Dementia Conference
Improving End of Life Care in Acute Hospitals and Community in London
Outline

• Background to the project
• ‘Milestones-Care in the last days of life in the hospital’- Acute Hospital Education Package
• ‘You Matter-End of life care in the community’ - Community Education Package
• Next steps
Background

• End of Life Care (EOLC) is a key NHS priority, now inspected by Care Quality Commission
• Quality highlighted by Parliamentary and Health Service Ombudsman
  o Overall quality of care consistently poorer in London (Voices 2013-14) than national averages
• Health Education England mandate prioritised education and training on care of the dying, in line with the Leadership Alliance document ‘One Chance to get it right’ outlining five priorities for care
• UCLPartners EOLC Education team funded by HENCEL, to deliver EoLC project (2014-2018)
UCLP EOLC Project

• Aim of the material:
  o To improve end of life care through education about identification of, communication with and care of patients and those important to them at the end of life.

• Content addresses issues raised in recent reports, including;
  o Ambitions for Palliative and End of Life Care: 2015-2020, Every Moment Counts, Neuberger Review (‘More Care: Less Pathway’), and Leadership Alliance Report on End of Life Care (‘One Chance to Get It Right').
  o Do Not Attempt Cardiopulmonary Resuscitation decision making and discussions in the light of the Tracey vs Cambridge judgement
UCLPartners EOLC Project (2014-2018)

• **Phase 1 (2014/15):**
  - Development of ‘Milestones’ an educational package for acute hospital trusts
  - Establishing Community of Practice for Acute Hospital Trusts

• **Phase 2 (2015/16):**
  - Development of ‘You Matter’ an educational package for community setting
  - Establishment of community of practice for community staff

• **Phase 3 (2016/18):**
  - Deliver, refine and measure the efficacy of this programme across the UCLP geography
Milestones:
Care in the last days of life in Hospital
‘Milestones- Care in the last days of life in the hospital’

• Engagement
• Educational material produced (film and teaching material)
• Train the Trainer events held
• Bespoke training for NCEL trusts
• Participants evaluations
• In-depth evaluation at NMUH
• Community of Practice
‘Milestones’ Educational Material

• Focus is on when care in the last days of life occurs in the hospital

• 17 minute film developed by UCLPartners EOLC team

• 5 teaching sessions to be used alongside the film:
  o ‘Milestones’
  o Recognition of deterioration
  o Effective communication
  o Making a plan of care
  o Physical care
‘Milestones’: Summary of Train the Trainer

• Train the Trainer sessions held to disseminate the educational material to trainers within trusts

• Feedback from trainers for material has been excellent with many trainers planning to use the material as part of their training that is either already in place or help to develop new training

• Train the trainer sessions have been well attended and very well received
‘Milestones’: NCEL Bespoke Training

Number of Bespoke Training Days Booked

- Barts: 12
- UCLH: 2
- BHR: 1
- Royal Free: 3
‘Milestones’: Feedback Process

- Feedback will be received through completion of pre and post-training confidence scores to 10 questions
- Data will be collected monthly from each Trust on numbers trained using the specified Excel Spreadsheet
- In addition we ask for an outline of the teaching session to be provided for each session and a sheet of participants with email contacts
- Plan for future evaluation:
  - Identify a key trust (North Middlesex University Hospital Trust)
  - Follow up participants 3 months after their initial training by email (provided at time of teaching) and request completion of further confidence questionnaire
  - Opportunity for qualitative analysis of the impact of the educational programme
Community of Practice (CoP)- End of Life Care in Acute Hospital

• A Community of Practice has been founded of 50 clinicians to develop and measure EOLC in acute hospitals from across London. Three meetings have taken place to date with representation from 20 Trusts. A work plan has been agreed with regular 6 weekly meetings (webinar and face to face) and sharing of educational material and development of shared metrics related to EOLC.

• Aim:
  o EOLC CoP members will work together and within their Trusts, using shared resources and measures, to make excellent EOLC everyone’s business. This will be done by:
    • A - Equipping generic staff to deliver better care
    • B - Having a demonstrable positive impact on patient care
    • C - Increasing strategic engagement
Matter: End of Life Care in the Community
‘You Matter-End of Life Care in the Community’

- Engagement- Public and Professional
- Development of educational material (film and teaching material)
- Train the Trainer events to disseminate training to trainers within community
Engagement

• The film and materials were produced in collaboration with patients, carers and community staff
• Teachers and facilitators have been involved in development
• Professional Engagement
  o Film development – Eirlys Evans, ELFT, Assistant Director of Nursing including review of cultural content(SubCo & Dr Kamal)
  o Film focus group 8th October. 20 educational leads invited from interdisciplinary background to provide feedback
  o Defining content and priorities for educational development
    • UCLP Heart failure team consulted and viewed film
    • District nurse focus group- Haringey
    • London End of life Care facilitator group consulted re development of Practical guide for Preparing for a death in the community
    • Darzi fellow UCLH consulted re development of Practical guide
Public Engagement

• Strategy for public engagement discussed at Project Overview Board
• Patient face to face and telephone interview
• Sought engagement of bereaved relatives and carers from St Joseph’s Hospice
• Informal discussions with bereaved relatives and carers
• Liaised with Kellie Thomas UCLP Macmillan Patient Experience and User Involvement Project Manager
• Liaised with Fiona McKenzie, Patient Insight and Involvement Lead
‘You Matter’ Educational Material

• The package comprises a 17-minute video, developed by East London Foundation Trust, used with their permission, together with six structured education sessions including slides, facilitator notes, case examples, and handouts covering the following themes to allow selection:

  o You Matter: a standalone reflection on care in the last days of life in the community
  o Preparing for a death in the community
  o Effective Communication (1 hr & 3 hr)
  o Making a plan of care for the last days of life
  o Physical care in the last days of life
  o Advance care planning: Discussions and Decisions
Train the Trainer: Summary

- Train the Trainer sessions were held in UCLPartners to disseminate the educational material and 105 trainers attended from the community between end of January and March 2016.

- Feedback from trainers about the material has been excellent with many trainers planning to implement this as part of existing training and/or help to develop new training

- Train the trainer sessions have been very well received
Next Steps...

- Embed training across London and further develop community of practice
- Refine and measure the efficacy of this programme across the UCLP geography