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A LEARNING ALLIANCE: EXPLORING PALLIATIVE CARE ISSUES AMONG ETHNIC GROUPS IN SOUTH EAST ENGLAND

Joanne Leung, Ellenor Gravesend, Kent, UK

Background National Census (2011) (Office for National Statistics, 2012) indicated that the South East region had 9.3% of non-white ethnic groups; yet, these groups had lower access, usage and satisfaction rates to palliative care services compared to people of White ethnicity (Calanzani et al., 2013; Dixon et al., 2015). In order to cater for the various needs of the local service users in a sustainable manner, a Learning Alliance (LA) was formed in South East England. This LA was comprised of palliative care providers, charities and voluntary organisations, minority ethnic groups and academic researchers, with funding for events provided by the local Health Education England network.

Aims By working collaboratively across the LA, it is anticipated that the emerging supportive and palliative care needs from the local population will be identified, mapped and addressed.

Methods The LA would organise two consultation events, which were designed for the Black, Asian, Eastern European, Romany and Traveller ethnic groups, to explore issues in providing and accessing palliative and end of life care services. The summary of these consultations was conveyed to healthcare service providers and expected to lead to potential research projects.

Results The LA has built a consolidated and viable network to support the healthcare service providers and users to enhance the uptake of the palliative care services, as well as to share expertise and practices with one another. Its consultation events and potential future research projects help the stakeholders to recognise the shortfalls of the existing services in order to rectify the inequalities within the healthcare services.

Conclusion Reaching out and working alongside the health care service providers and minority ethnic groups allow both parties to increase awareness of the diversity needs and the suitability of the palliative care services. In the long term, the LA will be attempting to transfer and apply its findings to the wider minority population groups.

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THE DISADVANTAGED DYING: EXPLORING THE END OF LIFE PRIORITIES OF HOMELESS ADULTS IN THE UK


Background With limited resources and no stable accommodation, people who are homeless arguably have greater need of palliative care support than the rest of society when they face the end of life. However, they consistently fail to access palliative care services (Care Quality Commission, 2016) and while there is much in the literature surrounding the barriers to appropriate health care (Hudson et al., 2016), their specific
PALLIATIVE CARE SUPPORT FOR THE HOMELESS: THE RIGHT WAY, AT THE RIGHT TIME, IN THE RIGHT PLACE

Jess Blandford, Jude Edwards. St Ann’s Hospice, Cheadle, UK

Background The CQC report ‘A different ending: addressing inequalities in end of life care’ highlighted that homeless people are not accessing palliative care and homeless staff are not equipped to deal with high levels of health and care needs. With a grant from the Albert Hunt Trust we developed training –without IT – that we can take to homeless organisations to equip staff to recognise signs that someone is in the palliative phase of their life, to know what to do, who to contact and how to access help.

Aims
- To increase access to hospice expertise.
- To increase understanding about palliative care by delivering a 1½ hour session to hostel staff, keyworkers, drug and alcohol teams, housing staff, food bank staff and volunteers.
- To provide practical support with our Health and Wellbeing Hub (the Hub) – a drop-in service staffed by a nurse – to the same venue as the training a month later.

Methods We consulted with other hospices, a homeless GP practice, and homeless charities. We piloted the training with a homeless team and then took bookings from homeless organisations across our locality. Over a six-month period we will record the number of referrals/contacts from homeless organisations compared to baseline figures staff we train/job role/organisation people accessing the Hub. We will evaluate: the training from feedback and case studies the Hub support from feedback and a record of any onward referrals/signposting.

Conclusions

Abstracts

P-50 WORKING WITH TABOOS – THE DYING AND THE HOMELESS

Kerry Macnish, Jo Anthony. Rowcroft Hospice, Torquay, UK

Background An identified unmet need for people who are homeless in Torbay to access end of life care services and hospice provision. Also identifying the end of life training needs of the workforce supporting homeless people across Torbay.

Aim To connect with homeless workforces to enable them to identify those individuals who would benefit from access to end of life care services and support.

Methods To identify the workforce across the private, statutory and voluntary sectors. To identify their learning needs and plan and deliver a programme of education. Participants completed a pre-and-post course evaluation of their knowledge and confidence. We received timely funding from HEE to enable this project.

Results
- 18 people working with homeless people attended two and half days bespoke end of life care training in 2016
- Participants recorded increased confidence and knowledge upon completion
- Greater connection between hospice and homeless workforce and ongoing working relationships
- Improved recognition of the deterioration in this patient/client population
- Increased confidence in leading discussions about future care needs with their clients and professional colleagues
- Received first referral to Rowcroft Hospice
- Course participants produced a locally mapped document of agencies supporting the homeless population for distribution
- Course participants undertook advance care planning discussions within their own families and across their community
- The local hostel committed to improving mechanisms for both support and supervision for their staff similar to the hospice model.

Conclusion The course became a vehicle for connecting local services involved with the homeless population of Torbay to make a change for the better. Participants felt enabled to recognise deterioration earlier, offer opportunities to discuss with patients/clients their thoughts and views about their future needs and care wishes. The course enabled us to build better joint working relationships, and increased engagement with the hospice services.