The other positive outcome of the programme was the potential to share good practice and the opportunity to network with other professionals from different hospices. The flexible and creative support of staff from Well Training made this approach a positive experience for all.

Background
The hospice vision is to help all in Central Lancashire facing life-shortening illnesses to have a good quality of life and when the time comes, comfort and dignity in death through specialised care, support and information that is available wherever and whenever it matters most.

The Commission urged hospices to find new ways to engage with local communities and learn about their needs.

Knowledge Exchange (KE) recognises the importance of sharing expertise, learning from others and empowering the local community to help themselves and each other.

Aims of KE are to
- Empower local people through access to trustworthy information and resources to enable independence and choice
- Ensure staff have the right knowledge and confidence to help local people achieve their wishes at the end of life
- Share our expertise and specialist knowledge with others to influence end-of-life care (EoLC) in other settings
- Work with local and regional universities, colleges and other education providers to bring new qualifications, education programmes and research opportunities to the local area.

Methods
- Partnerships with local organisations - provision of expert information to help people plan for the EoL eg Birchall Blackburn Solicitors, Civil Service
- Patient education programmes to support people to self-manage
- Working with CCGs and local NHS trusts to develop a community-based education programme for professionals
- Partnerships with local colleges and universities to develop a suite of EoLC qualifications
- Student programmes and placements.

Results
- More people influenced by hospice care
- More people empowered and inspired to help each other
- More training, education and professional development in EoLC available to local professionals.

Conclusion
- KE builds on traditional and formal education structures to open a conversation with local people, professionals and students
- KE is helping to influence the provision and understanding of EoLC amongst health professionals and the local community.
In 2012, End of Life Care (EoLC) Learning Outcomes (LOs) were proposed by an expert group, part of Yorkshire and Humber Strategic Health Authority EoLC work stream. The continuing development of the EoLC LOs has been supported by Health Education Yorkshire and Humber.

The EoLC LOs have been produced in the context of ongoing national developments all advocating that, for improvements to be achieved in the delivery of palliative and EoLC, workforce development is required. This is the first framework which identifies outcomes for the workforce involved in palliative and EoLC in any setting. The EoLC LOs are intended for use as part of education provision and workforce development to support improvements in the delivery of high quality EoLC delivered by:

1. Unregistered support workers in health and social care
2. Pre-qualifying health and social work students
3. Registrants providing palliative care approach/general palliative care
4. Registrants providing specialist palliative care.

As part of this initiative, there have been two pilots of their use in clinical practice, mapping exercises by higher education institutions (HEIs) against pre-qualifying and CPD programmes, and an expert group workshop to scrutinise the LOs. Feedback from these pilots will be presented. Feedback confirms that the EoLC LOs have the potential to deliver benefits for the workforce, employers, commissioners, patients and the public including:

- Developing personal career goals
- Developing job/role descriptions
- Assessing clinical knowledge and skills at different levels of EoLC practice
- Performance appraisal
- Enabling professional revalidation
- Enabling organisations and commissioners to respond to national policy related to local implementation and delivery of EoLC.

In press publications for this initiative:

1. End of Life Care Learning Outcomes
2. Workplace Development Record
3. Mapping Tool for education providers
4. Sub-sets for ‘One Chance to Get it Right’ and for mandatory/priority EoLC education and training