

Enriching and improving experience event report

April 2018



Our values

- Integrity
- Commitment
- Accountability
- Pride in what we do
- Listening and engaging
- Creativity and learning

Enriching and improving experience event #PEOLCScot18

The Scottish Social Services Council (SSSC), in partnership with NHS Education Scotland (NES), facilitated a national networking event for palliative and end of life care education, learning and development on 1 February 2018 at Stirling Court Hotel, University of Stirling.

We held the event in response to both health and social care workers telling us, they would appreciate opportunities to learn with and from other health and social care workers.¹

'We require more sessions which encompass multiple disciplines therefore encouraging more and better opportunities for joint working with this complex field'

'Connecting PEOLC training across different perspectives and roles is always useful to help bring shared understanding'

SSSC and NES worked with partners in Healthcare Improvement Scotland (HIS) and the Care Inspectorate (CI) to deliver the event. The outcomes for the day were:

- to develop and strengthen connections within existing networks across sectors and settings to promote collaborative and integrated working
- to share innovative experiences and expertise in education, learning and development in palliative and end of life care, locally, regionally and nationally
- identify how attendees, can support and contribute to the implementation and sustainability of The Enriching and Improving Experience Palliative and end of Life Care, a framework to support the learning and development needs of the health and social service workforce in Scotland.

¹ Proudfoot, L. 2014. NHS Education for Scotland and Scottish Social Services Council, Palliative and End of Life Care Learning Needs Survey Appraisal Summary: Findings, Key Messages and Issues for Implementation: pp7-9.

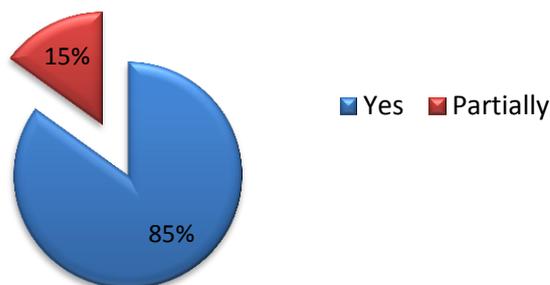
The 120 delegates, who attended the event, were from a wide diverse group (see map below) from across the health and social care sector, including NHS boards, health and social care partnerships (HSCPs), higher and further education institutes, hospices from across Scotland, representatives from the independent and third sectors.

The following national organisations also attended and supported the event.



Did the event achieve the outcomes for the day?

The post evaluation survey asked



NHS Forth Valley

- NHS Forth Valley
- University of Stirling
- Strathcarron Hospice
- Clackmannanshire Council
- Falkirk Council
- Stirling Council
- Dementia Services Development Centre

NHS Greater Glasgow & Clyde

- NHS Greater Glasgow & Clyde
- University of Glasgow
- Loretto Care
- Invercare Services Ltd
- Glasgow Caledonian University
- The Prince & Princess of Wales Hospital
- The Village Storytelling Centre
- Community Integrated Care
- Glasgow Caledonian University
- Renfrewshire Council
- East Renfrewshire HSCP

NHS Ayrshire and Arran

- East Ayrshire Council
- Ayrshire Hospice
- St. Andrews Hospice
- Ayrshire College
- NHS Ayrshire and Arran
- University of West of Scotland

NHS Dumfries & Galloway

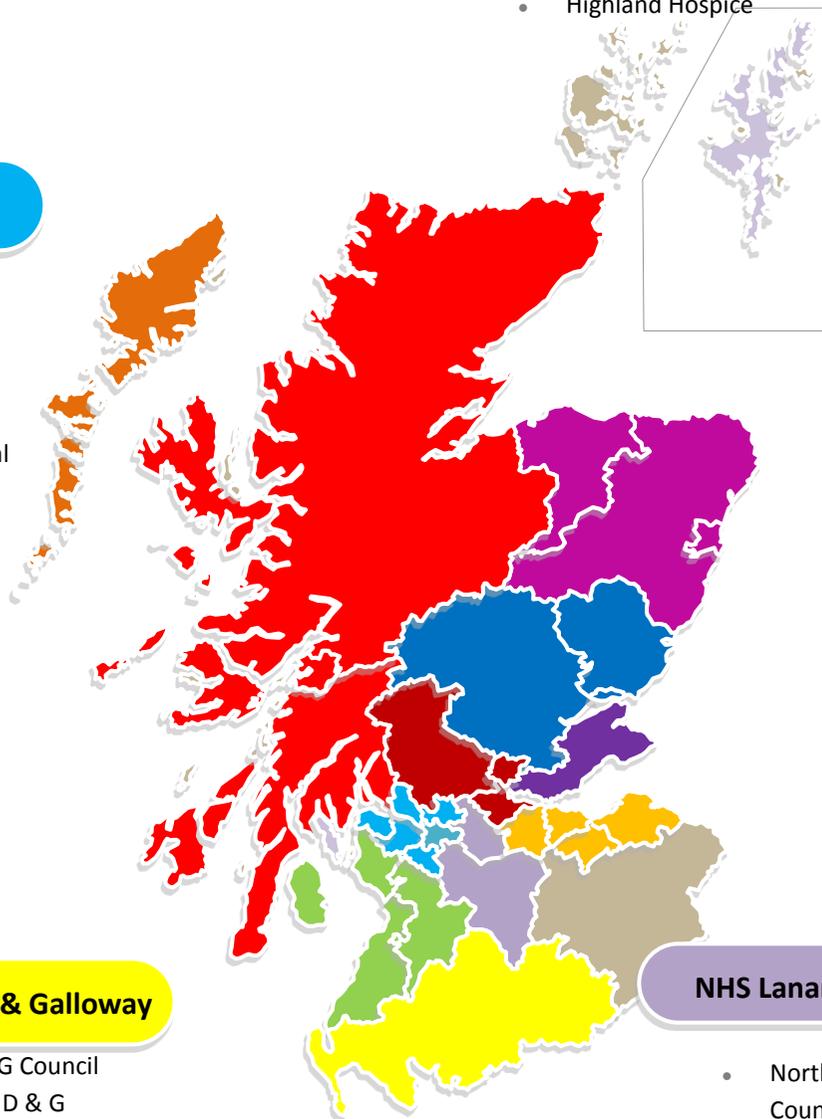
- D & G Council
- NHS D & G

NHS Western Isles

- University of Highlands & Islands

NHS Highland

- NHS Highland
- University of Highlands & Islands
- Highland Hospice



NHS Shetland

- NHS Shetland

NHS Grampian

- NHS Grampian
- Robert Gordon University
- Community Integrated Care

NHS Tayside

- NHS Tayside
- Perth College
- Dundee HSCP
- St Margaret's Hospice
- Ardgowan Hospice

NHS Fife

- NHS Fife

NHS Lothian

- NHS Lothian
- Edinburgh Napier University
- West Lothian Council
- City of Edinburgh Council
- Bluebird Care
- University of Edinburgh
- East Lothian Council
- Mid Lothian Council

NHS Lanarkshire

- North Lanarkshire Council
- South Lanarkshire Council

Key learning and themes from the event

We gathered feedback from the event in a number of ways; from workshops, round table discussion notes, 'have your say' feedback on the day and a post event evaluation survey.

We identified the following key themes from all the feedback.

1. Networking and sharing

Participants highlighted the value of creating time and space to come together, across sectors and settings with a focus on palliative and end of life care education, learning and development, to share perspectives, learning, ideas and practice.

2. Use of the framework

Participants evidenced a commitment to support the use of the framework and existing resources to develop and support palliative and end of life care knowledge, skills and practice and to embed the framework into informal and formal education, across higher and further education institutes in Scotland.

3. Supportive cultures

Participants highlighted the importance of trusting and respecting others, and recognising existing knowledge and skills. Supportive and compassionate cultures are required to enable learning and development and staff wellbeing when working in palliative and end of life care.

4. Creative approaches

Participants shared a desire to be creative and share approaches, resources and ideas to support workforce development and networking. This includes looking at digital ways to support networking opportunities, being technology enabled and work-based learning opportunities.

Event

The speakers and workshop hosts/facilitators collaborated and mirrored a true and integrated way to work together from across health and social care. The presentations highlighted how good conversations and culture are key themes to getting it right with people who have palliative and end of life care needs, their families and carers.

The value of reflection on practice was also highlighted with learning being shared through powerful stories of lived experiences, what is working well and what isn't. Sharing experiences and bringing people together with a willingness to share thinking, learning and improvement continued throughout the day.

delegates said.....

'Jo Hockley describing death and dying in care homes, exploring the value of reflection when people die for the staff'

'The plural of stories is not data, but culture'

'Powerful stories from Care Opinion, so much we can learn from people's experiences'

'Through the session it was good realising that one is not alone''

'Stories of people's lived experience are powerful tool for reflection, learning and improvement'

'How project ECHO is using tech to disrupt hierarchical power relations, supporting peer learning and collaboration across geographies and settings'

The workshops provided an opportunity to share how the framework is being used in education environments and practice while offering resources which would support individuals meet their own educational, learning and development needs.

workshop delegates said.....

'Talking about how the framework is being used and how it is mapped with other frameworks is really helpful'

'How much are we thinking about Anticipatory Care Planning within our HSCPs and our own families?'

'We need positive narrative illustrating what good palliative care in hospitals and communities look like'

Forty-five delegates shared a **pledge** and committed to take an action forward to support the implementation of the framework, back into their practices Here are some examples.

Use the resources from today, to facilitate training and support staff to build on their existing knowledge and practice (KC)

Use the skills section of the framework to help others identify what skills they need in delivering PEOLC (JD)

Map across my organisation baseline on staff skills (WM)

Share infoand learning resources with providers (JF)

Follow up discussions with people I've met today (HH)

Encourage and promote the benefits of the ECHO Model (Anon)

Will develop our documentation on end of life (PM)

Connect with JD on who is doing PEOLC Care Mapping exercise and contact a friend to work with Care Opinion (JH)

Commit to continue to promote the framework within my future role (JA)

Pilot the framework with Hospice HCA's, care homes, carers and give cohort (JM)

Have a good think about the benefits, practicalities and most appropriate approach to aligning my current work to the Scottish framework (SM)

Break down walls and share experiences (MA)

Use the resources in my teaching to encourage newly registered nurses to be more participative in PEOLC (HH)

Read more on the SSSC website about Open Badges (HH)

Broaden the education strategy focus group invitations to ensure greater social care involvement (FR)

Keep sharing, learning, encouraging others across social services, how important they are in delivering PEOLC! (AG)

The final session of the day was an opportunity for delegates to come together and share their thoughts on the ongoing implementation of the framework and learning and development in palliative and end of life care. We invited delegates to join a table which brought people who work in the same area, region or in a specific interest group together.

Here is a flavour of the delegate's thoughts and discussions during the final session.

'Don't reinvent the wheel, lots of ideas for borrowing from other areas and resources'

'Need to bring people on board from across sectors and settings'

'Living and dying well did not address children and great to be included in the framework!'

North group

'Empower staff to break down the hierarchical ways of working'

'Influence managers to support care home and social care staff learning and development'

'Share learning from the event with teams and colleagues'

South group

'Meeting together, discussing issues, learn from each other. Reflection and supervision'

'Staff need to feel valued and supported'

West group

'Joined up approach across Scotland, national approach'

'Preparing and valuing existing workforce'

HEIs and college sector group

'Importance of role modelling and develop a palliative care education network group'

'Introduce technology to training delivery'

'Developing a care plan that makes end of life an integral component'

Learning and development group

'Not just specialists, increasing confidence and recognition for everyone'

'Commitment to continue conversation with FE and HEI environments'

Community palliative and end of life care group

'Sharing of learning across health boards'

'Different ways of learning in response to staffing pressures'

'Junior doctors need training and support'

Hospital group

'Loss and bereavement, supporting friends, peers and colleagues'

'Develop a de-briefing tool'

'Knowing how to recognise palliative and end of life needs'

Care home, care at home and housing support group

Next steps

The event stimulated significant discussions on the challenges of being able to focus time on palliative and end of life care education, learning and development. Some participants said it felt like there is a desire to embed the framework into practice but there were challenges around people's perception and understanding of what palliative care is, the need for financial investment, having a shared approach and opportunities to learn from others across both health and social service workforces.

The event was useful as a platform to bring together both the health and social care sectors to share what resources and support is already available around palliative and end of life care. We will continue to engage with the workforce to address the challenges and identify further opportunities for both sectors to come together and learn from and with each other.

Our shared learning from the event contributes to the continuing dialogue on palliative and end of life care and has informed our future work programme.

Further information regarding the event and all the presentations can be found on the SSSC Workforce Development Yammer Network
<https://www.yammer.com/workforcedevelopmentandplanning/>