

Simple Tools to Start Advance Care Conversations

"It has raised my awareness that we only have one chance to get this right for patients"

- Care Home Manager

This has made a difference to staff approach and the way we now do our advance care plans.
- Acute Trust manager

"Takes the fear out of starting the conversations"
- Community Nurse

Background

As part of the National End of Life Strategy recommendations & the Northwest Evaluation of Dying Matters Week 2010, GMCCN aimed to provide enhanced communication skills training to all staff to achieve the following aims:

- Engaging both public and professionals in end of life conversations/advance care planning.
- Forging community-alliances around end of life conversations and care

GMCCN commissioned **The Conversations for Life programme** to deliver a nationally endorsed approach to assist staff in overcoming the fear of starting these conversations with patients/clients in order to support patients achieving their preferred place of death. A series of staff development days have been delivered across GMCCN as a result.

How our work supports home deaths and less hospital admissions

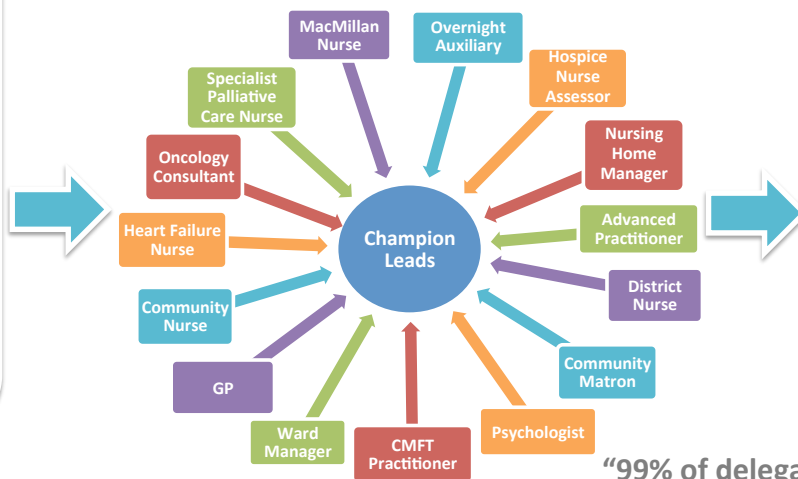
- Multi-service staff attend each session, providing greater awareness of the need and benefits of early conversations, MDT communication and enhanced patient-centred planning,
- Enhanced staff attitudes and approaches support local strategies around end of life, palliative care, and care pathway interventions (LCP, GSF, PPC, 6 Steps and pilot projects in EOLC/ chronic conditions).
- Staff feeling more confident/competent with evidence overtime of seeing more conversations
- Dying in preferred place of choice (increases in home deaths) anticipated

The Facilitated Process



Who We've Reached
113 staff across 9 Trust
"Champions"

- Bridgewater Community Healthcare NHS Trust, Ashton, Leigh & Wigan Division
- Salford Royal NHS Foundation Trust
- Bolton Primary Care Trust
- Tameside & Glossop PCT Oldham PCT
- Pennine Care NHS Foundation Trust Heywood, Middleton & Rochdale
- Manchester Primary Care Trust
- Central & Eastern Cheshire PCT
- NHS Trafford



Outputs

- Increased knowledge
- Cascading information via case managers & staff meetings
- Anecdotal use of tools in difficult conversations
- Increased inclusion of family/carers
- Staff-led solutions to challenging scenarios
- Enhanced multi-service communication

Delegates...

- Gain tools and tips for advance care conversations with patients, families and staff
- Explore personal and professional beliefs and challenges around advance care conversations and planning
- Strengthen confidence and competence in talking with patients/clients about their wishes
- Improve confidence to engage in these conversations with others in a positive way (personally or professionally)
- Leave with tools and tips to start or continue raising awareness 1:1 with patients, clients, carers and families

Delegate feedback *"99% of delegates said it would alter their conversations with others"*

Do you feel you learned something useful about how to;	1 Not at all	2 Somewhat	3 Reasonably	4 Well	5 Very well
Gain tips and tools to start advance care conversations	0%	1%	2%	32%	65%
Explore beliefs and challenges	0%	2%	4%	31%	63%
Support your personal capacity for patient / client centered care	0%	2%	3%	32%	63%
Strengthen confidence in talking with others	0%	0%	7%	29%	64%
Leave with tools and tips to use with others	0%	1%	0%	24%	75%

Commissioner feedback

"From a commissioner perspective my intention was to see if the workshop was worth investing in having it delivered at our GP Education Forum. Professionals attending the workshop have already started to use the tools introduced and from my own personal experience of the day and the feedback from others, I think I have answered my initial question! Without a doubt a useful learning event"

- Gaynor Wakefield, NHS Trafford