** felt they were given adequate portions
- **86%** agreed they had a good variety of food

## Falls

- The home had higher number of falls than other homes when comparing data. What they did?
- Shared the LPZ data with all staff in the home to raise awareness
- Collected information on the location and times of falls to identify themes. Noted that most falls occurred when the lounge was unsupervised. They brought in additional staff to increase supervision of this area from 7am-10pm
- Purchased bed/floor sensors/crash mats and electric profiling beds for every resident
- Collate data on the number of falls occurring, and share information with all staff
- Body map all residents following a fall and repeat if required
- Focus on all other factors that may cause falls such as nutrition & hydration, medications, skin integrity and continence.
- Increased activities to encourage mobility such as dancing to music and everyone encouraged to participate

### What staff told us:

*"LPZ has raised my awareness of common problems that our residents may face and highlighted things to look for as I have not come from a health care background"*  
**Business Co-ordinator**

*"We are all carers and here to help. LPZ really opened my eyes to achieve improvements"*  
**Cook**

*"LPZ has given us something for our staff- it motivates and boosts us"*

*"I make sure our residents have enough to drink as this is crucial to their wellbeing and is an important role. It enables me to interact with the residents which I enjoy doing. I also ensure that the staff, relatives & visitors to the home are offered drink. All the residents know when I am on duty, because their hands go up immediately. I am at Alexandra Lodge seven days a week and I enjoy every minute".*  
**Tony – Volunteer (see photograph right)**

### Nutrition and hydration

Through reviewing their data the home realised they could improve the nutritional status of residents which would prevent other problems such as falls and pressure ulcers. What they did?

- Ensured the Cook was invited to LPZ events and she reported feeling much more involved in the discussion's in the home around nutrition and hydration
- Introduced a range of different ways to increase fluid intake such as fruits and jellies/ice creams
- Commissioned an independent resident survey into the meal experience. Changes actioned as a result
- Volunteer (Tony) visits the home daily to ensure residents, visitors and staff are offered drinks and snacks



### LPZ RESULTS

- ↓ Falls
- ↓ No pressure ulcers for 3-4 months
- ↓ Urinary Tract/Chest Infections
- ↓ Use of regular analgesia and more use of 'as required'. Staff report residents appear more alert and relaxed
- ↑ Resident satisfaction with meals. Greater choice of different fluid options, Volunteer appointed
- ↑ Improved staff morale and team cohesion. Carers, kitchen and domestic all staff working together
- ↑ Documentation

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