Feasibility of an online implementation toolkit for palliative care services seeking to implement a carer-centred process of assessment and support

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CSNAT Carer Support Needs Assessment Tool

NHS National Institute for Health Research (NIHR) Collaboration for Leadership in Applied Health Research and Care, Greater Manchester (NIHR CLAHRC GM)

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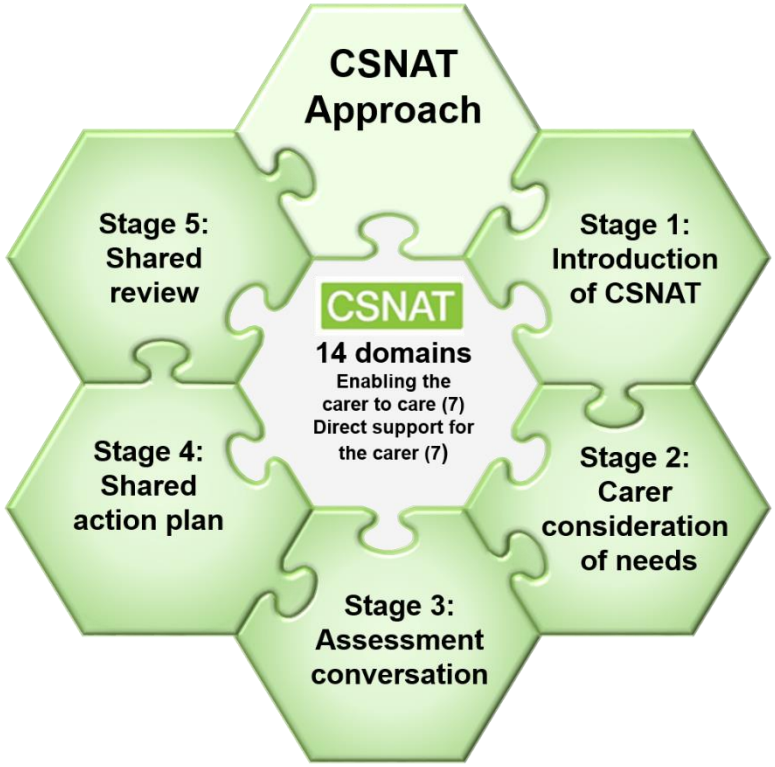
THE CARER SUPPORT NEEDS ASSESSMENT TOOL (CSNAT)

The Carer Support Needs Assessment Tool (CSNAT)

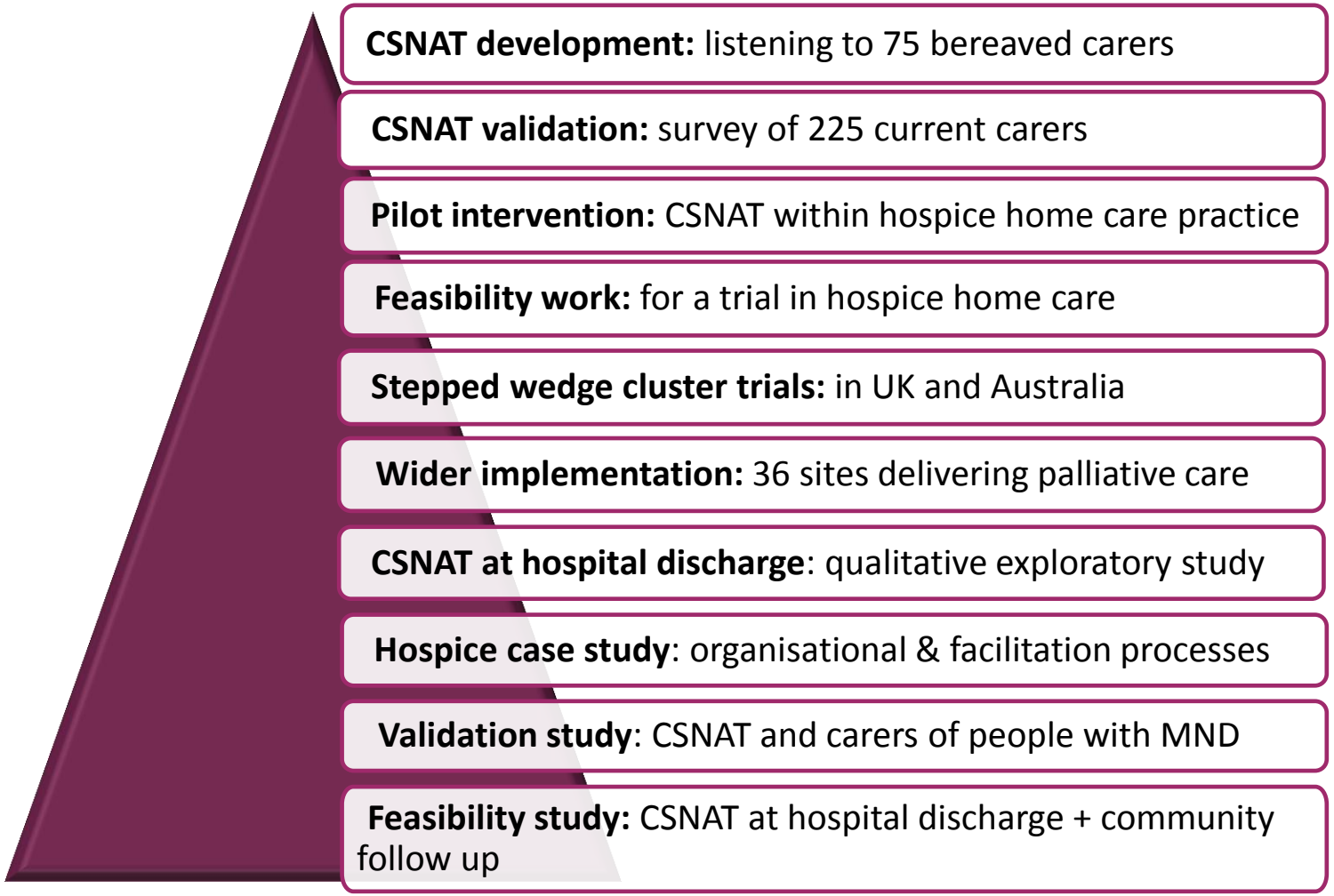
Your support needs

We would like to know what help you need to enable you to care for your relative or friend, and what support you need for yourself. For each statement, please tick the box that best represents your support needs at the moment.

Do you need more support with…	No	A little more	Quite a bit more	Very much more
…understanding your relative's illness?				
…having time for yourself in the day				



PROGRAMME OF RESEARCH AND IMPLEMENTATION



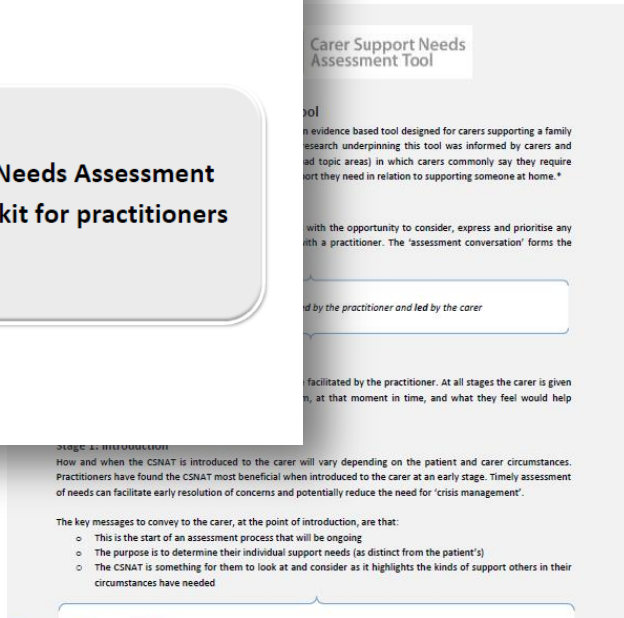
INITIAL CSNAT TRAINING

CSNAT Training Workshops throughout the UK

Main focus at individual level: change in practice required

CSNAT | Carer Support Needs Assessment Tool

The Carer Support Needs Assessment Tool (CSNAT): A toolkit for practitioners

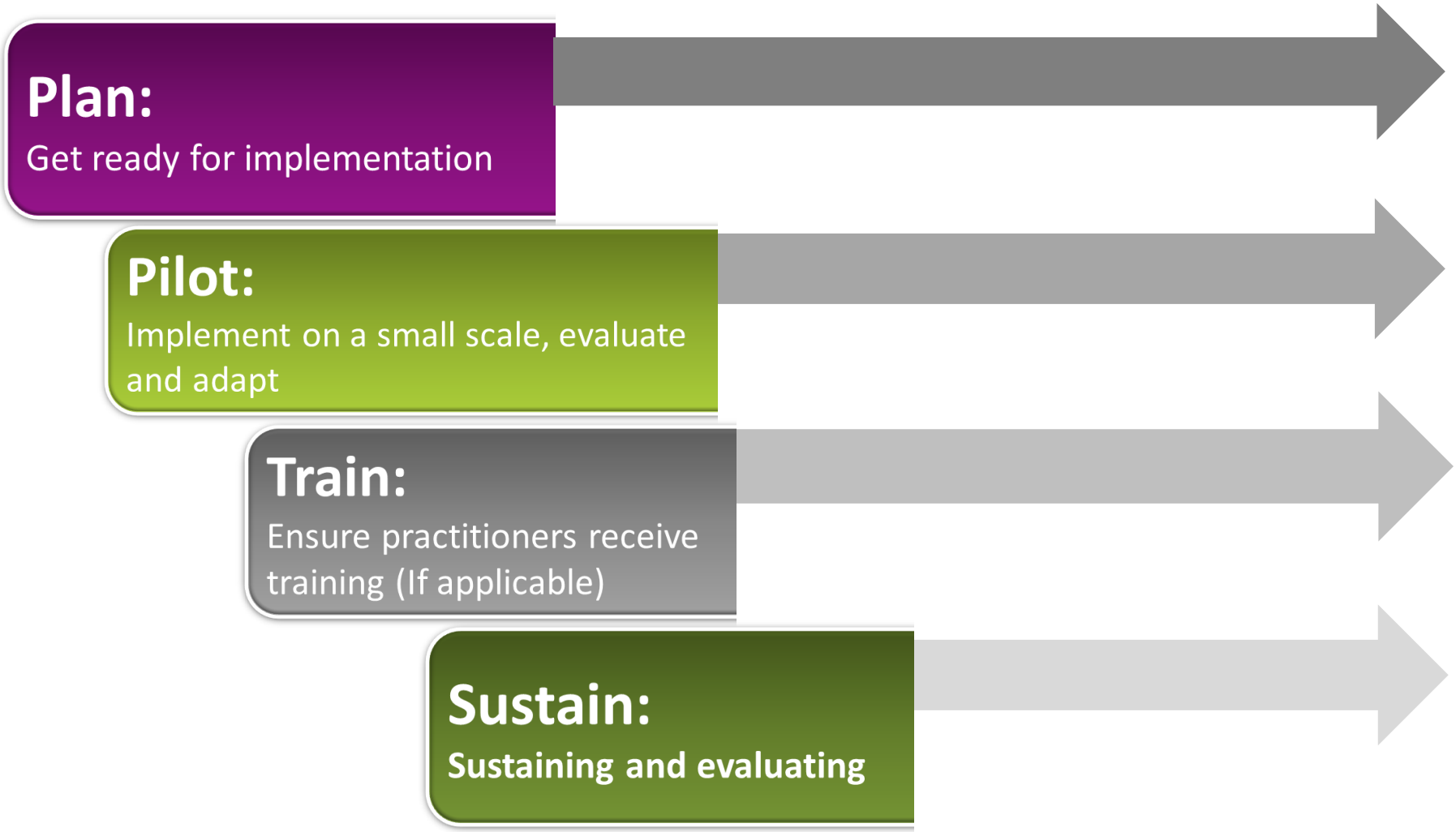

Carer Support Needs Assessment Tool

How and when the CSNAT is introduced to the carer will vary depending on the patient and carer circumstances. Practitioners have found the CSNAT most beneficial when introduced to the carer at an early stage. Timely assessment of needs can facilitate early resolution of concerns and potentially reduce the need for 'crisis management'.

The key messages to convey to the carer, at the point of introduction, are that:

- This is the start of an assessment process that will be ongoing
- The purpose is to determine their individual support needs (as distinct from the patient's)
- The CSNAT is something for them to look at and consider as it highlights the kinds of support others in their circumstances have needed

A NEW MODEL FOR PRACTICE IMPLEMENTATION



TRANSLATING FACE TO FACE TRAINING TO ONLINE TRAINING

CSNAT Specification for pilot online programme

Produced by Janet Nichols

Contents

Introduction

High level requirements

Participant Profiles

- Initiator
- Champion
- Care worker

Proposed high level design for

- Structure of the training
- Learning pathways

User profiles, structure of training, learning pathways

Module 1: Evidencing current practice and the CSNAT approach [for all staff]

Learning topic	Objectives	Learning outcomes	Review understanding / activity	Info for topic	How will content be displayed	Supporting documents / research
How do I currently become aware of carer support needs?	To allow participants to reflect on how the work they currently do with	To understand how they currently become aware of carer support needs, including the positives and limitations of current approaches	Activity workbook 1: incl. positives and limitations of current	[see TK pgs 1-3]	Text	what others have said previously can be displayed [see TK pg 9-
		Participants understand why assessing and addressing carers needs is an important issue and understand why the CSNAT was developed				
		Participants understand the development of the tool and that it is valid + comprehensive				

Learning outcomes, modules, bite size topics, how content displayed

Development of videos/audio to communicate key content

THE ONLINE TRAINING AND IMPLEMENTATION TOOLKIT CONSISTS OF TWO LEARNING UNITS

Learning Unit 1

Individual level: training for practitioners to use the CSNAT intervention

Learning Unit 2

Organisational level: assistance for a project facilitation team to plan, pilot and sustain implementation

Module 1: Reflection on current practice and The CSNAT Approach

Introduction

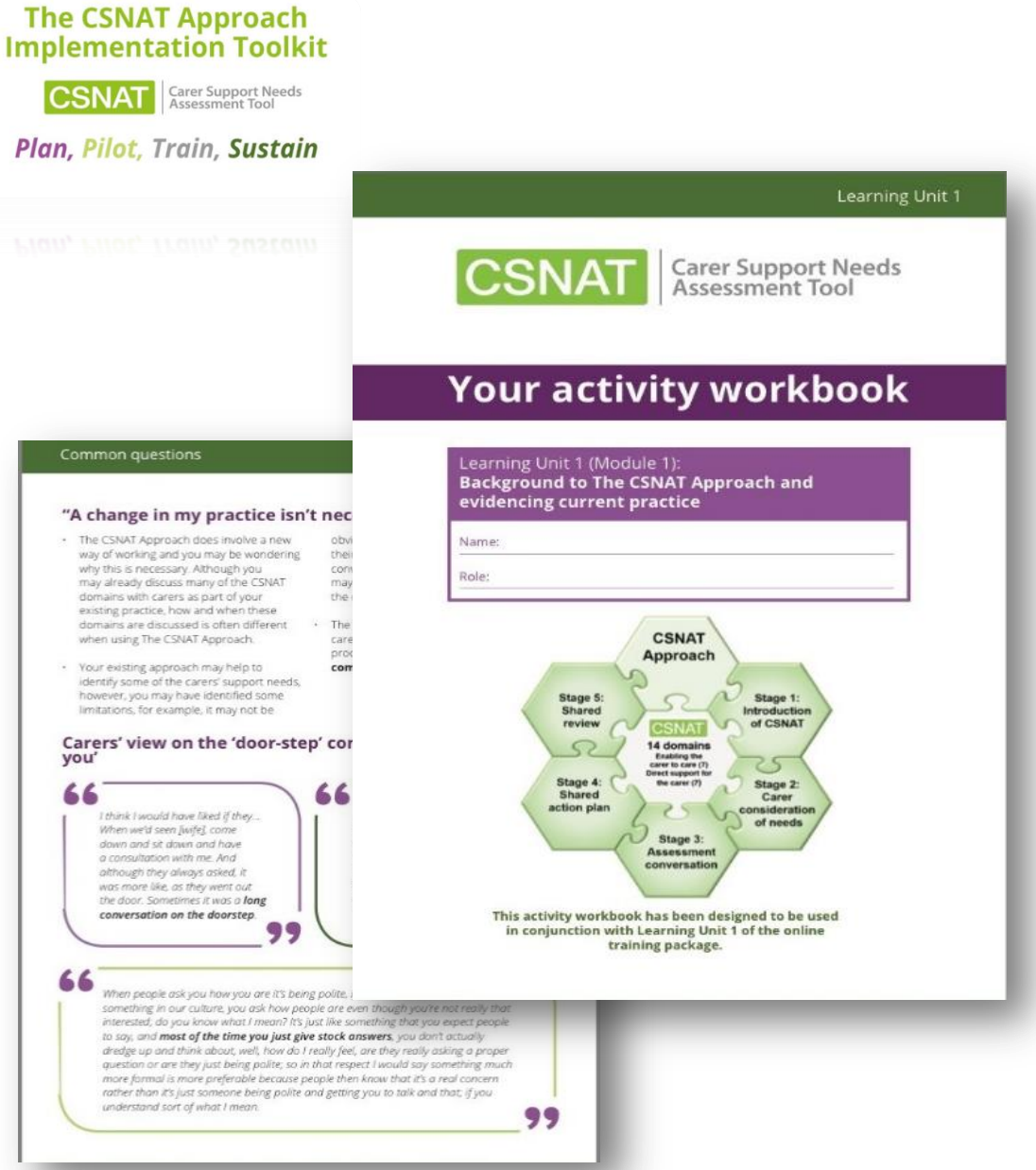
Module 1: Reflection on current practice and The CSNAT Approach

Module 2: Planning – getting ready for implementation

Module 3: Piloting – getting started with implementation

Module 4: Cascading training

Module 5: Sustaining the implementation of The CSNAT Approach



STUDY AIM

- Explore the feasibility and acceptability of delivering implementation training through an online toolkit format.

METHODS

- **Five** UK palliative care services participated and selected **2-4** practitioners to complete the online implementation toolkit.

- **Online survey** administered following completion of each learning unit and a **follow-up interview.**

RESULTS

- 15 practitioners completed 'Learning Unit 1' survey,.
- 14 completed 'Learning Unit 2' survey, and 13 were interviewed.

Experience with online learning
100% (15/15) had studied online previously and would study online again in the future

Location of completion:
At home: 47% (7/15) / At Work: 47% (7/15) / At work & home: 6% (1/15)

Feedback on content was positive: participants enjoyed practical examples and step by step guidance on implementation

Designated contact for support and to answer questions: reported as needed, particularly once active planning for implementation was underway

RESULTS

Perceptions of the suitability of online learning influenced by

Resource availability

Availability of IT equipment, space and time influenced location of completion:

If resources were lacking at work, participant preferred to complete at home

Nature of team

- Difficult to allow one person to take some time out to complete online training.

VS

+ challenging to get everyone together for a face-to-face training session and so online learning ideal

Learning style

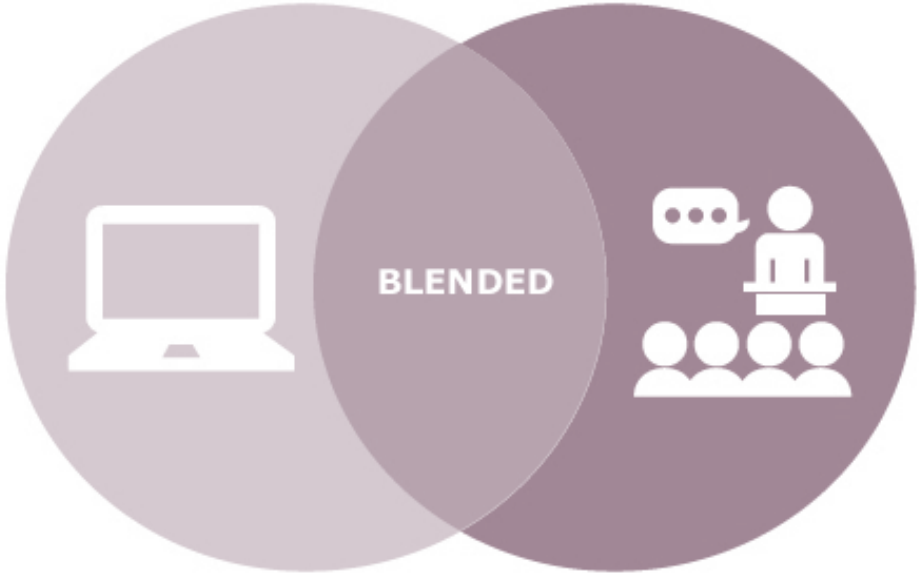
Some participants preferred traditional face-to-face training : learn from others within a class room environment.

Solution proposed: A blended learning approach and face-to-face discussions

CONCLUSIONS

- Whilst online learning is welcomed by practitioners, organisations need to ensure sufficient resources are available to enable completion, and that it is given the same priority as attendance at face-to-face workshops.

- Blended learning may help accommodate different learning preferences.



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Any questions?

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CSNAT | Carer Support Needs Assessment Tool

The CSNAT Approach Online Training and Implementation Toolkit

Designed for organisations seeking to implement a more systematic and comprehensive approach to identifying and addressing the support needs of carers.

Due to launch September 2018

The online training and implementation toolkit has two Learning Units:

Learning Unit 1

Individual level: training for practitioners to use The CSNAT Approach

Learning Unit 2

Organisational level: assistance for a project facilitation team to plan, pilot and sustain implementation

For up to date information please visit csnat.org

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