

WIRRAL METROPOLITAN COLLEGE (IN PARTNERSHIP WITH WIRRAL DEPARTMENT OF ADULT SOCIAL SERVICES, NHS NW CANCER NETWORK, NHS WIRRAL AND OTHERS)

TRAINING AND EDUCATION FOR DOMICILIARY CARE STAFF IN END OF LIFE CARE

SUMMARY

- Wirral Metropolitan College Health and Social Care team have produced a 2 day course "Introduction to the principles of End of Life Care" with support, help, advice from the Wirral End of Life Care facilitators and Cheshire and Merseyside Cancer Network
- The course draws on the experience of Bradford and Airedale End of Life Care training programme for health & social care staff delivered since 2004, and the Skills for Care framework of National Occupational Standards
- The project is supported by Wirral Department of Adult Social Services, NHS Wirral End of Life Care Team and leads in commissioning and Primary Care, the Cheshire & Merseyside Cancer Network, Wirral Metropolitan College Health & Social Care department and Wirral Domiciliary Care employer group
- To-date 8 (2 day) programmes have been delivered by Wirral Metropolitan College tutors to a total of 130 staff. Feedback has been very positive and encouraging both from the attendees and the managers

- In almost all cases people attending the course feel they have increased confidence, skills and knowledge and most feel they will benefit from the training and apply it in practice. Impact on people receiving care, their families and others providing support is still to be evaluated.



Wirral Metropolitan College



GOOD PRACTICE CASE STUDY

KEY OUTCOMES

- 130 Domiciliary Care staff attended the training between July and December 2010, with only 4 last minute cancellations. There is a charge of £35 for non-attendance or late cancellation (one weeks notice is required). We can generally fill the places by offering extra places to the larger organisations.
- There has been continuous quality improvement since the start of the project. Each course content and delivery is evaluated by the participants and feedback has proved very encouraging. A significant number of responses indicated that the course content and delivery reached a very high standard. Pre and post course comments together with data graphs representing a sample of attendees, give some insight to motivation, benefits of attendance and the sense of increased knowledge, confidence and skills in this topic at the end of the two day programme. Please see attached appendices for performance reports.
- A formal evaluation of the project will be presented at the end of the project delivery – July 2011. Impact on clients, families and support workers is ongoing and will form the submission of various case studies to reflect the impact of the training.



BACKGROUND AND CONTEXT

- Recognising that, 'Domiciliary care workers play a vital role in enabling patients to be cared for in their own home.' (McIlpatrick 2007). The Pan Merseyside Network of local authorities and Lancashire County Council Adult and Community Services supported a proposal to develop and deliver training for domiciliary care staff.
- DoH (2008) suggests there are significant unmet training needs despite having a key role in providing care. The project supported by the Pan Merseyside Network aims to bridge that gap by:
 - Offering targeted training linked to the common core competencies and principles for health & social care workers working with adults at the end of life:
 - Ensuring that domiciliary care staff working for Wirral Council contracted agencies in Cheshire & Merseyside (primarily Wirral) have the right level of skills, experience and competencies to support people with palliative care, terminal illness and end of life care (EOLC) needs
 - Improving communication between domiciliary care agencies and primary care services in supporting the end of life care programme.

KEY STAGES OF SET-UP

- Wirral was agreed as the pilot site, with learning from the project to be disseminated through the Pan Merseyside network and across Lancashire.
- Commitment to End of Life Care training for health and social care staff is an integral part of the Wirral End of Life Care strategy which aims to:
 - Improve end of life care for all patients irrespective of their diagnosis.
 - Provide greater choice for patients in their place of care and death.
 - Reduce the number of emergency admissions to acute care for those who have expressed a wish to die at home.
 - Reduce the number of patients transferred from home to acute care in the last week of life.
- Employer representatives on the EOLC Steering group requested a training programme that would be delivered rather than distance learning materials.
- In April 2010 a small team from Wirral attended the Bradford and Airedale End of Life Care training programme for health & social care staff which they have been delivering since 2004.
- Wirral Department of Adult Social Services (DASS) secured Multi-professional Education Training (MPET) funding through NHS North West Cancer Network Operational Group. The total funding for the Wirral End of Life Care project was £70K. This was to provide targeted training in EOLC for Wirral domiciliary care contracted agencies and to improve communication and working between primary care and social care.

GOOD PRACTICE CASE STUDY

KEY STAGES OF SET-UP CONTINUED

- Planned project activities include:
 - Managers/Senior staff of Domiciliary Care (80) to receive half day training on EOLC
 - Domiciliary Care Staff (Target 300) to receive a 2 day programme on EOLC
 - Purchasing National Council for Palliative Care 'Care to Learn' training resource / materials (x24) to support the Social Work Locality Teams
 - Awareness raising of End of Life Care through 4 locality events
 - Social Worker and Assessment Support Officer (80) to receive half day awareness on EOLC
 - Shadowing programme between Social Care and Primary Care teams
 - Evaluation and sharing of good practice
- 18 Domiciliary Care Agencies (holding a delivery contract with the Local Authority) were contacted to express an interest in the End of Life Care training project. 14 Employers replied to a scoping exercise of the workforce including the Merseyside Chinese Community Development Association.
- A scoping exercise of the workforce identified 21 Managers, 62 supervisors/coordinators, 567 care assistants/support staff i.e. A potential pool of 650 staff requiring End of Life Care (EOLC) training.
- In July 2010, a group of managers attended the first draft of the 2 day programme for their staff. The event was very well received and feedback informed changes to the content and delivery made before rolling the 2 day programme out to the domiciliary care staff.

• End of Life Care training for the Merseyside Chinese Community Development Association (MCCDA) was adapted to include Cantonese translated materials and interpreters during the delivery of the programme. Working closely with the MCCDA manager and the interpreter the materials most suitable for translation were identified. The tutor worked with the interpreter to deliver the content. This has been truly enterprising as this group of staff have very few training resources prepared in their own language. It has also been a credit to the tutors who have demonstrated flexibility and adaptability.

- Training for Social Workers and assessment support officers will commence in January 2011 being funded through the original allocation of £70K.
- An additional £50k secured for this strand of work is insufficient to roll out the programme across the Network. Other options to raise awareness and understanding include working with existing education centres to hold awareness sessions for Social Workers and hospital discharge planning teams. This is work in progress with Wirral Department of Adult Social Services (DASS) and NHS Wirral EOLC Team.

KEY LEARNING

- Initially the group size was agreed at 20. However taking into account the nature of the topic the optimum size is 16. The average group size has been 17.
- The pre course questionnaire has highlighted apparent confusion about the definition of End of Life Care. When asking managers if staff currently deliver End of Life Care, almost all say yes. Yet pre-course questionnaires record that although the majority have provided

EOLC support in the past, it is a minority who are currently providing such support. Plans are in hand to revisit the pre course questionnaire at the end of the two days to check understanding of the definition. The significance of this apparent misunderstanding is that prior to training attendees understanding of what end of life care is, varies. A number of attendees definition of end of life care is the dying stage not recognising that end of life care can start on diagnosis of a life threatening illness. For future courses a pre- course questionnaire will be completed prior to attendance with more detailed instruction and an explanation about the course.

- Feedback from the tutors involved in the delivery is that it is important to have a 'buddy' available in case a social care worker becomes upset or distressed. On all the courses there is a member of the college staff available should this support be required.
- Feedback from the social care workers is that they feel support for them in the workplace is lacking and often do not know where to go for support. As the project is at the half way stage we feel this is a good opportunity to meet with the employers to evaluate the programme and raise any concerns that have been identified.

CONTACT FOR FURTHER INFORMATION

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