It has shown that the HCAs who participated found that their knowledge and confidence around the techniques increased. The impact of this service development however was difficult to measure due to poor uptake and evaluation of the educative strategies employed.

This service development has demonstrated that the education of HCAs has the potential to improve the rehabilitation of palliative care patients but that this needs to be delivered in a way that ‘fits around’ the daily work of HCAs and has to be recognised as an important part in the culture of the hospice.

Those who participated in the service development evaluated it positively, feeling that they were in the position to carry out the techniques and practice with the patients. A further outcome of the development is to consider different ways to provide the classroom teaching and clinical facilitation within the organisation to allow greater participation from staff.