

## **Dementia Friendly Hospices – Embedding a sustainable model to develop the skills, knowledge and confidence of Hospice staff across Yorkshire and the Humber**

### **Background**

The Prime Minister's dementia challenge (Department of health, DH, 2013) includes an ambition to create communities that support people living with dementia. In these communities health and social care services need to be fit for this purpose. Hospice UK (2015) is calling for hospices to make greater commitment to engage with people with dementia recommending that, through a Hospice Enabled Dementia Care approach, these settings develop to provide high quality dementia care.

### **Aims**

The aims of this project were to:

- Develop person-centred dementia care peer facilitators within Hospices across Yorkshire and The Humber
- Enable facilitators to deliver a flexible approach to Foundation (HEE Tier 1) and Intermediate (HEE Tier 2) level dementia training to their Hospice colleagues
- Create a supportive, collaborative network between Hospice Peer Facilitators, St Gemma's Academic Unit of Palliative Care and The University of Bradford
- Explore the perspective of both peer facilitators and Hospice staff about the: extent to which participants actively engage with the training; effects of the training on participant's person-centred knowledge; facilitators and barriers to translate learning into practice.

### **Methods**

Foundation and Intermediate level person-centred dementia training was developed and delivered collaboratively by experts in dementia care, communication and palliative care. The training was delivered over five days to ten facilitators from six different Hospices. Training was designed specifically to be relevant to Hospice settings. Topics covered included:

- Foundation: Person-centred dementia care
- Intermediate: Enhanced Communication and End of Life Care

Face to face training was supported by the use of bespoke workbooks. In addition, follow up visits were completed at each Hospice 3 months post training for support by the trainers.

The trainers assessed the Facilitators against relevant competencies relating to knowledge of person-centred approaches, being a person-centred care role model and effective facilitation skills. Evaluations were completed immediately, at 3 months and 12 months post training. Also, pre and post training self-administered questionnaires were completed to identify confidence and competence in supporting people living with dementia.

## Results

All of the project aims were achieved.

Successes:

- All facilitators successfully completed the training
- All facilitators are implementing the training in the Hospices where they work as part of a rolling programme of staff education
- Positive feedback from facilitators about the content of the training and the changes it is making to practice
- Positive feedback from Hospice staff about greater understanding of person-centred dementia care and implementing learning into practice
- Management level support of the training across all Hospices
- Enthusiasm to engage with networking opportunities for ongoing support and development of the facilitator role
- Delivery to staff with different roles enables a diverse, collaborative approach to Hospice dementia care

### Challenges:

- Identification and release of appropriate staff to be trained as facilitators
- Facilitator expectations and understanding of their commitment to the initial training and its implementation in their Hospices
- Releasing Hospice staff to attend the training, especially from inpatient clinical areas

### Discussion and Conclusion

As a result of this training, the Hospices who participated recognise the need for person-centred dementia training for hospice staff. Facilitators and the Hospice staff they trained report increased confidence and competence in supporting people with dementia using a person-centred approach.

The results of this small-scale project provide preliminary evidence of the effectiveness of the training and, in response to numerous expressions of interest, we are seeking opportunities to deliver it to other UK Hospices.

### Key words:

- Hospices
- Dementia training
- Person-centred care
- Facilitator skills training
- Training evaluation

## **About the training facilitators:**

### **Lindsey Collins**

#### **Senior Dementia Care Consultant and Trainer, University of Bradford**

Lindsey began her career as a Speech and Language Therapist, specialising in providing support for people living with dementia. In 2013, Lindsey accepted a post as Dementia Care Consultant and Trainer at the University of Bradford, where she develops and delivers person-centred care training and supports health and social care organisations to deliver person-centred care. Lindsey has a particular passion for working with individuals who experience dementia alongside eating and drinking difficulties, in particular at the end of life. Lindsey is also passionate about promoting person-centred communication. In 2016 Lindsey was awarded an Alzheimer's Society Doctoral Research Fellowship.

### **Jane Chatterjee**

#### **Lecturer in Palliative Care, St. Gemma's Hospice, Leeds**

Jane is a Lecturer in Palliative Care at St. Gemma's Hospice in Leeds and programme lead for Post Graduate Certificate in Palliative Care, delivered in collaboration with the University of Leeds. Jane has ten years clinical practice experience as a nurse in palliative care and, prior to this, experience in care of the elderly. Jane has a BSc (Hons) in Cancer and Palliative Care from Thames Valley University and MSc in Dementia Care Training from the School of Dementia Studies, University of Bradford.