

**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

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**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

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**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

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**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