

A spotlight on: Addressing support needs to staff. Session links

Monday 5 February 15:00-16:00



This session will cover some of the gaps in support or training of health and social care professionals working in palliative and end of life care, and some ways in which staff could be better supported in their role.

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Dr John MacArtney

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Dr Julie Watson (Care Home Programme, Scotland)

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Katarzyna Patynowska (Marie Curie, Northern Ireland)

Hospice Staff Ongoing Experiences of Living with Covid-19 in a Palliative Care Context (selected abstract)

Dr John MacArtney (Marie Curie and University of Warwick)



Our Palliative Care Knowledge Zone contains trusted information for health and social care professionals:

<https://www.mariecurie.org.uk/professionals/palliative-care-knowledge-zone>

Embedding Online Supportive Conversations and Reflective Sessions (OSCaRS) to support care home staff with end-of-life care (selected abstract)

Dr Julie Watson (Care Home Programme, Scotland)

Read the OSCaRS abstract:

https://spcare.bmj.com/content/14/Suppl_1/A8.2

Find out more about the OSCaRS work in Care Homes:

<https://services.nhslothian.scot/carehomes/ongoing-supportive-conversations-and-reflective-sessions-oscars/>

Paper on 'Online Supportive Conversations and Reflection Sessions (OSCaRS): A Feasibility Pilot with Care Home Staff during the Pandemic':

<https://publications.coventry.ac.uk/index.php/pblh/article/view/743>

Paper on 'Practicalities of promoting practice-based learning in end of life care for care home staff: Lessons from "online" supportive conversations and reflection sessions':

<https://onlinelibrary.wiley.com/doi/10.1111/opn.12598>

Take Home Messages

- As the population ages and more deaths take place in care homes, regular external support is needed (and in our experience, wanted) to build and sustain in-house knowledge, skills and confidence to ensure everyone dying in a care home has the best possible end of life experience reflecting what is most important to them.
- OSCaRS provide an efficient and effective in-reach model of learning about palliative and end of life care, tailored to the care home context, based on people the care home staff know and recognising the emotional work involved.

Wellbeing of lone working Healthcare Assistants and its impact on staff retention in hospice care at home services (selected abstract)

Katarzyna Patynowska (Marie Curie, Northern Ireland)

Read the conference abstract:

https://spcare.bmj.com/content/14/Suppl_1/A8.3

Read the paper 'That just doesn't feel right at times' – lone working practices, support and educational needs of newly employed Healthcare Assistants providing 24/7 palliative care in the community: A qualitative interview study:

<https://journals.sagepub.com/doi/10.1177/02692163231175990>

Take home messages:

1. Supporting the wellbeing of HCA is a key organisational strategy for higher retention of staff
2. Important components of their wellbeing, that should be addressed in any support initiative, include loneliness, isolation, work-life balance and feeling undervalued
3. In-person peer, and line manager contact should be supported in the first instance, to foster ongoing support networks, which can then be virtual, or phone based
4. A one size fits all approach does not work - support should be flexible to accommodate different support needs which should be discussed and agree with HCAs on a regular basis

Hospice Staff Ongoing Experiences of Living with Covid-19 in a Palliative Care Context (selected abstract)

Dr John MacArtney (Marie Curie and University of Warwick)

Read the conference abstract:

https://spcare.bmj.com/content/14/Suppl_1/A8.1



Read the full report 'Compromised Connections: The impact and implications of Covid-19 on hospice care in the West Midlands and nationally':

https://www.mariecurie.org.uk/globalassets/media/documents/policy/policy-publications/compromised-connections_full-report-v6.pdf

Take-aways

- Hospices should recognise that **Covid-19 continues to affect the wellbeing of many staff**, whether that is from working through the early years of the pandemic or finding ways to balance the challenges and risks of 'living with covid'.
- A **number of challenges remain around Covid-19 mitigation**, even if staff and hospices are seeking to "move on" and these are in the background, especially around the issue of asymptomatic transmission and conflicts between patient or carer wishes, staff preferences, hospice processes, and national guidance to Covid-19.
- The Covid-19 pandemic has brought renewed impetus to **re-examine hospice palliative care's role in improving the quality-of-life left in the context of airborne transmissible viruses**.

Acknowledgements

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If you have any questions, please contact the Research Team at Marie Curie:

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