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USING PROJECT ECHO™ TO DELIVER PALLIATIVE CARE EDUCATION AND SUPPORT ACROSS MULTIPLE SETTINGS

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10.1136/bmjspcare-2019-HUKNC.20

Background There is a need for high quality palliative care education and support, but often limited resources are available. Project ECHO™ (Extension for Community Healthcare Outcomes) is a tele-mentoring programme which could overcome this gap by using video-conferencing technology to deliver:

- Evidence-based, best practice guidance and education from specialists;
- Case-based learning with opportunities for questions and discussion with peers.

Five ECHO™ networks in Northern Ireland (NI) delivered palliative care education and support: Cardiology/heart failure; District nurses; Palliative care pharmacy; Paediatric palliative care; Marie Curie registered nurses. Network participants identified educational topics for their curriculum, and set network aims and objectives. Objectives included increasing participants' knowledge, skills and confidence in palliative care related areas, improving collaboration, and facilitating peer support. Network leads were responsible for evaluating how well objectives were met.

Aim To evaluate how successful each ECHO™ network was in achieving its aims and objectives.

Methods Retrospective online survey designed specifically for each network issued to registered participants after the final ECHO™ session.

Results Across the five networks, 45 ECHO™ sessions were delivered with 194 participants attending at least two. 27% (60/224) registered participants across each network responded to the survey. Overall, each network was successful in achieving its aims. The majority of participants reported increased knowledge and confidence in relation to the areas assessed. ECHO™ was identified as a suitable model for delivering education and the opportunity for case-based learning was valued. Direct impacts on practice included improved inter-agency working and networking, improved communication with patients and families, and improved confidence to manage similar cases in the future. Barriers to participation included time restraints due to staffing issues or workload.

Conclusion Project ECHO™ may be an ideal methodology for delivering palliative care education and support to a range of practitioners. However, protected time for participation is recommended.

Funders Health and Social Care Board NI/Hospice UK.

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RECOMMENDATIONS FOR COMPREHENSIVE, PERSON-CENTRED CARER SUPPORT: UK SURVEY OF CURRENT PROVISION

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10.1136/bmjspcare-2019-HUKNC.21

Background Carers play a vital role in supporting patients at end-of-life (EOL) enabling care at home and preventing

hospital (re)admission. EOL care policy promotes comprehensive person-centred assessment and support for carers, but without a clear implementation strategy this remains an aspiration.

Aims (1) To develop recommendations for organisational structures and processes required for implementation of comprehensive person-centred assessment and support for carers in EOL practice. (2) To identify the structures and processes currently in place to achieve assessment and support for carers of patients receiving EOL care through UK hospice organisations.

Methods (1) Ten recommendations were constructed from the findings of secondary analysis of existing research data and extensive expert and stakeholder consultation. (2) All hospices providing adult services within Hospice UK's membership (n=200) were eligible to participate in a cross-sectional survey between March and June 2018.

Results An organisational survey was developed to assess hospice provision against the 10 national recommendations published by Hospice UK (2018) for organisational change needed to deliver current EOL care policy guidance for comprehensive, person-centred assessment and support for family carers (Ewing & Grande, 2018). 115 (58%) hospices responded to the survey. 37% used a formal carer assessment process; 13% reported a specific action plan for carers. Other recommendations met at a higher rate, included recording demographic carer data (95%) and consistent identification of carers within hospices (87%). Less frequently met were monitoring and auditing of carer support (31%), and consistent storage of carer-specific data (18%). Results for each recommendation will be presented.

Discussion Most organisations met recommendations for structures and processes to achieve assessment and support for carers, although comprehensiveness of provision varied, and formal assessment provision occurred at a low rate.

Conclusion Some recommendations are well established in UK hospices, though particular areas for improvement include the use of person-centred processes specific to carers: formal assessment, action plans, recording processes and monitoring systems.

Parallel Session 6: Community Engagement and Collaboration

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HOW CAN COMMUNITIES SUPPORT CARERS – DEVELOPING COMMUNITY CAPACITY AND CAPABILITY?

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10.1136/bmjspcare-2019-HUKNC.22

In *Ambitions for Palliative and End of Life Care* (2015) Ambition 6 states that the aspiration is that 'Each community is prepared to help'. The range of terms used to describe this approach are based on the principle that care at the end of life should be done with people and not to people, that death, dying, loss and care are complex social events, in which the medical component is only one aspect.

This paper outlines the outputs and future considerations from a series of workshops that took an Appreciative Inquiry Model (Definition, Discovery, Dream, Design, Delivery onto

Destiny) approach to design, test and produce a local community development workshop 'toolkit' for anyone, not just professionals to use. The project, led by Hospice UK and commissioned by NHS England, resulted in a free online resource, a community of practice network (Source4Network) with a discussion site and a twitter community @ComDevCoP.

The co-design group for the work brought together hospices that had already begun their development journey as community engagers. The work further substantiated that each community has unique challenges and idiosyncrasies, the resulting toolkit reflecting a flexible locality driven approach with the intent to increase the connectivity across sectors, communities, neighbourhoods and social networks.

The co-design group of community engagers launched the tested tool kit in July 2019. It provides local communities an opportunity to harness the support of local interested members to provide improved community support for carers, those at the end of lives, going through a bereavement and/or lonely. The evaluation is ongoing and initial findings will be available by the Hospice UK conference in November 2019.

Acknowledgements to the hospices that supported the process are within the Hospice UK website page and community development toolkit.

0-23 LAST AID – TAKING A EUROPEAN APPROACH TO AID DEVELOPMENT OF COMPASSIONATE COMMUNITIES IN HIGHLAND

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10.1136/bmjspcare-2019-HUKNC.23

Background Death and dying continues to be a taboo subject in our society. We tend not to plan for our own death or know how to discuss topics of death and dying with our nearest and dearest (Peacock, 2014). With an ageing demographic in the Highlands of Scotland, along with our geographical challenges for care delivery, developing compassionate communities is crucial if we want to meet the needs of those who will be facing their own death, or the death of a relative (NHS Highland, 2017). 'Last Aid', a public education programme developed in Denmark, aims to inform and build confidence to support the care of those affected by life-shortening illness within their communities, either in the workplace or at home.

Aim To pilot an English language version of the Last Aid course and evaluate how this European course would be received by people living in Highland.

Methods Twelve individuals from the staff and volunteers of the Highland Hospice (four of which were clinical staff members) took part in a trainer's course, delivered by Dr Georg Bollig, a Consultant in Palliative Care in Denmark and the originator of Last Aid. The training format was identical to that used in Denmark and six other European countries actively delivering Last Aid Courses. After completion of training, five differing community groups were identified to pilot Last Aid courses. These included a public body organisation, a Christian community group, the general public (two open access courses were delivered) and a charity sector group. The participants each gave feedback at the end of the individual courses, employing a format identical to that used in other European courses.

This presentation will explore the impact of the piloted sessions and the ongoing work undertaken by the hospice in relation to building more robust compassionate communities.

0-24 CARE IMPROVEMENT AND END OF LIFE: A PARTNERSHIP APPROACH

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10.1136/bmjspcare-2019-HUKNC.24

There is a well-documented pressing need to improve care within settings where people with dementia are living. Providing good quality end of life care, especially for people with dementia in care homes, can prove particularly challenging. This includes enabling people to die in their own home rather than in acute hospitals, which is still the experience of many.

The Care Improvement and End of Life service is a collaboration between St Giles Hospice, Pathways4Life and Walsall CCG. It was created in response to the challenge of people with dementia dying in hospital. The aim of the service is to reduce unnecessary hospital admissions for people with dementia who are living in care settings in Walsall.

The core service consists of community-based Dementia Support Workers (DSWs) who work with care homes in order to provide expertise, insight and knowledge to further improve dementia and end of life care. The service also runs a monthly Carers Course to provide support and education for family carers. The DSWs strive to empower care home staff, people with dementia and their families through development sessions, support and guidance, along with a strong partnership working ethic.

The DSWs use a range of evidence-based tools, including the 'Namaste Care' approach, to advance a more holistic approach to dementia and care. This involves helping to create safe and relaxing spaces, and providing a broad spectrum of meaningful person-centred activities, some suitable for using with individuals even at the very end stages of their lives.

The service has improved understanding of dementia for staff in care homes and has improved confidence and well-being for family carers. The service was previously a finalist in the National Dementia Care awards in 2017 and in 2018 won an award for Best Innovation under the Accord Great People Awards.

Poster Presentations

Communication and Conversations

P-1 THE ELEPHANT IN THE ROOM. PROMOTING ADVANCE CARE PLANNING IN NORTH EAST ESSEX

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10.1136/bmjspcare-2019-HUKNC.25

Background In 2008 an end of life care government strategy cited research which showed that people don't want to spend their last year or last days in hospital but this often occurred due to poorly coordinated crisis driven care. In response to this in 2013 the My Care Choices Register (MCCR) was