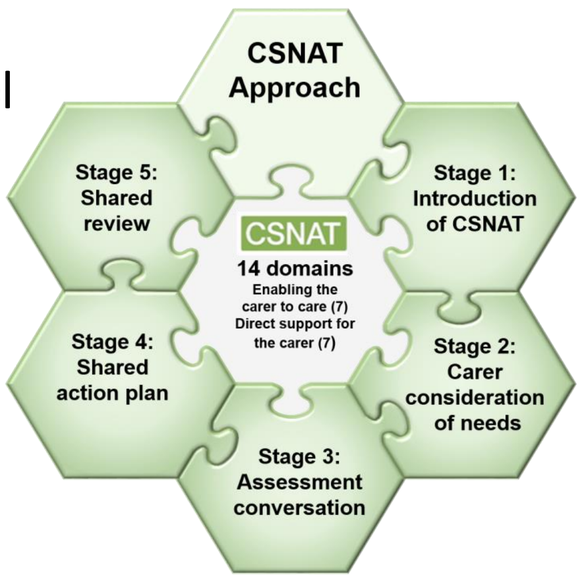
Feasibility of an online training package to assist services to implement a carer-centred process of assessment and support for family carers within palliative care

Janet Diffin, Gail Ewing, Christine Rowland, Gunn Grande

Background

- The Carer Support Needs Assessment Tool (CSNAT) intervention ensures a person-centred approach to carer assessment and support within palliative care.
- In response to **national** and **international demand,** an online implementation toolkit has been developed.



- This toolkit will provide palliative services with more accessible preparation and support for implementation of the CSNAT intervention.

Aim

- To explore the feasibility of an online toolkit to assist palliative care services with implementation of the CSNAT intervention.

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.

The online 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

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

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

Contact details for further information*
Dr Janet Diffin, Queen's University Belfast, School of Nursing and Midwifery, email: j.diffin@qub.ac.uk

- For further information see: **csnat.org**

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NHS National Institute for Health Research

Conclusions

- This online toolkit will enable services, nationally and internationally, to respond to increasing pressures to identify and address the support needs of family carers by providing accessible and structured guidance on how to implement and embed a carer-centred process of assessment and support.