P-268 TEAM BUILDING, HEALTHY WORKPLACE, HEALTHY YOU
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Background Over the last two years the Inpatient Unit (IPU) has seen a significant change in leadership and nursing staff. It was recognised that there was a need to encourage willingness to accept change and promote teamwork. Research by Maben et al (2012) shows that patient experiences are generally better when staff feel they have a good team climate, colleague support, as well as job satisfaction and a positive organisational culture. As a result of this it was decided that team-building workshops would be held.

Aims
- Act as a forum for individuals and teams to reflect on their own behaviour
- Help to produce a supportive culture where bullying and harassment are unlikely to occur
- Encourage positive behaviour
- Discourage negative behaviour
- Increase understanding of behaviour that may be perceived to be bullying or harassment whether intended or not
- Increase acceptance of strategies that might be used to retrieve a problem situation.

Method Four workshops were held. IPU staff were invited to the workshops which were structured around the RCN Toolkit ‘Healthy Workplace, Healthy You’ (2015). This includes self-assessment forms where participants can reflect on their behaviour and attitudes. Participants then completed a team assessment form in which they reflect on the attitudes, behaviours and culture within the team.

Results An action plan was devised as a group to address identified issues. The toolkit provides a measurable outcome of how staff are feeling which will be repeated at future dates to give demonstrable progress.

Conclusions
- Feedback has been positive. Staff voiced that the workshops provided a calm and supportive forum to discuss any issues within the team
- Staff had the opportunity to reflect on positives within the team
- An action plan was agreed and will be reviewed regularly as well as at the next full ‘Team Away’ Day.

P-269 CREATE 2020 – A REVIEW OF OUR ORGANISATIONAL CULTURE. TAKING LOROS ‘FROM GOOD TO GREAT’
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Background In 2018 senior leaders at LOROS decided to undertake a review of our organisational culture in order to demonstrate continuous quality improvement. They have provided a route to build quality improvement methodology as part of the hospice’s culture, whilst ensuring connection with the hospice strategy.

P-270 IMPLEMENTING PERSON-CENTRED PRACTICE IN A HOSPICE
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Person-centred practice is increasingly being adopted within health care and aims to facilitate true partnership working between service users and health professionals (Ewing, Austin, Diffin & Grande, 2015). There is an increasing body of evidence that person-centred practice can improve health outcomes, quality of care, and patient experience (Collins, 2014). However, person-centeredness can only happen if there is an appropriate culture (McCormack et al., 2008).

In partnership with Queen Margaret’s University, Edinburgh, Marie Curie committed to the development of Person-Centred cultures throughout their caring services. In 2016 the Marie Curie Hospice Liverpool embarked on this journey using McCormack andMcCance (2010) Person-Centred Framework for Practice. A multidisciplinary steering group was established. Values clarification, and action learning sets led to the development of a Person-Centred vision for the hospice.

This collaborative vision formed the basis of evaluative work which benchmarked our culture in relation to the vision. Alongside the framework, a variety of tools were used...