



Developing tri service partnerships in Last Aid delivery

Speke S¹, Keen J¹, Bateson K¹, Fickling K², Smithson J³, Hamilton K⁴

1. Highland Hospice 2. Scottish Ambulance Service 3. Scottish Fire and Rescue Service 4. Police Scotland

Introduction and Question

Last Aid is a public information course offered out from Highland Hospice for those who feel they would benefit from gaining an increased knowledge base, either personally or professionally, regarding Dying as a Normal Part of Life, Planning Ahead, Relieving Suffering, Final Goodbyes.¹

The outcome is that attendees feel more comfortable / confident to have conversations around death and dying. Death is generally dealt with better by attendees, this cascades into less grief related issues, i.e. mental health, resilience at work / in the working environment / on a personal level.

One of the ways that we can establish this reach in Highland and throughout Scotland is to enable dissemination of Last Aid through organisations.² We currently provide training to recruit facilitators as a step towards establishing this.

Scottish Ambulance Service has established facilitators from a previous cohort of training, who have now trained over 100 attendees from inside their own service in Last Aid. They offer great potential through their network of community-based staff throughout Scotland, and the new facilitators will be integral in disseminating Last Aid training throughout these networks. The personnel who attended our most recent training from Fire Scotland and Police Scotland, plan to network with their Ambulance colleagues towards a tri-services facilitation model, to tri-services attendees.

Question

What are the experiences of people who have undergone Last Aid facilitator training?

Methods

Face-to-face delivery of the course content to the facilitator trainees, by one of our Hospice Consultants and the Last Aid Development Officer.

Training was delivered over 11.5 hours across two days.

Training resources consisted of power point, discussion and workbooks.

Participant engagement and discussion are encouraged as this is integral to the learning of Last Aid.

The session regarding more in depth discussion around the intricacies of 'Power of Attorney' was delivered by a representative from the Macmillan Citizens Advice Bureau, and the session on 'Talking to Children about Death and Dying' was delivered by a member of the in-house Crocus Bereavement team.

Evaluation was conducted through retrospective scoring on Confidence, Knowledge and Skills in Facilitation and Confidence, Knowledge and Skills in relation to the support of others who may be dealing with past, present or future issues in relation to death or dying. Qualitative comments were also gathered to try to capture authentic satisfaction.

Results

Participants

(1 from Fire Scotland, 5 from the Scottish Ambulance Service and 4 from Police Scotland)

Years in professional role?

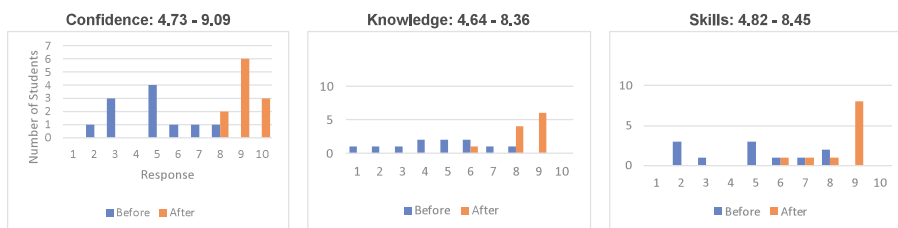
0-5	6-10	11+
1	4	6

Did the course meet original expectations?

1-10 with 1 being "not at all" and 10 being "completely".

10 - 8 participants
9 - 1 participant
8 - 2 participants

Scores and supporting qualitative feedback. Distance travelled in Confidence, Knowledge, and Skills in facilitation -



Results

Accessible authentic learning

'Due to my profession, I felt I had the knowledge prior but this course has been excellent at extending my knowledge and providing me with skills to pass onto the community.'

'Having done the course it's actually amazing how little I actually knew about a subject I have dealt with it professionally for 20 years.'

Empowered delivery

'More confident after training but still some personal research to do to feel better.'

'A really good and informative course - lots of learning along with information on where I can gain more knowledge and experience.'

'Knowledge of subject matter has greatly increased.'

Empowerment in ability to support others

'Very informative course, given me more confidence to be able to talk freely to lay people about death and dying.'

Distance travelled in confidence, knowledge, and skills in relations to care and support of others who may be dealing with past, present, or future issues in relation to death or dying.



Conclusions

Most participants commented more strongly on their knowledge gaps, highlighted by the training, despite working in relatable professions and feeling equipped.

Majority felt that there were facets of learning still to be explored. This is concurrent with an upturn in professional registrations for our regular public courses.

Lessons learned and next steps

What can we do to strengthen the progress of tri service?

We are uncovering a professional knowledge gap which can be filled by Last Aid.

We cannot assume that a career in a related field means that in depth knowledge in talking about death and dying is there already.

Developing professional knowledge support for facilitation is key to creating trainers and ambassadors in order to reach the public.

Tri service staff want integrated learning.

The way forward

We plan to organise quarterly communities of practice for facilitators in the tri service project.

We will develop a structure for continuing development and support including regular refreshers.

Suggestions for improvement

'I think sharing the aims and how this will be achieved and how we can facilitate this in our communities.'

'Continue with and perhaps even enhance what people can expect to see in the last days and hours before death and in particular the last moments.'

'Make the facilitator courses more frequent to get more in our area to help run more courses.'

References

1. Bollig, G. et al. (2019) 'Last aid course: an education for all citizens and an ingredient of compassionate communities', *Healthcare*, 7(1), p. 19. doi:10.3390/healthcare7010019.

2. Macaden, L. et al. (2022) 'Last aid training online: Participants' and facilitators' perceptions from a mixed-methods study in rural Scotland', *Healthcare*, 10(5), p. 918. doi:10.3390/healthcare10050918.

