

Inspiring success



# EPICC

Enhancing Practice and Innovation Centre for Care

your portal to support for innovation, change and organisational and personal development at Teesside University

School of Health & Social Care



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**UNIVERSITY OF THE YEAR**

# EPICC

## Enhancing Practice and Innovation Centre for Care

EPICC is a centre of excellence facilitating and promoting the enhancement of practice and innovation in care for patients and service users who need better services delivered safely and efficiently.



Based in the School of Health & Social Care, with its strong reputation for the quality of its teaching and developmental support, EPICC has a distinctive signature of working in partnership with both health and social care organisations and practitioners.

This partnership approach extends to other Schools and Units in the University, building on the synergies, and maximising the benefits of pooling expertise and knowledge transfer from and to diverse professional areas.

Strong alliances with, for example, Skills for Health, the Skills Academy for Health, Skills for Care, NHS North East, NHS Innovations and CELS HealthConnect, contribute to strategic solutions.

The work of EPICC is rooted in innovative practice-based problem solving

approaches to change and quality improvement in both the provision of health and social care and the experience of care by patients and service users.

EPICC works with colleagues from across the University to draw on the expertise of all staff that can contribute to solutions.

Clients and partners can access a wide range of developmental support tailored to specific needs, as well as contributing to the curriculum of the future. This approach ensures that organisations and practitioners can deliver the care needed by the service user and their carers.

Read on to see how EPICC can help you reach your performance indicators and targets, manage change effectively and provide quality, improvement, productivity and prevention.

**We look forward to working with you.**

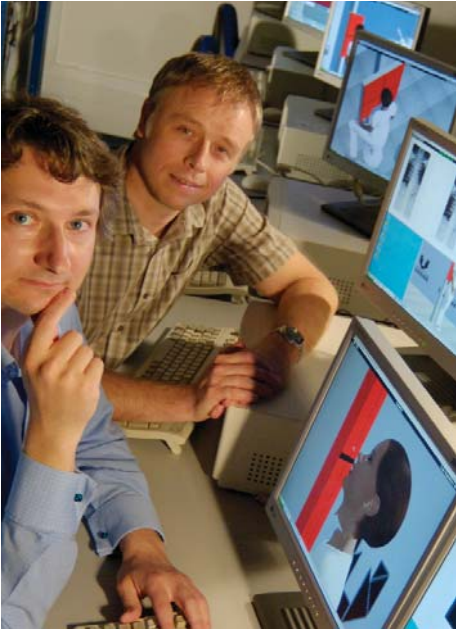
**Clients and partners can access a wide range of developmental support tailored to specific needs**

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**E: [epicc@tees.ac.uk](mailto:epicc@tees.ac.uk)**

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# EPICC services

## for health and social care

### Consultancy

Staff have wide ranging professional expertise in the issues affecting the sector and can provide a wide range of consultancy services, using their depth of experience and academic expertise to objectively evaluate services and recommend fresh approaches.

### Service improvement

The Service Improvement Team has a Track record of successful working partnerships with practice, developing and delivering effective commissioning, multi-professional leadership and management and improvement programmes at all academic levels. Clinical practitioners and managerial staff enhance their leadership capability and care-specific knowledge by working with the team and learning from each other how they can lead more effectively and bring about service improvement.

### Practice development

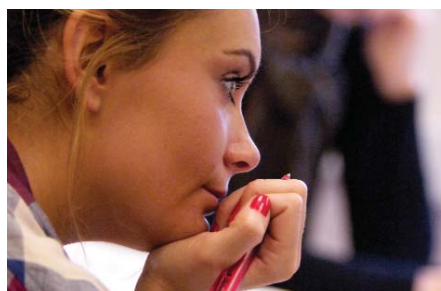
Practice development is key to the modernisation agenda to improve practice quality for better patient [and service user] care, as well as best value. EPICC provides expertise to facilitate new projects in practice, including assistance in the seeking and bidding for funding.

### Excellence in practice accreditation scheme (EPAS)

EPAS combines a developmental framework for teams or areas of practice with a formal and objective validation of the quality of care delivered, based on a comprehensive set of measurable core standards derived from peer review of good practice and objective evidence demonstrating the level of clinical practice and service provision. Progress on these standards supports the Care Quality Commission requirements.

#### The EPAS standards framework covers

- > working in organisations
- > collaborative working
- > user focussed care
- > continuous quality improvements
- > performance management
- > measuring efficiency and effectiveness



### Bespoke teaching and learning

Practice is constantly changing and developing so staff need regular access to learning. EPICC can offer this learning in a variety of ways:

- > Bespoke training and development workshops designed specifically to meet the needs of the organisation. Such workshops are interactive combining learning and development activities, such as, team building, communications, removing barriers and planning in one event.
- > Accreditation of in house training supports organisations in the process of having their own training validated and quality assured by the University, giving your staff the opportunity for academic credit for their learning, possibly for future qualifications.
- > Developing new qualifications to support new ways of working and workforce redesign in partnership with organisations, practitioners, patients and service users.
- > E-learning, or online learning, is becoming increasingly popular and sophisticated and is a preferred option to ensure widest access with minimal absence of practitioners from the workplace.



## Research, investigation, evaluation and audit

EPICC undertakes a wide range of evaluative work in, for example, service delivery, nursing and allied health professional developments, social care issues, community investment and regeneration issues, education and training interventions.

CHASE, the Centre for Health and Social Evaluation, is embedded within the Health and Social Care Institute based within the School, and produces high quality evaluations and research on key health and social care issues at local, national and international levels. It has extensive multi disciplinary research and evaluation experience working with health authorities, local authorities, community groups and others.

## Knowledge Transfer Projects

Knowledge transfer projects are a national funded scheme designed to help organisations develop their business through the better use of knowledge, technology and skills. They facilitate knowledge transfer through innovative projects undertaken by high calibre recent graduates under the joint supervision of an academic supervisor and the organisation. We have a successful track record in developing knowledge transfer projects with client organisations.

## Funding applications

The University has a wide experience of working with partners in successfully submitting bids to a range of funding bodies that support service and product development in health and social care and can support partners to unlock the potential of new ideas.

## Business creation

More services are looking to develop social enterprise or small business models for care delivery at both niche and macro levels. The University can support this at all levels from developing the business model that fits the service to the developing the skills to be successful in service delivery.

# EPICC Events

**Attendance at all EPICC events is free**

email [epicc@tees.ac.uk](mailto:epicc@tees.ac.uk) to join our mailing list.

## Annual enterprise market place

The market place is an opportunity to showcase some of the many innovative and enterprising service improvement, research and practice development work in progress with our partner organisations in care. Poster presentations, computer based demonstrations and interactive workshops on hot topics mean this is a not-to-be-missed event.

## Enterprising health, healthy enterprise

Good quality care provision needs to be supported by a good quality organisation. There is a wealth of support to small health and social care employers and businesses including staff development support, business development support, and funding support. This drop in event brings together a number of support providers, including the University and other statutory and non statutory providers, for employers and practitioners to find out what is currently available to help them.

## Learning at work day

Keeping up to date in the workplace is increasingly important and this event celebrates this and reminds organisations and practitioners of the range of opportunities available to you at the University including learning in the workplace, online learning and bespoke provision.

## Practitioner forums

The forums, facilitated by the Tees Valley Alliance, in partnership with EPICC, provide regular opportunities for discussion for a wide range of practitioners and service users to look at live issues that usually cross disciplines. The programme includes time for networking over tea, short presentations to set the context for discussions and potential best practice and solutions.

## Masterclasses

A regular series of masterclasses on a variety of topics of general interest to employers, staff and students tap into local, national and international experts in their fields on everything from government policy to practical delivery of policies at a local level.

## Hot topics

Special events are held to respond to hot topics, in conjunction with practice, in a format appropriate to the topic.

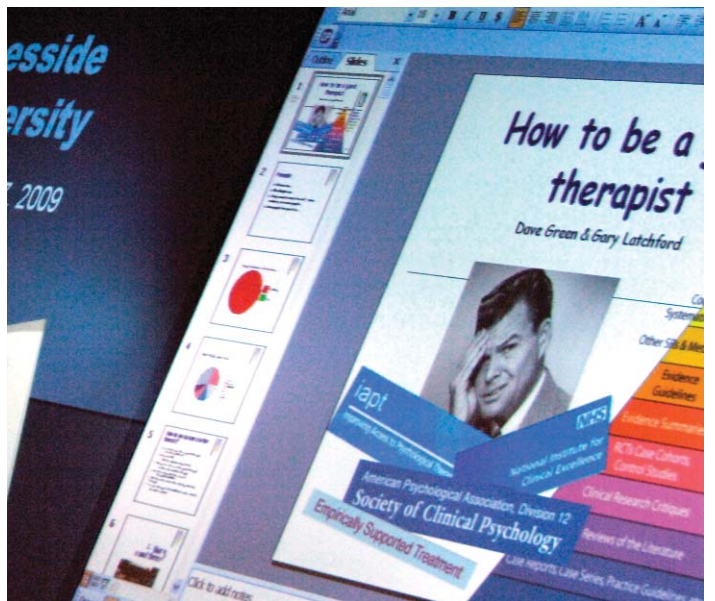
## Innovation exchange

This open forum meeting is ideal for sharing and exchanging ideas, opportunities and solutions to health and social care issues and problems in a confidential environment where intellectual property rights are protected. It's also an ideal opportunity to meet colleagues to discuss joint pieces of work or research within the University to tackle problems from practice. Practice colleagues are welcome to submit problems at these forums.

## Solutions for care competition

This annual competition is open to all staff and students of the University. It encourages innovative solutions to real practical problems and issues in health and social care, however big or small, identified from professional practice or personal experience.

The best ideas win prizes and supported to enter the Blueprint Business Planning Competition. EPICC has successfully supported ideas with commercial potential.



## Other Schools and Units of Teesside University that work with EPICC

### Tees Valley Alliance

The Tees Valley Alliance (TVA), supported by the five local authorities and Skills for Care, aims to raise the profile and standards of the social care workforce, with economies of scale and common standards being to the benefit of all.

With over 400 employer members from the private, voluntary and independent sectors mainly in adult care but also in other care services, members are provided with training, information and PR services, and funding is brokered to support their workforce development.

TVA provides free accredited training on common induction, safeguarding, End of Life Care and dementia, some of this in conjunction with all five Tees Valley further education colleges.

### North East Social Care Advisers

EPICC, in conjunction with the Tees Valley Alliance, works in partnership with this group of service users, patients and carers, many of whom are involved with other organisations which monitor the quality of care. Their input is invaluable in shaping the agenda of EPICC and the Alliance.



### School of Arts & Media

The School offers a range of development solutions to health and social care:

- > **How to handle the media** is a short course which covers dealing with the press, broadcast interviews and crisis management techniques, including use of the University's TV and radio studios – ideal for those working in PR and communications.
- > **Leading Roles** uses applied theatre practice to develop effective leadership and management skills. Its innovative approach allows participants to expand and develop their skills in a highly practical way. Areas of personal development include emotional intelligence and rapport, handling conflict, dealing with sensitive issues and strategic thinking.
- > Innovative design projects have included design of a room for the use of relatives and patients receiving end of life care at Wansbeck Hospital (commended by the Kings Fund and given additional funding from the Charitable Funding Committee and Trust Board) and developing a brand identity for The Northumbria Healthcare Charity.
- > Creative writing, poetry and drawing and painting skills for areas of complementary therapy.
- > Some elements from the MA Professional Dance Practice provide solutions to creative movement as a therapy, looking at areas such as body science and nutrition, working with vulnerable groups (including special needs, children and the elderly) and health and safety.

### School of Computing

The School has a long standing engagement with IT issues in health and social care both at local and national level, including Connecting for Health.

A particular research interest is access control and confidentiality issues for medical records, funded at various times by the NHS Information Authority and the National Programme for IT. The main outcome is an authorisation model called the Tees Confidentiality Model. This has significantly influenced the development of the NHS approach to authorisation for the Care Records Service. It has provided the basis for consultancy and collaborative work with American and Canadian organisations. This work is ongoing, and is expected to lead to further national and international applications.

Qualifications designed a focus on health and social care include a FdSc/BSc (Hons) in Health Informatics and a University Certificate in Health Informatics, developed by the School in conjunction with EPICC.





## School of Science & Engineering

The School has a proven track record offering bespoke solutions to turn ideas into prototypes, testing them and taking them to market. The dedicated team offers a unique blend of expertise and experience to deliver reliable, information-rich methods to meet client requirements. Health specific examples include:

- > easy use, low cost intelligent diagnostic systems that provide simple, fast diagnostics to improve patients' quality of life whilst reducing the financial load on healthcare systems.
- > development of intelligent diagnostic devices on common low cost media such as plastics which aid the process of drug discovery to allow individualised patient treatments.

Our expertise in micro and nanomanufacturing means we can create smart devices and apply a wide range of complementary analytical techniques to investigate a variety of situations, ranging from a general exploratory service, new synthetic routes in chemistry and biology, physical and chemical characterisation, identifying impurity and many more.

The School is also home to five Centres, which provide tailored consultancy and research:

**Teesside Manufacturing Centre** offers a whole system improvement service for management and leadership, business process and service development, bringing together holistically people, processes, systems and improvement tools. Its well established Totally Integrated Enterprise (TIE) approach uses a three phase methodology of establishing consensus, homing in on specific organisational needs and implementing and embedding change (CHI), emphasising that for overall improvement in business performance, organisational, procedural and cultural issues must all be addressed.

**Clean Environment Management Centre** provides clean technology solutions to environmental problems, offering businesses significant competitive advantage through reduced costs, product differentiation and improved public relations. It also runs the National Industrial Symbiosis Programme (NISP) for the North East, promoting waste as a useful raw material and business opportunity. Free business support can provide practical solutions to difficult waste problems, potentially including clinical waste management.

**Centre for Construction Innovation and Research** offers internationally leading services in virtual planning and control (5D planning), the application of building information modelling technologies within process and heavy civil engineering projects and the application of ICTs for energy efficient buildings and infrastructures.

**Centre for Forensic Investigation** provides a comprehensive range of education, professional development, research and knowledge transfer in forensic practice and crime scene science.

**Contaminated Land and Water** provides sustainable solutions for business using innovative science and research focussing on contaminated land, soils, sediments and controlled waters.

## School of Social Sciences & Law

The Social Futures Research Institute (SOFI) in this School undertakes applied research and evaluation work for clients involved with issues in a range of areas relevant to the public, private and third sectors. SOFI works with a range of clients, including PCTs and local authorities, Government Office, the Regional Development Agency, LSC, Connexions and the Children's Workforce Development Council. The School has a strong track record in work force development having successfully provided a range of courses to diverse organisations including Cleveland Police, West Mercia Police, the Independent Safeguarding Authority, a number of prisons in the region and the Defence College of Policing and Guarding.

The School also houses an impressive range of facilities and services, including Teesside Sports Injury Clinic, the Sport Science Service and a fully equipped hydrotherapy pool.

## Teesside University Business School

The School has an extensive track record of working with public, private and third sector organisations in the development and delivery of a range of educational, research based and entrepreneurial activities. A dedicated team continually refresh the portfolio by working in partnership with existing and new customers and sector focused membership organisations locally, regionally and nationally. The School offers expertise in public sector management, public governance, regeneration, leadership and management, strategy, organisational change, marketing, human resource management and development, economics and finance, and general management studies. The portfolio is targeted and innovative and delivers a range of programmes that are current, relevant and dynamic, allowing the health sector to develop the managers, leaders and directors of the future.

## Institute of Digital Innovation

The Institute of Digital Innovation (IDI) is a premier location for the creative industries, digital media and the creative use of digital technology, bringing together business and postgraduate research to develop intellectual property and commercial opportunities. The IDI builds on the success of internationally recognised work in digital application and content development including animation, computer games, digital film and sound, visualisation and virtual reality to support service design, medical imaging, records management and interactive story telling.

The IDI supports the region's most creative and innovative individuals through the DigitalCity Fellowship scheme - a combination of financial support, specialist mentoring and pre-formation business advice. They have helped to start up over 100 new companies covering a wide range of businesses including science and healthcare applications.

The IDI has worked closely with the School of Health & Social Care, supporting some fantastic technology and science based projects.

## Design in the Digital Economy (D-lab)

The new technology of the 3D internet allows workable, photo-realistic locations to be built online as a virtual world/ environment which you can move around in a way that feels and looks naturalistic. The teaching and commercial applications of this mean that, like their real-world counterparts, these will be spaces where people gather together to share information, to teach and learn, and exhibit products. For example, all the staff of an organisation could share training on a piece of equipment at the same time in a virtual space although they are geographically dispersed.

The social networking aspect of such sites can also be used by communities of practice and patient communities for teaching as well as support and shared experiences.



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For further information about the schools and centres visit [www.tees.ac.uk](http://www.tees.ac.uk).



## SERVICE CHARTER

Teesside University provides a range of specialist business services, including consultancy, professional development, student and graduate placements, research and development projects, advice and guidance for new companies, specialist technical facilities and accommodation for conferences and meetings.

This Charter sets out our commitment to a professional business service for all University customers.

### Business customers of Teesside University can expect:

- 1 Courtesy and confidential treatment
- 2 A prompt response to all enquiries
- 3 A single named contact who will manage the service
- 4 A clear assessment of business needs and a clear service proposal
- 5 Access to accurate information and impartial advice, including signposting to other external services that may be able to help
- 6 A clear outline of proposed services and their timescale for delivery, with a commitment to honour appointments and deadlines and to keep customers informed about exceptional circumstances
- 7 Advance notice of charges and information on any sources of financial support
- 8 A prompt response to any complaints, and open access to our complaints procedure and customer feedback

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### Customer feedback

Your feedback helps us to evaluate and improve our services. We will always ask for formal feedback, but also welcome your unsolicited comments. If you have any comments about the quality of our service, please get in touch with the Director of Academic Enterprise on **01642 384408** or email **business@tees.ac.uk**.



### What if you are unhappy?

We're committed to a high level of service, but sometimes things go wrong. If this happens we welcome the opportunity to put things right, and promise to treat complaints and concerns openly and fairly. Formal complaints will be managed by the Director of Academic Enterprise, Teesside University, Middlesbrough, Tees Valley, TS1 3BA.

Read our business complaints procedure at [www.tees.ac.uk/business](http://www.tees.ac.uk/business).





This publication is available in alternative formats on request. Please contact the Enquiry Service on +44 (0) 1642 342942 or email [enquiries@tees.ac.uk](mailto:enquiries@tees.ac.uk).

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