

**Conclusion** The best solutions are often simple, yet unexpected - Julian Casablancas

Although it took time to sort out the processes required it is now routine and as easy as outsourcing to any supplier. The initial reluctance of some to involve with HMP was quickly overcome and very positively received by our community. I would encourage everyone to look locally for solutions; in a world that has become smaller through the internet we often lose sight of the skills and opportunities right under our noses.

**P-254 SEVENTEEN AND SUPER KEEN; YOUNG PEOPLE VOLUNTEERING ON AN IN-PATIENT UNIT**

Clair Sadler, Zoe Byrne. *Princess Alice Hospice, Esher, UK*

10.1136/bmjspcare-2016-001245.274

In September 2015, we introduced an innovative new volunteering programme aimed at 17-year-olds interested in a career in healthcare. The Ward Support Volunteers committed to a unique six-month programme involving supporting healthcare assistants on our large in-patient unit and working towards the Care Certificate qualification.

The objectives were to:

- create a sustainable programme that increased resource on the in-patient unit
- provide a meaningful opportunity for young people interested in healthcare
- diversify the volunteer workforce.

The role description included talking with patients and relatives, assisting with meals and drinks and replenishing stock. All local schools and colleges were contacted to publicise the opportunity and 22 young people were interviewed.

The Education team delivered a bespoke experiential induction day for the 14 selected volunteers that explored communication skills as well as practical training like hand massage.

We also developed a workbook to accredit the programme under the new Care Certificate which included practical activities and online learning. Experienced volunteers acted as 'Buddies', regularly meeting with the young volunteers to support them.

Thirteen young people completed the programme and received the Care Certificate. The main gain for the volunteers, however, was an increase in their confidence and ability to communicate.

"I don't think I would have got medicine offers without it but, more importantly, it has made me a much more confident and compassionate person." Robyn, 17

"The ward support volunteers have been a fantastic addition to the ward. They inject some much needed energy when they arrive at 4.30pm and to have enthusiastic, inquisitive young people on the ward has benefited the staff as well as the patients and visitors." Senior Staff Nurse

The programme continues with the second cohort also being trained in basic manual handling to make their role even more valuable to the ward.

**P-255 BUILDING PARTNERSHIPS BY DEVELOPING A VOLUNTEERING STRATEGY**

Katherine Perrin. *St Catherine's Hospice, Crawley, UK*

10.1136/bmjspcare-2016-001245.275

**Introduction** McCurley, Lynch and Jackson (2012) suggest that volunteers are an underused resource and that volunteers can and should make a significant contribution to an organisation's strategic objectives. St Catherine's currently has more than 800 volunteers.

**Aim** To set the strategic direction for volunteering, recognising the central role volunteers play in the delivery of services and support functions. A compelling and collaborative vision was needed to unite all services behind the ambition to enhance how we recruit, induct, value, celebrate, and develop volunteers, as well as innovating how they are included in the delivery of our services.

**Method** In 2014-15 every line manager across the organisation was consulted, exploring strengths, challenges and ambitions. The volunteer development manager shadowed existing volunteers, analysed how well we articulate our vision and the appetite for revolutionising our approach. Finally a gap analysis of our position against key national standards, including Investing in Volunteers, was undertaken to benchmark our approach.

Having established our baseline and emerging themes, our objectives and key activities were drafted. All volunteers were consulted via email and a breakfast event. Feedback was used to consolidate these objectives, create a vision and flesh out key activities. The project group of managers and a volunteer representative were asked to review the full draft before Senior Management signed off the strategy.

**Results** The organisation's first ever Volunteering Strategy was published in the summer of 2015. It recognises that volunteers are some of the biggest donors to the hospice and their time is priceless. It sets out an ambitious vision to be the organisation of choice for volunteers - to hold a reputation of volunteering excellence and demonstrate best practice in all that it does.

**P-256 DEVELOPING OUR PEOPLE – ESTABLISHING A NEW TRAINING PROGRAMME FOR VOLUNTEERS**

Katherine Perrin. *St Catherine's Hospice, Crawley, UK*

10.1136/bmjspcare-2016-001245.276

**Introduction** Skogland suggests that effective training "results in volunteers' willingness to participate in the agency's volunteer program for a significant period of time" (Skogland 2006).

**Aim** To invest in our 800+ volunteers by delivering essential training, to refresh key skills and competencies, improve confidence and encourage volunteers to share and gain new expertise.

**Method** Of our four categories of volunteer (clinical, non-clinical, retail and community), we prioritised clinical and set up a project group of clinical managers and the volunteering development manager. Content was influenced by legal and policy requirements, general information for all volunteers and specific competencies needed, with managers leading on their skill areas.

During the day, volunteers explored the challenges of communicating, safeguarding, setting boundaries and volunteering safely. Working through scenarios and practical exercises, volunteers learnt from clinicians as well as each other, with a strong focus on insights into life as a patient.

One important aim is to transform all hospice volunteers into Dementia Friends, and this work will create more than 240 new Dementia Friends supporting our work and using this knowledge in their everyday lives.

**Results** Our clinical volunteer workforce of over 65 individuals are now trained, giving great feedback about its usefulness, practical nature and fun delivery.

This successful model and project approach has since been applied to stage two, non-clinical volunteers, with over 170 now beginning their training.

Given the strength of feedback, we have now embedded a two-stage training programme for all new volunteers.

**Conclusion** This training ensures our volunteers are safe and effective in their role, that we are meeting our duty of care to them and are creating ambassadors of all volunteers.

As a cross-departmental initiative, it has broken down silo-working, significantly reduced risk, embedded key competencies and provided crucial investment in our volunteers.

## P-257 RECRUITING GRADUATE TALENT IN THE HOSPICE SECTOR – A CASE STUDY

Megan Veronesi, James Glover. *Royal Trinity Hospice, London, SW4 ORN*

10.1136/bmjspcare-2016-001245.277

**Background** Recruiting and retaining qualified and competent staff is one of the biggest challenges facing many hospices. There is a relatively untapped pool of highly qualified graduates who want to work in the charity sector however hospices are not on the radar for many. They may assume hospices are NHS organisations; that all jobs are clinical; or that working in death and dying is depressing. As local charities, hospices do not have the resources to run their own graduate schemes to challenge these perceptions.

### Aims

- To attract highly qualified and competent staff
- To meet an identified skills gap
- To see an immediate return on our investment.

**Methods** We assessed our skills gap and developed a role description. We approached Charityworks, the leading UK non-profit graduate programme, to source us a graduate who met the criteria. The programme offers a nationwide recruitment campaign, a rigorous selection process, and ongoing development for the graduate over their 12 month placement. In 2014 we became the first hospice to host a Charityworks graduate trainee.

**Results** We have now hosted two graduates, one in a project management role and another in a communications role. Both graduates:

- have first class honours degrees (in Civil Engineering and in Law) from leading universities
- came with relevant skills and experience, in project and data management and in media management respectively
- had a swift and positive impact. Our first graduate's environmental sustainability project became organisational policy. Within 6 months, our second graduate contributed significantly towards our communications objectives, increasing Facebook likes by 30% and Instagram followers by 115%.

**Conclusions** Charityworks gave us access to a higher level of talent than we could have attracted individually, at a fraction of the cost of running a comparable scheme ourselves. We would encourage all hospices to tap into the pool of talented graduates available to them through the Charityworks scheme.

## P-258 PARTNERSHIP SIGNPOST GUIDE TO OVERSEAS NURSE RECRUITMENT AND THE CHILDREN'S PALLIATIVE CARE SECTOR

<sup>1</sup>Gillian Dickson, <sup>2</sup>Lavinia Jarrett. <sup>1</sup>*Together for Short Lives, Bristol, UK;* <sup>2</sup>*Demelza Hospice Care for Children;* <sup>10</sup>*Together for Short Lives*

10.1136/bmjspcare-2016-001245.278

**Introduction** The nursing workforce shortage in the UK is having a significant impact on voluntary sector children's palliative care services and is leading to increased recruitment of nurses from overseas to fill this gap.

**Aims** A national lead organisation worked in partnership with a local voluntary children's palliative care provider to produce a signpost guide providing factual information and recording the actual experiences of this provider organisation when bringing overseas nurses to the UK. This guide would be available to other providers in the sector and valuable as a worked case example for other organisations – along with presenting the policy context.

**Methods** We recorded an interview with the director of people and resources at the children's hospice: exploring what preparation happened there for the nurses arriving, how it went once the nurses were here, and what the learning points were including any cost/time benefits.

We then added into the guide detailed factual information about immigration rules and policy – in the context of the current shortage of children's nurses in children's palliative care.

**Results** Providers in the children's palliative care sector can now see the detail of a worked example of one provider recruiting from overseas in this colourful guide – as well as ensure they are up to date with the detail of immigration legislation and how it may affect their workforce planning.

**Conclusion** Recruitment challenges are already having an effect on the care delivered by voluntary children's palliative care organisations – this has been measured over two consecutive years and shows the continued vacancy level is having an increasingly negative effect.

Some children's hospices will now be considering recruitment from beyond the UK – or will be continuing this practice where they already do it. This guide offers a resource on the rules of employing nurses from overseas and highlights the current situation in the global migration of nurses.

## P-259 ABSTRACT WITHDRAWN

## P-260 WELLNESS FOR YOU: A STAFF WELLBEING RESOURCE FOR THOSE WHO WORK IN END OF LIFE CARE

Kelly De Souza, Chris Haywood. *Willowbrook Hospice, Prescot, UK*

10.1136/bmjspcare-2016-001245.279

**Background** Increasingly, compassion fatigue, staff welfare and 'burnout' of those working in end-of-life services is hitting the headlines. Whilst working in palliative care is rewarding it can often be challenging and impact on work life balance. Healthcare professionals in particular are considered to be at high-risk of compassion fatigue. The drive to support staff is increasingly important with high staff turnover, high sickness, poor morale and staff leaving the profession altogether. A Staff Wellbeing