

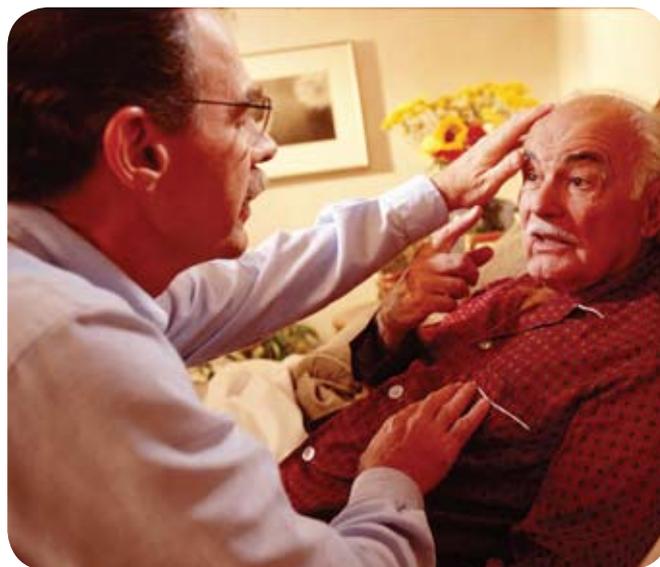
Competence based training boosts competence and confidence in clinical practice

NHS Nottingham City and University of Nottingham use competences to support staff development for End of Life Care.

The challenge

As part of its aim to embrace the health and social care integration agenda, NHS Nottingham City is evaluating the skills of its workforce. The Trust is following a competence based approach for development of clinical staff, Allied Health Professionals and support staff who work with patients with End of Life Care (EOLC) needs in primary care settings.

Competences are grouped by skill level to ensure that the correct staff are competent in End of Life Care for the roles the Trust expects them to deliver. The 'Competency Matrix' allows staff to monitor and evidence their End of Life Care activity alongside their KSF reviews.



Benefits

- Participants have increased their competence and confidence in clinical practice
- Supports NHS Nottingham City actions to meet national End of Life Care Strategy
- Applicable across all local care providers - NHS, independent and third sector
- Supports multidisciplinary approach to End of Life Care
- Programmes suitable for level 1 and level 2 staff and above working across all areas of Health and Social Care delivery
- Training facilitates individual action planning for participants to translate learning into their clinical environments
- Linking to competences ensures staff have the right skills that are patient centred.

“One of the key advantages of running competence based training in this way, with a diverse range of health professionals, has been developing partnership working across organisations providing End of Life Care.”

“We have seen shared learning and an appetite for a closer partnership approach to End of Life Care delivery across health and social care as a result.”

Becky Chady

Lecturer Palliative and End of Life Care
University of Nottingham

What we did

In 2009, the Trust started to review job descriptions to ensure staff are appropriately skilled according to their level of 'exposure' to providing End of Life Care, and to formulate education and training programmes to up skill the workforce.

End of Life Care Competences and Common Core Principles developed by Skills for Health and Skills for Care were used as a starting point for all job descriptions and the resulting training framework.

Having carried out a skills gap analysis which informed a competency matrix, the Trust prioritised employees who would benefit from tailored training programmes to up skill and extend knowledge. As an initial step, it delivered multi level training targeted at 100 care home staff in Nottingham, addressing issues such as pain management and use of syringe drivers.

The Trust also devised training for new recruits around use of a community based information plan, which embeds communication competences in a half-day course. This has been made available to colleagues from the voluntary sector, and in future care home staff will also benefit.

The Trust worked with the University of Nottingham to devise a unique pilot programme 'Improving the End of Life Care Experience' which is a generic introduction for staff across all health and social care settings.

Supporting multi disciplinary learning

A specific three-day learning event was completed by 66 staff during the pilot, with participants including registered and non registered allied health care staff, community matrons and nurses, health and social care workers, care support workers and agency staff. The course content was directly linked to the End of Life Care Core Competences, and introduces participants to issues such as diagnosing dying, recognising loss and distress, and ethical principles.

Early evaluation suggests significant changes to competence and confidence in clinical practice, and feedback from the first three courses has been extremely positive.

Participants felt they had developed skills that are easily transferred to practice and gained a good insight into other care institutions' views and practices regarding End of Life Care. Another five courses will be delivered between 2010 and 2011.

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