

Method

- Clinical and Estates Leads working collaboratively to design a bespoke workshop suitable for clinical and non-clinical roles and ensuring all staff received quality training with a variety of teaching methods used to produce clear outcomes
- Updated policies for fire evacuation, oxygen awareness and smoking, using the workshops as a vehicle to roll these out to staff for feedback before final agreement with senior managers and trustees
- Created a working group of colleagues from departments across the hospice to develop a new referral form to identify if a patient is a smoker prior to admission, produce a risk assessment for patients who smoke and leaflets for service users, one for smoking and one for safe use of oxygen.

Results

- Clinical, non-clinical staff and volunteers provided with consistent and bespoke on-site fire safety workshops rolled out to over 150 staff and volunteers
- New policies agreed and implemented for smoking, fire safety and medical gases.

Conclusion In 12 months we have facilitated 20 fire safety workshops, updated policies and implemented new documents and ways of working with excellent feedback received, putting the safety and welfare of patients, visitors and our workforce at the forefront of what we do. Plans are in place to facilitate refresher training for all staff next year.

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EMOTIONAL SAFETY: ONE HOSPICE'S APPROACH TO ORGANISATIONAL INTEGRITY AND DEVELOPING WORKFORCE HEALTH

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10.1136/bmjspcare-2018-hospiceabs.315

Background Working with death and dying can lead to heightened risk of burnout and stress for the workforce (staff and volunteers), and increased difficulty with personal bereavement (Goodrich, Harrison & Cornwell, 2015; Hill, Dempster, Donnelly et al., 2016; Huggard & Nichols, 2011). Informed by our 2016/17 staff survey, person-centred care observational studies (Haraldsdottir, Donaldson, Barclay et al., 2018; St Columba's Hospice, 2015) and drawing on the skills of the workforce, and literature (Goodrich, Harrison & Cornwell, 2015; Tsiris, Davis & San, 2014) we looked at health and wellbeing from emotional safety perspective (Huggard & Nichols, 2011), in order to establish an evidence based holistic approach tailored to St Columba's Hospice.

Aims To scope the organisation's existing support systems, to encourage self-care across the workforce, and to explore new ways to improve health and wellbeing at work across the organisation.

Methods We mapped our existing support systems, initiatives, and policies/procedures, categorising them into: meaningful work; feeling valued; living healthy lives; maintaining healthy minds; and, hospitable working environment. We held a workforce awareness campaign, invited feedback/ideas, and

established a short term working group. Gaps in current practice and policy were identified and an action plan developed.

Results We learnt that most staff were unaware of what was already in place, and many had not considered some areas relevant to their health and wellbeing at work. The organisation made changes across each category, encouraged the workforce to take personal responsibility and ensured that the hospice operated with integrity through prioritising emotional safety and adjusting policies and entitlements. The process has encouraged organisational change in terms of becoming a more compassionate employer (ACAS, 2014; National Council for Palliative Care, 2014), empowered staff to establish a subsidised weekly yoga class, and supported the founding of a volunteer-led hospice choir.

Conclusion There are particular challenges for hospice care in establishing emotional safety throughout the organisational structure, support systems and within available resources. However, it is possible to operate with integrity, enable the workforce to have longevity and encourage maintenance of good health and wellbeing in hospice care.

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BRAND NEW ANALYSIS

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10.1136/bmjspcare-2018-hospiceabs.316

Background In order to meet the diverse needs of the community we serve, our hospice relies on the commitment of our supporters. The first step for a donor in supporting the work of the hospice is an awareness of who we are and what we do. In order to better understand the level of awareness for our brand, and the knowledge of our services, we commissioned a piece of research work.

Methodology Survey work was carried out across various sites in our catchment area. The areas identified were either places we felt awareness may be high, or areas where we want to expand our services and support. At least 100 surveys were conducted with members of the public in each site, focussing on questions which gave us an idea of each individual's awareness of St Columba's Hospice, and our work. The company we worked alongside interviewed a representative cross section of the public. The survey work was complemented by an analysis of our current and lapsed supporter databases which helped us interpret the results.

Results The research produced some fascinating results, not only in terms of the hospice's position in the local community, but also with reference to some wider questions around death, dying and bereavement. We found that awareness of our logo was relatively strong (although could be improved), however, knowledge of what we actually do as a service, even amongst those who say they support us, was not as high as may be expected.

Next steps Following on from the survey we will conduct focus groups to better understand the reasons for this limited understanding. We also want to understand how we should articulate our key messages, which are fundamental to our success as an organisation.