- Develop and maintain a representative workforce.
- Hear shared experiences and highlight common issues.
- Raise the profile of the contribution of Black, Asian & Minority Ethnic staff.
- Influence strategy and service development.
- Ensure all staff reach their potential.

What we did All staff from a Black, Asian & Minority Ethnic background, in all services across the hospice, were personally invited to the first network meeting. It was held face-to-face, in a COVID-19 secure environment. The network was led by a member of the finance team and Chair of the Employee Engagement Group, with an academic fellow who gave a presentation about COVID-19 and the impact on Black, Asian & Minority Ethnic communities and the importance of vaccination.

How it's going: To date four meetings have been held, with over 75% of our Black, Asian & Minority Ethnic staff attending at least one meeting. The group have set their own agenda, have shared their experiences of working at St Gemma's and had another presentation by one of the trustees, who has set up a similar network in primary care in the city. Staff are enthusiastic about the network, are keen to share and influence the organisation, with the next steps of agreeing a name for the group, creating some terms of reference and a plan for the year.

P-205 CULTURE ENGAGEMENT SURVEY

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10.1136/spcare-2021-Hospice.220

Background In 2019 the hospice launched our Culture Framework which gave us one shared common definition of our culture. Our purpose and values were translated into a mind-set and four behaviours. The annual colleague survey was developed to provide insight into how colleagues experience this culture in their work, enabling us to track whether the culture was being seen and felt in action. The survey aims to:

- Establish a snapshot of the culture framework in action.
- Assess levels of engagement, perspective on the current culture, inform strategy and identify priorities.
- Better understand enablers and barriers to completion.
- Track our journey to date.

Methods Using an online survey to gather quantitative and qualitative data, which focused on how colleagues experienced the four behaviours of 'I care', 'I learn', 'I own' and 'I improve' in action. The response rate was a tool to assess the level of engagement with the culture framework.

Results The results demonstrated a high level of engagement with the response rate improving from 62% in 2018 to 85% in 2020. The results provided insight into how colleagues experience their work, and measured how well we are living the defined purpose, values, mind-set and behaviours. It enabled us to understand how important the culture is for creating a great place to work.

Conclusions The survey is an important platform to listen, understand, improve, and encourage further dialogue. If we are fully engaged in our work, we can provide even better care to our patients, their families and the communities we serve. Colleagues believe in the importance of the culture

framework and are committed to living it to provide an outstanding service.

P-206 PROGRESSING THROUGH THE PATH OF THE PANDEMIC WITH DYSLEXIA – A SENIOR LEADER'S PERSPECTIVE

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10.1136/spcare-2021-Hospice.221

Introduction I am Assistant Director of Care and Quality at St. Luke's Hospice working internally and externally with health and social and voluntary care providers. I have dyslexia and was undergoing coaching and training on the use of new software for my dyslexia when the pandemic struck.

Aims To raise awareness of dyslexia and hidden disabilities, the specific challenges it has brought through the pandemic with implications for the wider workforce and the impact of not being able to continue my dyslexia support from an external organisation.

Discussion I was required to formulate a prompt response to the pandemic and rapidly changing guidance to inform, direct and support the diverse wider workforce. The reduction of face-to-face contact with colleagues, and a significant increase in demand for visiting dying patients at home presented huge challenges with the introduction of virtual technology. This impacted on my role both professionally and personally, requiring me to declare my dyslexia openly more than ever before.

In a position of influence, having strategic vision and role modelling remained crucial whilst promoting inclusiveness that empowered others. Emergency response meetings meant information could not be shared early, a key consideration for staff with dyslexia. Assimilation of the information to make this meaningful and implementation of new ways of working was a constant challenge whilst supporting others at a crucial time. The Equality Act and what this truly means in practice came into sharp focus. Training around facilitative technology for dyslexia was suspended replaced with self-taught techniques alongside the need to be continually creative and resilient.

COVID-19 provided an opportunity to raise awareness and highlight the specific needs that staff with dyslexia may have when required to work at pace within an ever changing landscape. It was imperative that the same compassionate tolerance, inclusivity and fairness, cornerstones of hospice care provision, was afforded to all staff at this time, particularly those with dyslexia.

P-207 PEOPLE WANT TO HELP, BUT WILL WE LET THEM? VIEWS ON VOLUNTEER INVOLVEMENT IN END-OF-LIFE CARE

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10.1136/spcare-2021-Hospice.222

Background The National Health Service *Long Term Plan* (2019) recommends that healthcare services work in partnership with the voluntary sector, and aims to double the number of healthcare volunteers by 2035. This includes volunteering in end-of-life care, a sector with a strong