

**Method** Through co-production, identify areas of education and training need focused on those at risk of, or working with, groups impacted by health inequity. Pool resources and expertise to achieve ‘best value for money’.

Analysis of:

- Baseline systemwide palliative and end of life care knowledge.
- Analysis of impact of delivery, via validated research tool: EMET (Whittaker, Parry, Bird, et al. *BMJ Support Palliat Care*. 2018; 8(4):439–446).
- Evaluation of cross-system regional approach.

**Results** The portal will enable a diverse range of organisations and individuals to easily access relevant system-wide training and education, ensuring reach and engagement by organisations supporting underserved populations. Evaluation will be via Google Analytics, user feedback, stakeholder engagement and multi-professional evaluation.

**Conclusions** This project will provide creative interactive resources, via an intuitive education and training platform, supporting people across our systems delivering end of life care. Enhancing a confident workforce across all sectors with the knowledge, skills, and capability to deliver high quality palliative and end of life care. The structure will be in line with all three tiers of core competencies, with robust project evaluation underpinned by research. Delivery will be via system-wide collaboration and ensure best value for money.

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#### UTILISING PROJECT ECHO® TO IMPLEMENT THE TIER 1 FACE-TO-FACE ELEMENT OF OLIVER MCGOWAN MANDATORY TRAINING ACROSS SOUTH YORKSHIRE

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**Background** In July 2022 the Health and Care Act 2022 introduced a requirement that regulated service providers ensure their staff receive training on learning disability and autism, appropriate to the individual's role. This was the result of campaigning by the parents of Oliver McGowan following his untimely death (<https://www.olivermcgowan.org/>). Tier 1 training comprises e-learning (e-lfh,2022) followed by a 1 hour online interactive session with facilitators with learning disability and autism diagnoses.

**Aim** To facilitate the delivery of the interactive (face-to-face) element of the Tier 1 mandatory training to circa 38,000 health and social care staff across South Yorkshire in three years.

**Method** Utilise the novel ECHO methodology to facilitate one-hour Oliver McGowan interactive sessions either via Zoom or MS Teams. Specifically trained ‘trios’ of facilitators (one with a learning disability; one with autism, and, a specially training facilitator) will be joined by an ECHO administrator to deliver nationally agreed content to groups of 30 staff per session. Answers to pre-submitted questions will be prepared and delivered during ECHO sessions. Healthcare staff are to book their interactive session within a fixed time frame (to be laid out in the ‘code of practice’ when published later in 2023) once the e-learning is completed. To manage bookings and report training activity at scale a Customer

Relations Management (CRM) system is in implementation. Information sharing between the employing organisations and the CRM will be essential to ensure eligibility to attend the ECHO session.

**Results** No results are available as yet as delivery is anticipated to start in the middle of May 2023.

**Conclusion** Through the use of pre and post session questionnaires we hope to show increased knowledge and understanding around learning disabilities and autism and how accurate information sharing will ensure timely booking and attendance at an interactive ECHO session for those who are required to attend.

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#### EXTENDING THE REACH OF PROJECT ECHO: PARTNER LAUNCH TRAINING GOES DIGITAL

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Prior to the COVID-19 pandemic, Hospice UK held a version of Partner Launch Training derived from the ECHO Institute's programme in-person over three continuous days at offices in London and Belfast. However, the national lockdowns and social distancing measures made such an approach impossible. Hospice UK thus transformed their training programme to meet the virtual environment's opportunities and challenges, and chose Zoom as the vehicle for training delivery. Between September 2020 and October 2022, Hospice UK has delivered Partner Launch Training via Zoom to 83 participants from 32 organisations. This presentation will aim to describe the changes made to the traditional programme and their impact.

Adapting to a virtual format required a complete revision of the programme to maximise learning, increase interactivity, and to take account of both ‘Zoom fatigue’ and the participants' different learning styles. The ECHO team decided to run training over a three-week period, one day each week, and reformatted the programme sessions into 10 frequently asked questions that aimed to cover ‘The What?’, ‘The How?’ and ‘The Strategy’ of becoming an ECHO Hub. The team designed a Virtual Immersion ‘Learning Guide’ that accompanies the information provided within the Partner Launch Training Handbook. The Learning Guide is composed of three sections: pre-training activities, the nine questions and post-training activities.

51 participants (September 2020-October 2022) responded to the ECHO Institute evaluation:

- 98% were satisfied with the learning experience.
- 94% would recommend this learning opportunity to others.
- 86% found the virtual experience better than or the same as they imagine an in-person session might be.
- 96% agreed that this learning experience had given them the skills to build an ECHO programme.

Internally, Hospice UK learnt that the virtual format of Partner Launch Training allows them to reduce the cost of training by 20% per participant and expand participant numbers.