

Best practice in diabetes care recognised at 8th annual prestigious UK and Ireland awards

Now in its eight year, the 2018 Quality in Care (QIC) Diabetes Awards help identify innovations and innovators, recognise their achievements and disseminate their practice more widely across the NHS, charities and patient groups for the benefit of people with diabetes and/or their families and carers. A QIC Award means an initiative has been recognised as improving the quality of life for people living with diabetes. There were 10 entry categories, of which five were judged in two groups: children, young people and emerging adults, and adults. QIC Diabetes is run by PMGroup, partnered by Sanofi and supported by the Association of British Clinical Diabetologists, Association of Children’s Diabetes Clinicians, Children and Young People’s Diabetes Network, Diabetes Inpatient Specialist Nurse UK Group, Diabetes Research & Wellness Foundation, Diabetes UK, JDRE, Primary Care Diabetes Society, TREND-UK, Young Diabetologists and Endocrinologists’ Forum and the United Kingdom Clinical Pharmacy Association. For a full list of this year’s winning, highly commended and finalist entries, visit www.qualityincare.org/diabetes

Diabetes Team Initiative of the Year – Children, Young People and Emerging Adults

Teamwork plays a critical and growing role in high-quality diabetes care. This award recognises the value of outstanding multidisciplinary team achievements and contributions that help better prevent, diagnose or treat diabetes and support self-care management to improve the experience and outcomes for children, young people and emerging adults with diabetes and/or their families/carers.

questions and they welcomed its simplicity and transferability, concluding that the use of the team’s own resources to deliver such dramatic results was ‘thoroughly impressive’.

Type 1 Specialist Service – Children, Young People and Emerging Adults

This category recognises initiatives that deliver specialist support for children, young people and emerging adults with type 1 diabetes, and have demonstrated a positive impact on the diagnosis and management of type 1 diabetes and its associated secondary complications.

WINNER

DigiBete website for type 1 diabetes

Leeds Children’s Hospital and DigiBete CIC

DigiBete is a regularly updated video web platform and social enterprise created by a patient-led initiative and the Leeds Children and Young People’s Diabetes team. It helps young people and their families self-manage diabetes. The website includes essential information at diagnosis, educational videos and emergency advice for common acute complications, as well as downloadable guidelines and resources for parents and professionals. The judges considered

WINNER

Improving Contact, Improving Care

Poole Young People’s Diabetes Service
Improving Contact, Improving Care in Poole has markedly improved diabetes control in patients aged 15–23 years, particularly in those aged 20 or older. The project has a philosophy of outreach, is flexible and advocates frequent contact with young people. Funding from the paediatric Best Practice Tariff for patients aged 15–19 was used to redesign the Pool Young People’s Diabetes Service and extend the core principles of the Tariff to people aged 20–23 years with diabetes in east Dorset. The judges felt the project answered some tough



The Poole Young People’s Diabetes Service team received the Diabetes Team Initiative of the Year



Leeds Children and Young People's Diabetes and DigiBete CIC team receive the Specialist Service of the Year award from Alison Barnes (far right), head judge and Research Associate/Diabetes Specialist Dietitian at Newcastle University/Newcastle Hospitals NHS Foundation Trust

it a great resource, being aspirational about what people with diabetes can do as well as offering high-quality practical advice.

HIGHLY COMMENDED
Improving communication with families using a smartphone app
NHS Ayrshire and Arran

The NHS Ayrshire and Arran team created an app for children, young people and their families attending the diabetes clinic following local schools' effective use of apps and a service user survey unanimously in favour of an app. The app stores useful information for users, provides links to recommended internet resources, a contact in emergencies and a platform for the local family group. It is used

by most local families who attend the diabetes service and positive feedback from users is driving further improvements. This form of communication was lauded by the judges as being much more effective than most local arrangements. The team was congratulated on its technical expertise and on identifying a real need among its service users.

COMMENDED
The TickleFLEX insulin injection aid
TickleTec Ltd

The founder of TickleTec had never been comfortable self-injecting insulin so he developed the TickleFLEX device to make self-administration simpler. The device conceals the needle and the act of penetration. It also applies

distraction analgesia, such as scratching an itch, to disguise discomfort associated with injecting.

COMMENDED
GReAT groups – supporting transition to secondary school
University College London Hospitals

This brief family-based intervention developed by the paediatric psychology service and diabetes team explores diabetes concerns during the period in which children with type 1 diabetes transition from primary to secondary school, providing opportunities to share ideas and resources. The Getting Ready for Transition (GReAT) group aims to increase confidence and reduce the concerns of children and parents at a time children when are adapting to many emotional, social, organisational and cognitive changes.

FINALIST
Personalised care for disengaged young adults aged 16–30 with type 1 diabetes
East and North Herts NHS Trust

This 2-year pilot project developed by the East and North Herts Institute of Diabetes and Endocrinology used text, Skype, email contact, flexible appointments and newer methods of treatment and monitoring to improve the health outcomes of disengaged young adults with type 1 diabetes. A survey found that the majority of respondents rated the platform helpful and the content 'high quality'. The project is ongoing and the judges said they look forward to seeing the benefits in this hard-to-reach group.



The NHS Ayrshire and Arran team were highly commended for their smartphone app that is used by the majority of diabetes clinic users



The TickleTec team were specialist service runner up for the TickleFLEX, which makes self-administration of insulin easier and less distressing

Diabetes Education Programmes – Children, Young People and Emerging Adults

This award recognises teams and individuals working to educate and empower children, young people and emerging adults to self-manage their diabetes and stay as healthy as possible. Programmes may include structured education, other education initiatives, influencing clinical, psychological or social well-being in community or clinical settings. Initiatives can be at any stage from diagnosis, for different age groups and from children’s services to transitioning to adult services.



The team at the University Hospital of Wales won the Diabetes Education Programmes award

WINNER

Psychoeducation workshop for parents of children with type 1 diabetes

University Hospital of Wales

This pilot psychoeducation workshop was designed by the paediatric diabetes team to raise parents’ awareness of disordered eating behaviours, self-esteem and body image issues in young people. The workshop was designed for the parents of children and young people with type 1 diabetes and gives them tools to support their children/adolescents with psychological and lifestyle challenges. The judges said: ‘There is a huge need for this kind

of help across the country, and this project provides a model for further development of services nationally.’

tool. CC-EAT was found to be effective when piloted and reviewed by leading diabetes dietitians and trialled by dietitians.

COMMENDED

Carbohydrate Counting Educational Assessment Tool (CC-EAT)

Royal United Hospitals Bath NHS Foundation Trust

As there were no assessment tools for carbohydrate counting for primary school children with type 1 diabetes, the Royal United Hospitals Bath NHS Foundation Trust developed an age-appropriate

Best Practice Dissemination and Sustainability

This award recognises people and teams who have been recognised within Quality in Care Diabetes. They have successfully disseminated and sustained their best practice for a minimum period of 2 years for the ultimate benefit of people with diabetes and/or their families and carers.



A GReAT result for University College London Hospitals, who were commended for their Getting Ready for Transition groups



The team at Royal United Hospitals Bath NHS Foundation Trust was commended for CC-EAT, a carbohydrate counting tool for younger children



Becky Reeve, Head of Professional Relations, Diabetes for Sanofi (left) presented Emma Green (right) with the Outstanding Educator of the Year award for her educational work with teachers across Leicestershire



Bob Sindwell, Diabetes UK Trustee, presented Beth Baldwin with the People's Award for her tireless work raising awareness of the early symptoms of diabetes in the UK and abroad

COMMENDED

Improving outcomes for families through the 'Type 1 Kidz' project
Investing in Children

Investing in Children's established Type 1 Kidz sessions, which have resulted in a number of improved outcomes to date, will be rolled out across the County Durham and Darlington region over the next 2 years thanks to additional funding. The monthly Type 1 Kidz sessions provide a forum for children and young people with type 1 diabetes to meet, take part in activities, learn from each other and build confidence in managing their condition.

Outstanding Educator of the Year

Supported by the Primary Care Diabetes Society (PCDS), this award is presented to an individual based in the UK or Ireland who delivers excellence in education, in a specialist or community setting whether through: developing innovative teaching tools or courses; providing mentorship for other educators; or delivering and promoting externally-developed training. He or she has a clear patient focus and champions education in his or her area.

WINNER

Emma Green

Emma was awarded the accolade Outstanding Educator of the Year for initiating diabetes

education training for all teachers throughout Leicestershire. She holds training sessions once a month for 40 teachers that cover everything they need to know about managing a child with diabetes at school including:

- What diabetes is
- Carbohydrate counting for school lunches
- Administering injections and managing insulin pumps
- Management of high and low blood glucose levels
- Supporting children during exercise
- Helping create a management plan for school trips
- Signposting when to call healthcare professional or emergency service.

As a result of Emma's sessions, children in Leicestershire receive high quality care in schools, parents are less anxious about their child's care at school, relations between schools, families and the diabetes team have improved, and other healthcare professionals have more time available to concentrate on other essential areas of care, such as newly-diagnosed patients.

The People's Award

The People's Award is presented to someone who is based in the UK or Ireland and is not a healthcare professional, such as a carer, volunteer, a person with diabetes, diabetes blogger and/or writer, family member.

WINNER

Beth Baldwin

This year's People's Award went to Beth Baldwin, who lost her son Peter, aged 13, to undiagnosed diabetes in 2015. Since this time, Beth has campaigned tirelessly to raise awareness of the early symptoms of diabetes, launching the Know Type 1 campaign – which has been seen by over 1 million people – in June 2017. She petitioned the Welsh Assembly, who made 10 wide-ranging recommendations that will all increase the early identification of this condition and as a result save lives. Beth has been contacted by a number of families from across the world whose children have been safely diagnosed with type 1 diabetes thanks to her work. Her commitment to early diagnosis has become Peter's legacy. ■



For a full list of winning, highly commended and finalist entries and to download case studies visit:
www.qualityincare.org/diabetes

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