

# Programme for the delivery of Deciding Right across North Cumbria and North East of England

Partnership work between

Northern England Clinical Networks

and

St Benedicts Hospice and Centre for

Specialist Palliative Care part of South  
Tyneside Foundation Trust

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## Background

This report describes the partnership work undertaken, and the outcomes of a project commissioned by Northern England Clinical Network (NECN) with St Benedicts Hospice and Centre for Specialist Palliative Care Education Team, part of South Tyneside Foundation Trust to facilitate a regional education group to deliver specific actions for the Deciding Right initiative.

Deciding Right is an initiative which started in the North East of England aimed at enabling and helping people plan for the future. Advance care planning is a process of discussion between an individual and their care provider(s). Deciding Right applies to individuals of all ages, care settings and situations. It emphasises the partnership between the individual, carer or parent and the clinician. It recognises the individual with capacity as key to making care decisions in advance, ensuring the individual is at the centre of decision making and empowering those who lack capacity to have decisions made in their best interests. Deciding Right enables all professionals and organisations to comply with the Mental Capacity Act (MCA), which is required by law.

Deciding Right provides clear documentation of the decision making and enables information to be recognisable in all care settings by all health and social care staff. Following two years of planning, Deciding Right was launched in 2012, with all Chief Executive Officers from health and social care organisations across the North East signing up to work with this initiative.

How Deciding Right was introduced and implemented in Foundation Trusts, organisations and localities was unclear, however to be effective and efficient a more standardised approach was necessary and a greater understanding of the work to date and the work needed to be identified

The NECN End of Life Clinical Lead undertook consultation with the Supportive, Palliative and End of Life Care core group regarding the best and most efficient way to use funding held by the network specifically for Deciding Right. The Network led the recruitment for a Deciding Right education group by inviting organisations / localities to nominate staff involved in the delivery or potential delivery of Deciding Right education within their organisation / locality.

St Benedict's Hospice team had delivered a range of Deciding Right training since the launch of Deciding Right which replaced the previous Advance Care planning training delivered by St Benedict's Hospice team. A range of sessions to meet the varied range of staff needs and requirements were produced which identified the need for an eLearning module, to ensure all staff received awareness training which could be built upon. The eLearning was produced in partnership with North East

Commissioning Service (NECS) who provided the module design expertise and St Benedict's education team provided the content expertise. The eLearning module allowed all staff to gain awareness level knowledge of Deciding Right, which they could then build upon, where required, in accordance to individuals learning needs in classroom sessions to allow the development of knowledge and practice in this important topic. The work from St Benedict's education team was considered a thorough basis to build upon by NECN.

## **Aims and Outcomes of Project**

This report describes the work undertaken, and the outcomes of the project commissioned by Northern England Clinical Network (NECN).

The outcome being that the education team at St Benedict's Hospice & Centre for Specialist Palliative Care (part of South Tyneside NHS Foundation Trust) were commissioned to lead a project.

NECN End of Life Care team identified the following project actions to be carried out:

1. To update Deciding Right eLearning to incorporate the new Emergency care and treatment plan.
2. To produce a workbook in line with the eLearning Deciding Right module.
3. To produce a power point presentation and make it available to the general public as an information source.
4. To design a training package for use by locality educators and compliment this with a 'train the trainer' programme.
5. To work with NECS to make the eLearning module available to all organisations.

The project proposal was accepted by NECN spring 2016 and the project commenced summer 2016 and completed the work by November 2017.

## **'Getting started'**

St Benedict's team accepted and welcomed the opportunity to lead this project, recognising that many other teams across North Cumbria and the North East of England had successfully developed and delivered their own training packages, therefore the importance of all organisations being involved in this work was paramount.

Eleven people attended the first meeting in July 2016 from seven NHS Foundation Trusts; this included three members from St Benedict's Hospice education team who also represent South Tyneside NHS Foundation Trust. Detailed information is available from NECN.

The group consulted on and agreed group expectations (Appendix 1). The group met nine times from July 2016 to November 2017. Nineteen people expressed interest in attending the group; this data excludes St Benedict's Hospice education team. Five representatives did not attend any meetings but did receive minutes and training material. Five members attended five or more meetings, representing five NHS Foundation Trusts. A representative from nine, NHS Foundation Trust's, covering North of Cumbria and North East of England, received information.

The group were asked to undertake a mapping exercise between the first and second meetings; this would enable a better understanding of the activity and gaps in Deciding Right education within localities and across the Northern region.

This exercise identified some common themes:

- Education delivery was often the responsibility of specialist palliative care / end of life care staff.
- Deciding Right education was mainly included within palliative / end of life care study days rather than stand-alone training.
- All organisations represented had access to Mental Capacity training although Deciding Right was not routinely covered within this training.
- There is limited access to Deciding Right education within primary care.
- There is a lack of clarity / information regarding social care and voluntary sector access to Deciding Right education. Most staff if delivering Deciding Right education only deliver it to their own NHS organisation staff.

## **Project actions**

### **1. To update Deciding Right eLearning to incorporate the new Emergency care and treatment plan.**

Since this project was commissioned, the Emergency care and treatment plan has been renamed *Recommended Summary Plan for Emergency Care and Treatment* (ReSPECT). It is a process that creates personalised recommendations for a person's clinical care in a future emergency in which they are unable to make or express choices. It provides health and care professionals responding to that emergency with a summary of recommendations to help them to make immediate decisions about that person's care and treatment. ReSPECT can be complementary to a wider process of advance/anticipatory care planning. The final version of ReSPECT was published in February 2017 and discussed at the Northern England Clinical Network Supportive, Palliative and End of Life Care summer 2017 meeting. The outcome of the discussion at this meeting was, although ReSPECT is a nationally available document, at this point in time, the Northern England Supportive and Palliative and End of Life Care group agree that it will not be implemented across the North of England at this time. Therefore it will not be added to the current suite of documents available within Deciding Right. The Northern England Clinical

Network position statement is available from <http://www.necn.nhs.uk/wp-content/uploads/2017/11/Respect-slide-pdf.pdf>

This information was shared at the following Deciding Right education group meeting and it was agreed that, in light of this decision, the eLearning would not be updated at that time. To ensure that all staff had an awareness of ReSPECT and recognition of the nationally available tool, all Deciding Right training material would make reference to it. If the Northern England Clinical Network decision changes then the eLearning will be updated at that time.

## **2. To produce a workbook in line with the eLearning Deciding Right module.**

St Benedict's team had previously been tasked to deliver Deciding Right awareness training to over 2000 frontline staff within their foundation trust. This had previously led the team to work with NECS to produce a Deciding Right eLearning module which would allow awareness to be raised of this topic and free up the team to deliver Deciding Right workshops to further embed Deciding Right knowledge and skill.

It was recognised by the team that not all staff had access to eLearning particularly staff within independent social care settings, hence the idea to create a different learning method to meet IT availability / competence. A workbook was designed and presented at Deciding Right education meeting to obtain feedback on the workability, content and aesthetics of the document. Once a final document was agreed a small number are available in hard copy and the education group have been tasked to identify how they can make best use of this resource. A copy of the document is freely available to the group as a pdf version: <http://www.necn.nhs.uk/wp-content/uploads/2014/05/Deciding-Right-workbook-June-2017.pdf>

## **3. To produce a Power Point presentation and make it available to the general public as an information source.**

A resource to allow the general public to have a better understanding of what they are able to undertake was identified: this will empower patients to be able to plan for their future. A Power Point presentation was planned to incorporate both visual and audio information to meet the needs of a wider variety of people. Once the visual content was designed and a script produced, a member of St Benedict's Hospice administrative team recorded the script and it was uploaded into the presentation. This was tested with St Benedict's hospice day care patients who were invited to see and hear the Power Point presentation and comment on the content and format. This session was facilitated by a member of St Benedict's education team, who is also a nurse, to ensure the patients' safety was maintained at all times and any personal issues raised could be discussed and shared with the person's consent with day hospice clinical team.

The Power Point presentation was offered to the Deciding right education group for immediate feedback and a copy was shared for further comments. Once a final version was agreed the Power Point presentation was shared via a disk as the Power Point presentation with audio was too large a format for email.

The presentation is accessible from the NECN website:

<http://www.necn.nhs.uk/common-themes/deciding-right/deciding-right-education-resources-for-professionals/>

#### **4. To design a training package for use by locality educators and compliment with a 'train the trainer' programme.**

The Deciding Right education group recognised that standardised education material would be of benefit, not only in relation to standard content and quality but also a good use of time as preparing material can be time consuming. It was agreed by the education group that an awareness session was a priority. St Benedict's Hospice education team already had an awareness session, therefore this was the base to consult and gain agreement for a final session. The necessary content for the session was discussed and a draft lesson plan, Power Point presentation and supportive material shared for consultation. Following feedback and amendments, a final version was agreed and shared in both hard copy and electronically with the group (a hard copy was shared with the group members who attended the meeting).

There were now various means for people to gain awareness of Deciding Right, it was therefore identified that the next step was to produce a session which allowed deeper leaning and the opportunity to develop skill and knowledge when working with Deciding Right outcomes.

There was much discussion about the length of this next session with recognition of the importance of good communication skill when undertaking future care planning discussions with people. However, there was a consensus that to make this workable a half-day session would be preferred, and staff be directed to communication skill education and the importance of developing and attaining these skills when dealing with these situations.

A Power Point presentation, lesson plan and additional session resources as above were designed for a three hour workshop style session, these were shared with the education group and following consultation and feedback final version of the material was shared with the group.

All the material for the awareness session and workshop are accessible from the NECN website: <http://www.necn.nhs.uk/common-themes/deciding-right/deciding-right-education-resources-for-professionals/>



The original plan included the education team at St Benedict's Hospice offering a 'train the trainer' programme to support people who plan to deliver Deciding Right education and training. This action was discussed within the education meetings; however the group felt this was too ambitious at this time and for some they felt they would struggle to identify new trainers in need of this level of support, making this action unachievable at this time.

The education team at St Benedict's Hospice and Centre for Specialist Palliative Care are openly inviting people who are new to delivering Deciding Right education to attend Deciding Right sessions that St Benedict's Hospice and Centre for Specialist Palliative Care deliver to allow inexperienced facilitators an opportunity to develop their skills in the delivery of Deciding Right education.

#### **5. To work with NECS to make the eLearning module available to all organisations.**

St Benedict's Hospice and Centre for Specialist Palliative Care education team met with NECS to discuss how to make the eLearning available to all relevant staff from all organisations. It was decided that a link to the material be made available rather than the whole module be transferred to organisations as quality control would not be possible. Holding the module on one platform will allow updates to be made in a timely way. It was negotiated with NECS that they ensure their infrastructure and system are robust enough to cope with potential demand. All organisations are given access and information to the website and how to create a username and password to access the eLearning; this means that regardless of employing organisation, anyone can complete the eLearning. St Benedict's Hospice and Centre for Specialist Palliative Care have commissioned NECS to provide activity data for a two year period of the uptake of the eLearning by organisation and professional role so the activity data can be analysed and shared with the Deciding Right education group. St Benedict's Hospice and Centre for Specialist Palliative Care education team also hold responsibility for making any changes in line with national direction and guidance.

### **Recommendations**

The Deciding Right education group continue to meet 3 monthly.

All organisations are encouraged to utilise the standardised Deciding Right education material.

All organisations are encouraged to identify relevant Deciding right educators if they do not have any.



Consideration is given to how primary care and social care have more access to Deciding Right education.

## **Conclusion**

This project has allowed the development of a range of standard high quality training material to be produced by experts in their field and made the material accessible to all organisations across North Cumbria and the North East of England, and elsewhere through NECN website.

This project has energised Deciding Right and for some organisations encouraged them to become more proactive in their approach to Deciding Right. The project has identified gaps in the provision of Deciding Right and the need for more work to be undertaken. It has also formed a base for further scoping exercises the network are about to start.

Although the project has come to an end with the successful completion of the required actions and outcomes, a group of interested, like-minded people have formed a working group which will continue to be hosted by St Benedict's education team and allow further ongoing development, sharing experience and ideas and the ability to continue to keep Deciding Right up to date and on the agenda across the North of England.

## **Appendix 1**

### **Deciding Right Education Group**

#### **Expectations of group membership**

**As a member of the Deciding Right Education Group you represent your locality and you will be required to:**

- 1. Come to the group with good knowledge of 'Deciding Right'.**
- 2. Commit to the group as a representative and make a contribution in the meetings.**
- 3. If unable to attend a meeting please ensure information is sent electronically in preparation for it to be shared in the meeting.**
- 4. Represent the Northern England Strategic Clinical Network expectations**
- 5. Discuss and share good practice.**
- 6. Identify the educational methods which enhance the learning and development for 'Deciding Right'.**
- 7. Agree a set of training materials.**
- 8. Consult on teaching and facilitator notes to support the training material.**
- 9. Report data quarterly which can be shared with the Regional Deciding Right Implementation Group.**

**Members will:**

- Receive an electronic teaching pack as the resources are finalised.**
- Facilitate the implementation of Deciding Right education and training across their area of responsibility.**

- **Gain access and opportunity for support for Deciding Right teaching by way of a training for trainers programme.**
- **Continually maintain affiliation to the group.**