

An innovative approach to develop and offer a training programme across services and boundaries based on what matters to service users, carers and staff

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We focussed on training to improve access to the right care, in the right places, at the right times

Multiple aims and results included:

1. During a Macmillan secondment we used an innovative approach across boundaries, health & social care and partner services to develop and offer accessible training and resources to Nursing, Medical, AHP and social care staff across ED, CAU, Care Homes, Primary care, 2 community hospitals, Scottish ambulance service, Prison, Health and social care community staff. Tailored sessions were also delivered to clinical and corporate teaching programmes, Realistic Medicine Events, medical specialty and trainee sessions and Ayrshire College paramedic students.
2. To listen, respect, include and prioritise the experiences, needs, capability and what matters to the people who use and work across services.
3. Improve awareness of health and welfare inequalities and accessible supportive, palliative and recovery services and resources available.
4. We supported staff empowerment and confidence through inclusion, investment, tailored and accessible training and sign posting to staff care and welfare services.
5. To improve confidence and capability by delivering more inclusive training resources based on needs identified and integrate locally via collaborative partnership working.
6. Build on legislative responsibilities from Carers (Scotland) Act 2016 and reduce complexity for services users and staff supporting our citizens.
7. Reduce barriers included more accessible, inclusive information stands with resources to support service users, children and staff at front door and ED services, clinics, LD and out of hours teams.
8. The training and resources are examples of the recommended drivers of Essential Safe Care recommended by Health Improvement Scotland and supported by Ayrshire & Arran.

Methods included:

1. Engagement and inclusion through audit, questionnaires, shadowing & narrative feedback provided meaningful qualitative & quantitative data and formed the focus of the training content.
2. We developed a corporate and clinical multi-professional, multi-organisational and partner services staff training programme based on what mattered to patients, carers and staff.
3. 583 registered for the programme – qualitative and quantitative feedback sample included.
4. Induction, ensuring safe care, realistic medicine, specialty sessions, trainee and student sessions over 500 attendees and evaluated separately.
5. We created & used as a training resource information directories for supportive and palliative services and business cards with QR codes for the public directory and free access codes to Digital Resource for Carers (DRC). This Carers Scotland resource is accessible across Ayrshire & Arran courtesy of our 3 health & social care partners funding. (Please refer to Poster 05 for additional info).
6. We used a diversity of methods and flexibility to offer and deliver the programme including individual sessions, half day and full day programmes via MS Teams and face to face in various settings across NHS and our 3 health and social care partnership venues. Presentations were shared widely to allow access to training material via colleagues, shared desktops, devices and care home App.
7. Developed & integrated at local level, driven by people, partnerships, collaboration, shared values and respect across services and partnership organisations.

Carers (Scotland) Act 2016 www.gov.scot: 6 Key priorities how health & social care partners achieve integration.

Enabling family and carer presence, involvement and health and welfare support has been shown to have clear links to ensuring safety for people receiving care or support. Our responsibilities, expectations and resources were incorporated into our corporate Essentials of safe care and Induction programmes and clinical training sessions.

Legislation recognises our national health & wellbeing outcomes and the importance of supporting the vast roles our adult and young carers provide.

Includes identifying and supporting carers' holistic needs, providing access to information, advice, services and resources including bereavement to support signposting.

The Scottish Government estimate 788,000 carers include 44,000 young carers. Prevention of deterioration in adult and young carers' quality of life and supporting their capability is pivotal.

Health and welfare inequalities and deprivation affect our service users and staff. Prejudice, bias and discrimination can be entrenched and under recognised.

Some examples of Health & welfare inequalities addressed during training and incorporated in the Information directories and leaflets and resources access

Carers (Scotland) Act 2016	LGBTIQ+	Awareness of and access to services	Leaflets: over 80 topics. Variety of traditional, pictorial and easy reading formats to aid understanding, encourage discussion with and between service users, carers and staff. Wall mounted leaflet holders in central areas e.g. ED, CAU, clinics, LD teams, Arran and out of hours teams.
Learning disabilities, neurodiversity & dementia	Advocacy	Financial support	
Translator, interpreter & sensory impairment	Non-malignant	Health, Homelessness and foodbanks	
Mental health, emotional & spiritual well-being	Bereavement	Drug and alcohol recovery services	
Police Scotland Community wellbeing services	Collaboration	Children and young adults	

TRAINING DEVELOPED AND CASCADE

