

The Training bid and training content

HE NCEL training bid – Barking and Dagenham overview

A bid for funding of end of life training was submitted to Health Education North Central and East London (HE NCEL) who hold the healthcare education budget. The successful outcome of the training bid was announced on the 27th September 2013.

A summary of the Barking and Dagenham training bid is below:

B&D localised GP Practice Programme

Within Barking and Dagenham a local training programme has been selected as their preferred training approach. This is in order that the training programme is focused on local priorities. This bid supports the funding of a 6 month contract within Barking and Dagenham to support additional training delivery to GP practices.

The training programme will include:

- Promotion of the prognostic indicators and use of the 'surprise question' to increase the number of patients identified as 'end of life'
- Promoting use of the RCGP end of life care charter and the patient charter
- a focus on building on the work of the existing integrated case management service and enhancing this service to delivery further end of life care

GSF Care Home Programme

The National Gold Standard Framework Centre in End of Life care are the leading providers of training in end of life care for generalist front line staff – GSF being one of the original models of best practice recognised by the Department of Health in 2005. GSF is widely used nationally with increasing levels of take up. This process saves money and improves quality of care and research demonstrates an improvement in quality and outcomes for patients, families and staff and cost savings through decreased hospital admissions and deaths.

GSF is evidence based both in its development and within the evaluation of the ongoing work – with in-built measurement tools. It is supported by policy - GSF is referred to in the NICE Supportive and Palliative Care Guidance, endorsed by the Royal Colleges of General Practitioners and Nursing, the House of Commons Health Select Committee, many National Service Frameworks, the End of Life Care Programme and DH End of Life Care Strategy (July 08) and Quality Markers. GSFCH is supported also by all major care homes organisations.

Most importantly, GSF is more than just education. Research suggests that education alone in care homes will not change practice and so there also needs to be a change in systems and processes and the culture of the home. This is the most comprehensive programme of service improvement for care homes currently available; bringing together many skills, tools and resources into one comprehensive approach that produces great lasting results. A train the trainer model was proposed for this training, so one person from each team attends the training and is supported to share learning with the rest of their team. Also support to supervisory staff to maintain approach and support application in

care staff alongside 'train the trainer' - so one person from each team attends the training and is supported to share learning with the rest of their team.

Saint Francis Hospice is a Gold Standards Framework (GSF) Regional Training Centre and will work in Partnership with the National GSF team to deliver this training and facilitation. Saint Francis Hospice is celebrating its 30th Anniversary next year and has a long successful history of providing training and support to care homes, GP's, district nurses and other health care professionals and community groups in Havering, Barking & Dagenham and Redbridge.

Care homes in Barking & Dagenham, who have not already commenced GSF training will be funded to complete the training.

Domiciliary Care Programme

The bid proposed that Saint Francis Hospice will also deliver GSF training programme for domiciliary care teams. If the full bid funding is allocated to the area, approximately 26 domiciliary care teams within Barking and Dagenham could be trained in a joint training approach across Barking & Dagenham, Havering and Redbridge. A train the trainer model was proposed for this training, so one person from each team attends the training and is supported to share learning with the rest of their team. This course is shorter than the care home programme and consists of three taught days and learning resources. This part of the project will be completed by March 2014.

As an example of the importance of training domiciliary care teams locally; in Barking and Dagenham, alongside training domiciliary care teams, personal assistants also need to access the training. This is because within Barking & Dagenham there is a large growth of people purchasing personal assistants (PAs) to support them at home. The borough has more people using PAs than using home care agencies. Alongside meeting the objectives with Putting People First, People with PAs having improved outcomes with greater independence and have forged positive working relationships with their PAs. They have found it gives them greater flexibility and control over their own life to do the things they want to do. Home carers can focus solely on personal care, whereas a PA supports a person to be independent through helping them do what the personal budget holder wants to do – meeting their desired outcomes -in and outside of the home. A PA register is now being developed in Barking and Dagenham so people can recruit from a wide range of PAs via the borough's website.