

**Aims** The Legal Needs of Adults towards End of Life (LeNA) project investigated the scope and scale of legal needs from a range of perspectives, the support structures available and professional education needs with a view to shaping national policy.

**Methods** Sept 2017 – June 2018: systematic literature review and national stakeholder engagement exercise across health, social, charitable, advice and legal services: definition of legal needs, available support and gaps. May 2018 – March 2019: semi-structured interviews (24 patient/carer) and questionnaires (124 patient/carer/staff) to evaluate experience of legal needs. Sept 2018 – Jan 2019: four inter-professional workshops to consider educational needs through a taster session and focus groups (6).

**Results** Legal needs are very broad and practice highly variable. The project has developed a classification relating to patient/carer rights and professional responsibilities. This could direct future policy. Patients and carers struggle with unmet needs, uncertain of how to access help and unwilling to plan for the future in the context of active concerns. Some support structures already exist but the project identified a number of barriers and consideration needs to be given to accessibility and suitability of these. There is significant enthusiasm for widely inter-professional education in this area, using an interactive group structure.

**Conclusions** Legal needs are poorly defined in palliative care, resulting in variability in practice and unmet need. This is an area for improvement and follow-on research is planned at national policy level. Together with novel education, this will support better assessment and integrated care around legal needs towards end of life.

## Parallel Session 5: Workforce Support and Development

### 0-18 WELCOMING FREDIE

Dallas Pounds. *Royal Trinity Hospice, London, UK*

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Royal Trinity's mission includes 'challenging and overcoming barriers to equality, diversity and inclusion'. We want to be an inclusive and fair workplace and service provider where potential can be fulfilled and care delivered, unencumbered by real or perceived barriers relating to protected characteristics, and our uniqueness as individuals.

Our track-record of championing LGBT+ needs in our staff and our patients is well known, but we wanted to go further. 'Welcoming FREDIE' benefits our entire workforce by broadening our focus to all protected characteristics and adopting 'FREDIE' (fairness, respect, equality, diversity, inclusion, engagement) as part of the Trinity family, as part of our culture.

Starting in 2018, with our sights set on achieving an Investors in Diversity level 2 accreditation, and with an eye to our staff survey results, our aim was to develop an even happier, more committed workforce that was more comfortable to bring the best version of themselves to work every day, and were more aware of legally protected characteristics in

their patients and colleagues and more aware of their own unconscious biases.

Actions have included:

- a 20 week programme of internal events and education – 'FREDIE Fortnights', dedicating a fortnight to each protected characteristic with another dedicated to mental health;
- changes to Trinity's mandatory e-learning, manager training, and appraisal process
- updating policy and strategy documents;
- contracting an external helpline for our workforce to report harassment and discrimination.

Impact so far:

- In January 2019, Trinity was named number 84 in the National Centre for Diversity's Investors in Diversity Top 100 Index, the first hospice to be listed in the Index and one of only two healthcare providers nationally;
- In June 2019, Trinity was shortlisted for a Nursing Times Workforce Award for 'Welcoming FREDIE', and nominated for a National Diversity Award as a community organisation;
- Improved staff satisfaction and awareness.

### 0-19 STAFF WELLBEING IN UK CHILDREN'S HOSPICES (SWICH): A MIXED-METHODS STUDY

<sup>1</sup>Andrew Papworth, <sup>2</sup>Jan Aldridge, <sup>1</sup>Bryony Beresford, <sup>1</sup>Lorna Fraser, <sup>1</sup>Suzanne Mukherjee, <sup>1</sup>Johanna Taylor. <sup>1</sup>University of York, York, UK; <sup>2</sup>Martin House Hospice, Wetherby, UK

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In the UK, the children's hospice sector has become increasingly concerned about levels of work-related stress among its staff. This stems from increasing evidence that staff wellbeing is associated with the quality, cost and safety of patient care, and also an acknowledgment of the important role of those working in children's hospices. It is therefore important to review and develop systems to enhance staff wellbeing and reduce the risk of occupational burnout.

The SWiCH study, conducted by the Martin House Research Centre at the University of York, is a national survey of staff wellbeing in UK children's hospices. It aims to increase understanding about the work-related stressors and rewards experienced by children's hospice care staff, and to identify the staff support systems and organisational practices that offer the most potential to enhance wellbeing at work.

This paper will present findings from the first phase of this ongoing study. This consists of two elements. The first is a systematic review aimed at identifying the factors associated with the psychological work-related wellbeing of hospice staff, and reviewing evidence on levels of burnout amongst hospice staff. Literature searches have identified 86 international studies that have explored this in hospice settings. The second element is the development and validation of a new tool to measure work-related stressors and rewards in children's hospice staff. This involves adapting existing scales developed for use in paediatric oncology through surveys, focus groups and interviews with staff in six children's hospices.

Findings from this first phase will inform the development of a national survey of all UK children's hospice organisations and their care staff.