

Welcome to the Education Network meeting

Thank you for logging on early.

As you can see, we are still setting up. We can't hear you and you can't hear us. If you would like to communicate with us, please use the chat function.
Thank you.

This session will be recorded

Welcome to the Education Network meeting

14 November 2023

Amber Morgan, Project Manager: Clinical
programmes

This session will be recorded

Welcome and introductions

Please introduce yourself, your role and where you are from in the chat box

Please feel free to contribute to the discussion throughout – comments, questions or reflections, using chat box

Please share useful resources in the chat box

Follow-up questions and reflections
clinical@hospiceuk.org.

Agenda

Welcome
Hospice UK updates Amber Morgan, Project Manager: Clinical Programmes, Hospice UK
'Scoping out the next generation of hospice educators' Jane Berg, Director-Skills Knowledge & Research, Princess Alice Hospice
Recruitment Paul Nott, CEO, Recruit and Retain
Delivery education through collaboration Angela Cooke, Practice Development Lead, ellenor
Discussion
Summary and close

Hospice UK Updates

Amber Morgan, Project Manager: Clinical Programmes,
Hospice UK

Education Network discussion group

Update

Upcoming sessions

- **Tuesday 9 January 2024**

This meeting will focus on different models of training with Karen Cairnduff, Senior Lecturer, in Clinical Skills & Simulation, Simulation Lead for Adult Nursing, Department of Health and Wellbeing, School of Health and Social work university of Hertfordshire.

Query from a colleague

Can you help a colleague who wishes to improve our CPD materials for clinical skills competencies focussing on:

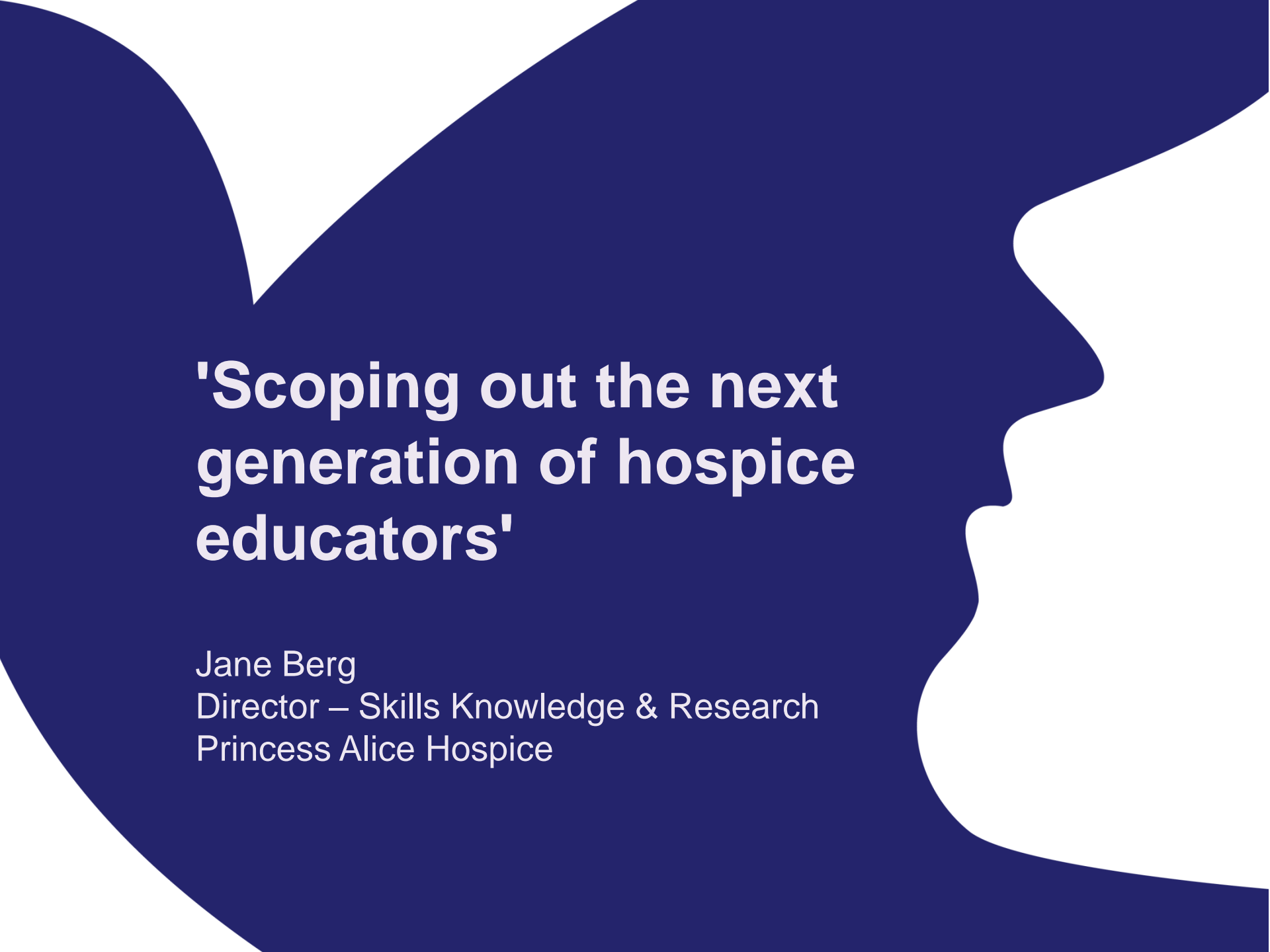
Practical skills competencies such as catheterisation, enteral feeding, syringe drivers and other infusion pumps, tracheostomy care, skin and personal care.

Also to improve the governance framework around staff's clinical skills – for example how frequently should staff evidence their clinical competencies.

If you can help let us know in chat

'Scoping out the next generation of hospice educators'

Jane Berg, Director-Skills Knowledge & Research, Princess Alice Hospice



'Scoping out the next generation of hospice educators'

Jane Berg

Director – Skills Knowledge & Research

Princess Alice Hospice





Princess Alice
Hospice

For Excellence. For Compassion.





Princess Alice
Hospice

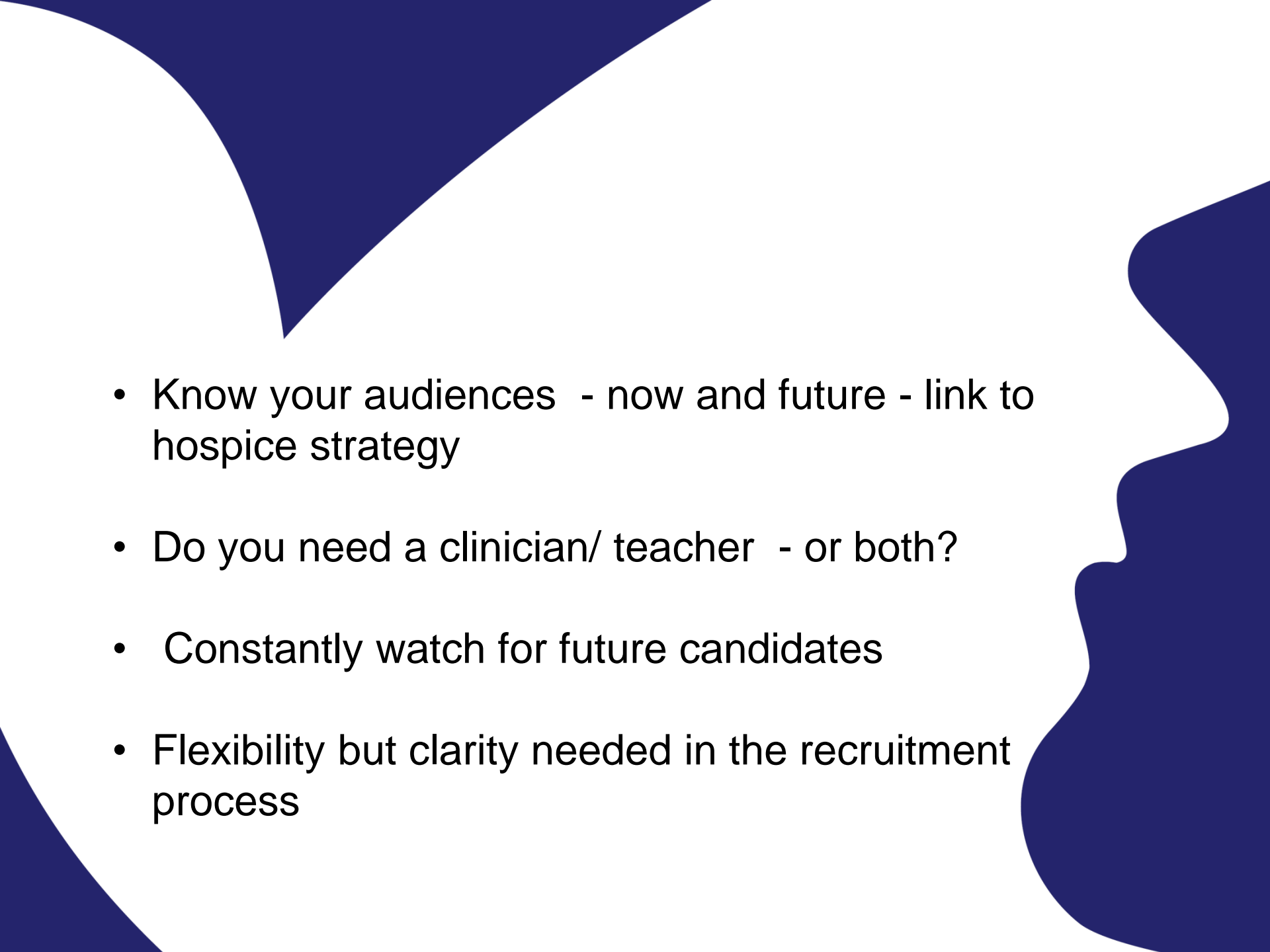
For Excellence. For People.



Princess Alice
Hospice

For Compassion. For People.



- 
- Know your audiences - now and future - link to hospice strategy
 - Do you need a clinician/ teacher - or both?
 - Constantly watch for future candidates
 - Flexibility but clarity needed in the recruitment process

Recruiting the Best in 2023

Paul Nott, CEO, Recruit and Retain

Recruiting the Best in 2023

A photograph of a red chess pawn and four yellow chess pawns standing on a wooden surface. The red pawn is on the left, and the four yellow pawns are on the right. The background is a dark, out-of-focus grey.

Paul Nott

recruitandretain.co.uk

I
HATE
RECRUITMENT
!

BUT...

The hospice sector

**FULL OF
HOPE**

WELCOMING

JOYFUL

**CROSS-DEPARTMENTAL
WORKING**

MAKING A DIFFERENCE

**LESS EXPECTATION
OF OVERTIME**

**CHANGING
LIVES**

ACCESSIBLE

BREADTH OF EXPERIENCE

LESS STRESS

**TEACH IN VARIED
SETTINGS**

**ADVANCED SKILL
DEVELOPMENT**

**BETTER
CULTURE**

Marketing your roles

Job packs

CONTEXTUALISE
THE ROLE

KEY SELLING
POINTS

THE ORGANISATION AND
THE DIFFERENCE MADE

LINE MANAGER
PROFILE

(TRULY)
ESSENTIAL
CRITERIA



Adverts



Social Media and other networks

Profiles



WHAT
THEY DID
BEFORE



WHAT THEIR
PRE-
CONCEPTIONS
WERE



HOSPICE
COMPARED
TO THEIR
PREVIOUS
EXPERIENCE



WHY
THEY LOVE
THEIR JOB



HOW IT
FITS THEIR
CAREER

Your superpower

I
HATE
RECRUITMENT
!

I
LOVE
RECRUITMENT
!

A photograph of chess pawns on a wooden surface. On the left, a single red pawn stands prominently. To its right, a group of five yellow pawns are clustered together. The background is a soft, out-of-focus grey. The overall composition is clean and professional.

Paul Nott

recruitandretain.co.uk

@paulconsulting

Kent & Medway collaboration

Angela Cooke, Practice Development Lead, ellenor



KENT & MEDWAY COLLABORATION

Acooke 8/10/23

PAST to PRESENT

- 2019 – Lockdown. ellenor delivered training to support Nursing Homes in local catchment area. Not able to visit. Ellenor clinical leads facilitators. No external funding. Zoom used.
- 2020- Funding received from ICB (K&M ICB formed). Organisations invited – HOKH, Pilgrims, KCHFT. All community service providers in K&M area. ellenor managed the administration. Teams used.
- 2021 - Funding to deliver end-of-life care, was received by Pilgrims for collaboration to continue. Project ran from 2022 to present. ellenor administrator role

- 2022 – Funding from ReSPECT Project Lead (ICB) received by ellenor to deliver “Introduction to ReSPECT” for K&M area. Oct. launched.
Half funding transferred to Pilgrims to develop Enhanced communication for K&M to deliver. Service Level Agreement signed.
- 2023 - Funding received from ICB by ellenor-Deliver EOL training – EOL Champions for RNs and Senior Carers. Project to commence Nov.
Funding from K&M Primary Care Training Hub – to deliver Syringe Pump and Verification of Death (VOED). Competency assessments carried out for VOED.
Nov. – Classroom based assessments for setting up syringe pumps will commence.

Preparation before delivery

- Facilitators met to discuss the topics and distribution for slide preparations.
- Slide presentations peer reviewed by group members
- Designed slide template and certificates.
- Memorandum of Understanding signed.
- Timetable agreed.

Problems along the way

- IT – Zoom initially used. Changed to TEAMS to accommodate NHS and organisation policies.
- Navigating TEAMS – to set up training links-minor problems still encountered.
- Connectivity – back up facilitators contacted to deliver.
- Feedback from attendees.
- Attendees not personally present for sessions being sent certificates.
- Shortage of facilitators from March 2023.

Solutions

- Feedback – Link to form shared with attendees. To complete before they “sign off”.
- Attendance- TEAMS Attendance Report checked to confirm attendees stayed for the duration of the training. Anyone leaving before the session ended were not sent a certificate.
- Facilitators are required to inform the administrators when attendees had to be “booted” out of the session after the session finished. Regular culprits noted.

Report 2020

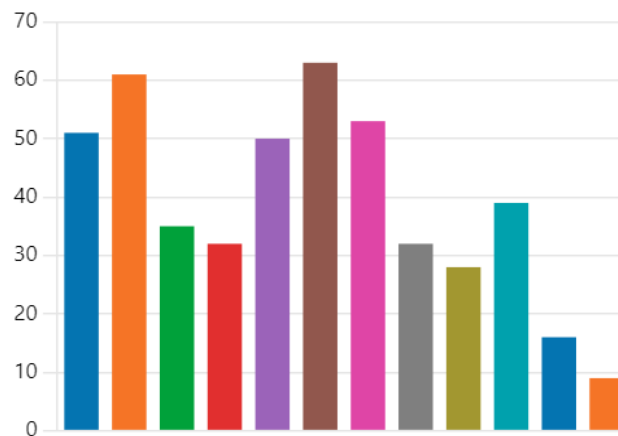
Total number of session	13
Total sessions delivered	128
Total number of facilitators	9
Total Attendees = 2,775	*International attendance from Canada, Australia and Singapore included

Number of Attendees 2023

Total 469

35
Sessions

Advance care planning / ReSPECT	51
Bereavement and Loss	61
Care of the Dying Patient and B...	35
Dementia and EOL Tools	32
Difficulty with Swallowing and L...	50
Essential End of life Communica...	63
Frailty and End of Life	53
Holistic Assessment and Recogn...	32
Symptom Control including No...	28
Syringe Pump Theory and Drug ...	39
Wellbeing and Self Care	16
Other	9



Things Learnt



A word cloud containing various terms related to hospice care and patient management. The words are arranged in a non-uniform, overlapping manner, with 'patient care' being the largest and most central. Other prominent words include 'communication', 'RESPECT forms', 'DEMENTIA PATIENTS', 'care planning', 'Syringe pump', 'end of life', 'discussion with patients', 'advance care', 'patients or families', 'assess patients', 'care plan', 'EOL patient', 'conversations with patients', 'patients symptoms', 'use', 'Advanced care', and 'patients and relatives'.

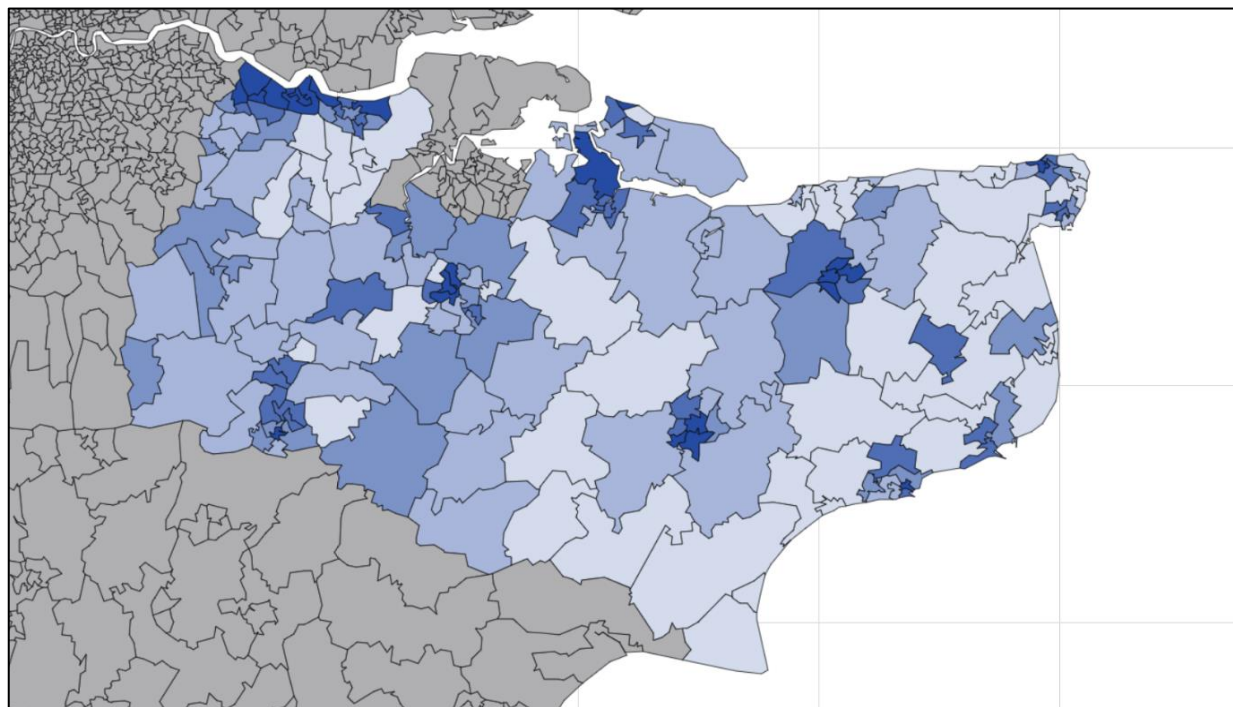
patients or families discussion with patients
assess patients end of life Advanced care advance care patients and relatives
use patient care care plan
Syringe pump EOL patient
patients symptoms care planning RESPECT forms Communication
patient care DEMENTIA PATIENTS conversations with patients

Syringe Pump and VOED Training 2023/24

- Coastal service providers – high numbers registered.
- Sessions delivered in Canterbury to accommodate.
- Pre and Post Training audit carried out.

Age Population in Kent

Lighter areas indicate a higher proportion of residents who are 65 and over



Community RNs VOED
Competency Completed.

Community Service Providers
– RNs attended training and
completed their
competencies.

Estimated **175** RNs to be
deemed competent when
project ends.



What Next

- **Training** Collaboration now a branch of K&M Collaboration– to include standardising training in Kent.
- Look at competencies.
- Hospice Passport

Evaluation Survey

<https://www.surveymonkey.co.uk/r/ednetfeedback14Nov2023>

Meeting dates

The meetings below will start at 10.30 and finish at 12pm

- 9 January 2024
- 12 March 2024

Link to Education Network Meeting resources

<https://www.hospiceuk.org/innovation-hub/support-for-your-role/non-clinical-resources/workforce-and-hr-support/education-network/meeting-resources>

Collection of workforce resource links

<https://hukstage-new-bucket.s3.eu-west-2.amazonaws.com/s3fs-public/2023-04/Workforce%20useful%20Resources%20April%202023.pdf?VersionId=KhNTcd2dnx6ltanYmlt2zISzIP3JOYTR>

Thank you for listening

Any feedback? Reflections from today.

Email: clinical@hospiceuk.org