

# Pilot of Macmillan Foundations in Palliative Care For Health Care Support Workers in Acute Hospitals across NHSGGC

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## Abbreviated abstract:

In hospitals across NHSGGC Health Care Support Workers play a vital role in caring for people towards the end of life. The delivery of high quality end of life care should be supported by education and training. This project introduced the 4 day Macmillan Foundations in Palliative Care training to Health Care Support Workers to support them in this role and assess the impact it had on participants.

## Related publications:

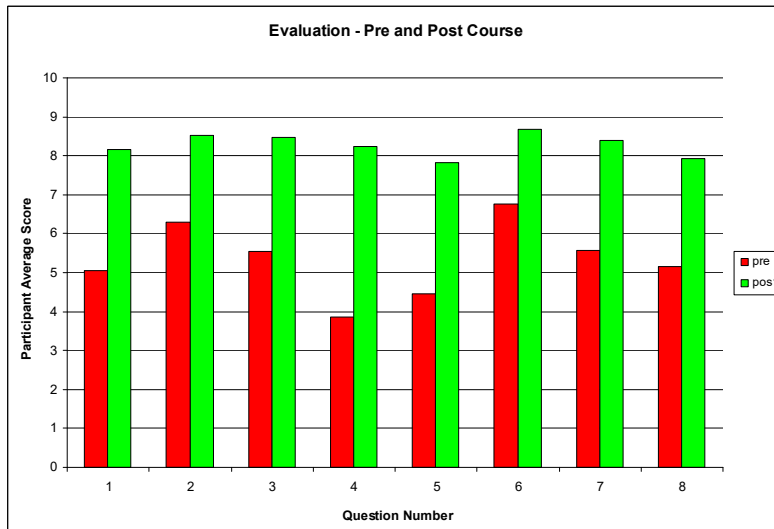
- The Strategic Framework for Action on Palliative and End of Life Care (2015) <http://www.gov.scot/Publications/2015/12/4053>
- NHS Education for Scotland & Scottish Social Services Council (2017) Palliative and end of life care: A framework to support the learning and development needs of the health and social services workforce in Scotland

# Techniques and Methods

- A pilot project was undertaken to assess the impact of the Macmillan Foundations in Palliative Care course on Health Care Support Workers in Acute hospitals across Glasgow and Clyde.
- Releasing staff from clinical areas is recognised as being difficult and therefore a grant was obtained from Macmillan Cancer Support which provided backfill monies enabling up to 18 staff per course to be released from their clinical areas.
- Participant evaluations were undertaken prior to the course and after each of the 4 training days.
- After 3 months semi-structured interviews were conducted with participants and their managers. They were asked to further evaluate the course and the difference it made to the participant and patient care.

# Results

- After 2 courses 31 participants had attended the training.
- The immediate pre and post evaluations reflected an increase in confidence, knowledge and skill felt by the participants following the course.

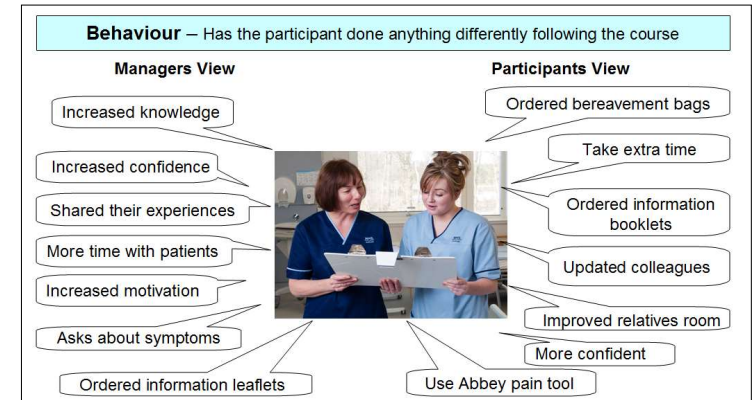


1. How would you rate your knowledge about palliative care issues?
2. How confident do you feel in dealing with palliative care patients?
3. How skilled do you feel in dealing with palliative care patients?
4. How knowledgeable are you about the use of assessment tools in palliative care?
5. How knowledgeable are you about palliative care symptom management?
6. How confident are you in dealing with end of life care for palliative clients?
7. How confident are you in dealing with communication issues in palliative care?
8. How skilled are you in dealing with communication issues in palliative care?

# Results and Conclusions

## After 3 months –

- Managers reported that participants displayed increased confidence, knowledge and motivation.
- Many noted changes in the participants approach to and time taken with patient care; and improved communication.



**increased knowledge**  
Better communications  
**increased confidence**  
**increased motivation**  
**shared experiences**  
changed approach with patients

- Participants found the course enjoyable, informative and it had changed their view of palliative care. They reported being more thoughtful, more patient centred and also found communication easier with patients and families.

- Releasing staff from clinical areas remains challenging, backfill funding was essential to facilitate this.
- 100% of participants and managers would recommend the course. This course improved the confidence and knowledge of participants and this will ultimately impact patient care.