

Academic Unit of Palliative Care

Annual Report 2016/17

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Academic Unit of Palliative Care Mission Statement

The Academic Unit of Palliative Care aims to be recognised internationally as an outstanding model for improving care of those approaching the end of life through integrated research, teaching and clinical practice. Our work is guided by our values:

- Respect and value patients, carers, staff and all those we work with
- Innovate and integrate with local clinical practice
- Inspire and support continual development and sharing of knowledge
- Build capacity to ensure a sustainable academic unit
- Be responsible and accountable for the standard of our work

Introduction

'The past year has seen the AUPC consolidate research, learning and teaching, and evidence-based practice activities. The abrupt cessation of funding for places on our Post-Graduate Certificate course resulted in a substantial amount of work by Trish Stockton and the team to develop alternative courses and secure income using the apprenticeship levy. We are now one of the few centres outside London to offer the internationally recognised European Certificate in Palliative Care, which is already proving popular. Our research activity has grown with the continuing recruitment to our large national studies and the opening of new projects funded by Medical Research Council and The National Institute of Health Research (NIHR), spearheaded by Kath Black and Angela Wray. Our evidence-based practice work has flourished with the relaunch of practice enquiry meetings and the deeper embedding of patient reported

outcome measures across St Gemma's clinical services. Finally, we were given permission to use the prestigious title of University Teaching Hospice, signifying our substantial contribution to research and teaching in palliative care in collaboration with the University of Leeds, and in recognition of our important role nationally. St Gemma's is the first hospice in the UK (and the world) to be identified in this way, and we are all very proud of this huge step forward for the AUPC.'

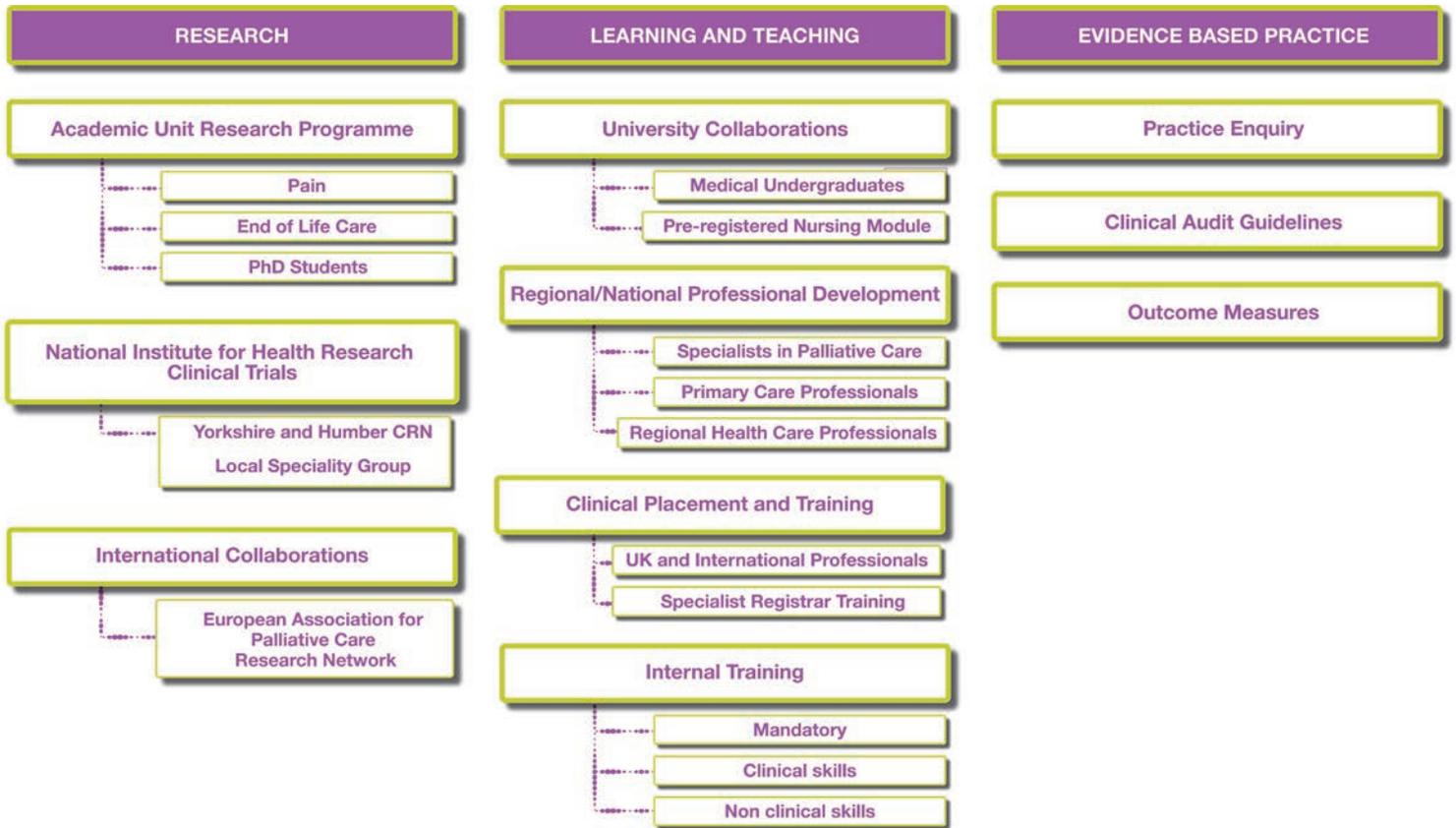


Mike Bennett
St Gemma's Professor of Palliative Medicine

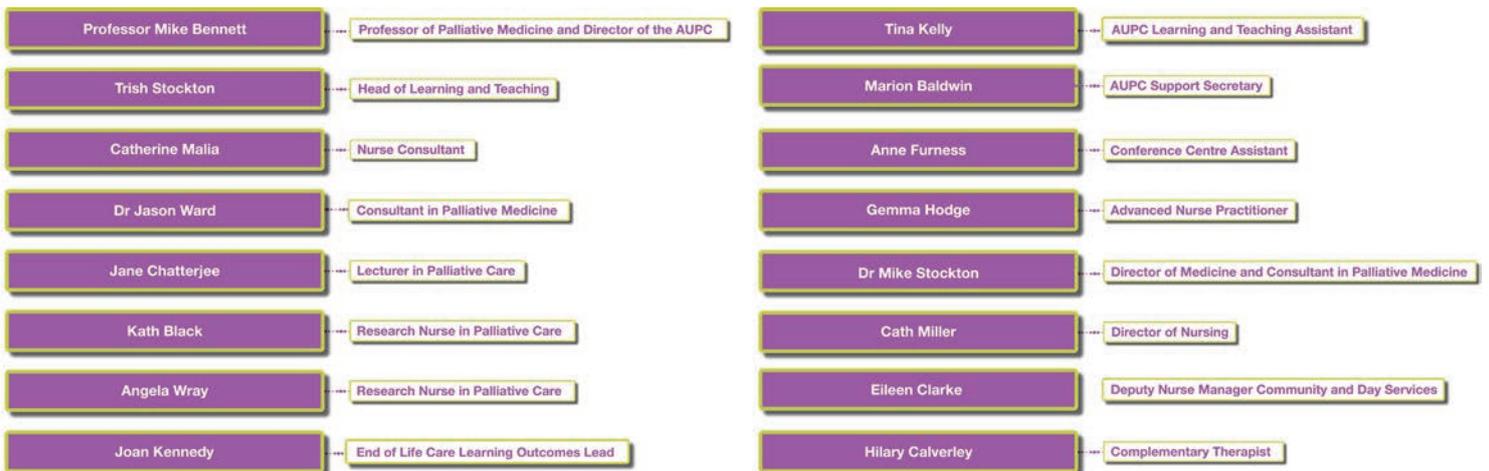


Introduction - Structure and Staff

The AUPC aims to be a 'Centre of Excellence' comprising 3 areas of expertise as shown in our structure chart below:



The AUPC team



Academic Unit Research Programme April 2016 – March 2017

Secure sustained funding for research activity

The National Institute of Health Research [NIHR] is funding the IMPACCT programme grant and we have recently secured more funding from the institute to continue recruitment into the trial until March 2018.

The funding for both AUPC research nurses from the NIHR research network has been extended until September 2017. In the past year, they have supported palliative care trials across palliative care services in Leeds, predominantly at St Gemma's and Leeds Teaching Hospitals Trust (LTHT), but also at Wheatfields Hospice, when possible.

We were awarded, in open competition, a second prestigious 5 year senior fellowship from Yorkshire Cancer Research for Dr Matt Mulvey. The fellowship will commence in September 2017 to develop and integrate better pain assessment for cancer patients into routine care. The fellowship will commence in September 2017. We also secured more research funding from the Research for Patient Benefit (RfPB) programme at NIHR to examine how to integrate earlier referral to palliative care within oncology clinics across Leeds. This 3 year project will begin in September 2017.

Ensure AUPC research is implemented

Improving the Management of Pain from Advanced Cancer in the Community (IMPACCT)

Over the past year our main focus has been the IMPACCT trial, which is testing our previously developed pain management support tools, with patients.



The trial is also looking at the benefits of earlier referral to palliative care services. In Leeds the participants are recruited in the oncology out-patient departments at LTHT, and the Clinical Nurse Specialist (CNS) teams from St Gemma's Hospice and Wheatfields Hospice deliver the support package to the patients in the community.

Recruitment is also ongoing in 6 other oncology units across the region and 8 other CNS teams. To date 97 patients have been recruited across the region.

Other studies include one developing an outcome measure for the symptom of dry mouth, which recruited 110 patients across the 3 sites, with 71 patients from St Gemma's Hospice.

We also recruited patients from LTHT and St Gemma's Hospice for a qualitative project looking at the information needs of patients at the time of referral to palliative care services.

The AUPC also strengthened collaborations with other research groups in the past year. We contributed 29 participants to a European wide study to identify the characteristics of a palliative care population.

We are currently working with University College London, in a study to develop a prognostic tool, and have recruited 75 patients at St Gemma's Hospice to date.

Learning and Teaching

HECS 3088: Patient Focussed Palliative Care Module

27 pre-registration nursing students enrolled on the 2015-2016 cohort 'Patient Focused Palliative Care' level 3 module taught by St Gemma's Hospice staff at the University. Twenty six passed at first attempt and one at second attempt. There were some positive student evaluations:

1. University Collaborations

Post Graduate Certificate in Palliative Care

Six of the eight students enrolled on the Post Graduate Certificate in Palliative Care 2015-2016 cohort completed the programme. The students were from a variety of nursing backgrounds including acute hospital, hospice, community and learning disabilities. The students evaluated the modules for the programme well, reporting that the sessions were engaging and allowed them to develop new knowledge and skills to take back to the workplace.

Due to the withdrawal of Health Education Yorkshire and Humber funded places the Post Graduate Certificate in Palliative Care was unable to run for the 2016-2017 cohort. The best elements have been incorporated into individual study days to be run at St Gemma's Hospice in 2017. Two study days on 'Symptom assessment and management in palliative care' will be delivered in June and July 2017. The University of Leeds has passed on SSPRD credits for 50 people – 25 for each study day. Discussions have begun to develop a 15 credit 'Symptom assessment and management' masters level blended learning module to commence September 2018.

“ Addressed an area of nursing which had not been previously explored through the syllabus – stimulating topic.”

“ Giving the insight into all areas of palliative care and building knowledge of best practice.”

22 pre-registration nursing students on the 2016-2017 cohort enrolled on this module are due to submit their assignments in May 2017.



2. Regional / Yorkshire and the Humber Professional Development

Advanced Communication Skills Training

St Gemma's Hospice delivers the 2-day 'Advanced Communication Skills' (ACST) course, attended by Yorkshire and the Humber senior clinicians and Leeds GPs whose role involves communicating with patients with a non-curative illness. This course aims to enhance senior health care professionals' ability to deal with difficult communication situations and was designed under the auspices of the former National Cancer Action Team.

The course has gone from strength to strength over the last year. The first delivery took place in March 2016 and we have delivered the training to 82 delegates up to March 2017.

Our courses are fully booked up to November 2017 with applications from across the regional Trusts and Leeds GPs. Our waiting list has applications for future dates until March 2018. This list continues to increase on a weekly basis due to the popularity of the training.

"Great course - I have learnt some valuable tips/strategies for improving my consultations."
- Consultant

"The course has exceeded my expectations and I feel my confidence has significantly improved over the 2 days."
- Clinical Nurse Specialist

"Just wanted to say what a fabulous course, very well organised and I feel I've learnt loads!"
- Leeds GP

"Thanks for your support at St Gemma's, it feels almost relaxing to do the courses in that environment, confirmation of what we are doing makes a positive difference."
- ACST Trust Facilitator



Learning Group

The regional palliative medicine learning group continues to be very popular with over 40 delegates attending each of the three mornings we have run over 2016-17. The group, which is attended by consultants, specialist trainees and other doctors from across Yorkshire and the Humber has now been extended to senior nurses and other professionals working in specialist palliative care.

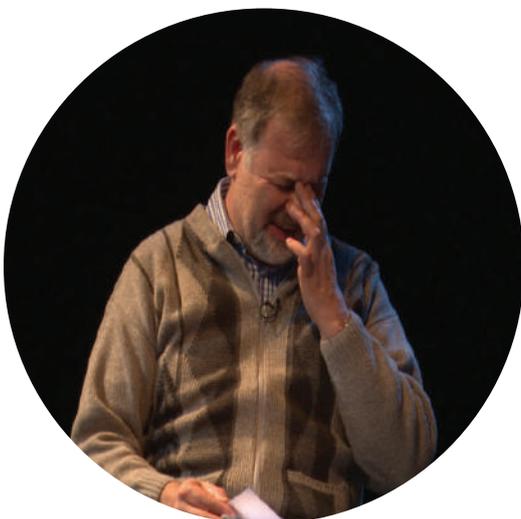
We also ran a very successful regional general medical update day for palliative medicine physicians in July. This was attended by over 50 doctors and included talks from local consultants on Parkinson's disease, fits, interstitial lung disease, acute breathlessness and adult congenital heart disease.

'Don't Leave Me Now' play

The AUPC introduced a different way of educating people through the use of drama and narrative by hosting 'Don't Leave Me Now', which is a play by Brian Daniels exploring the impact of early onset dementia on two very different families. With authenticity, insight and humour, he weaves the strands of these stories together to create a documentary-style production highlighting the emotions, dilemmas and challenges experienced by people affected by dementia.

The play was attended by a wide variety of people who found it inspiring, moving and educational – “performed with brilliance”, “captured exactly what it is like as a carer”, “a great insight into what it is like to have dementia”.

The delivery of the play at St Gemma's Hospice was highlighted in an article in The Guardian, November 2016.



Peer Facilitator Dementia Training for Hospice Staff



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BRADFORD

School of Dementia Studies

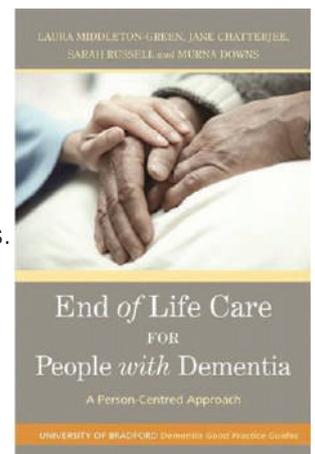
St Gemma's Hospice and the School of Dementia studies at the University of Bradford have worked collaboratively to develop a peer facilitator dementia care training programme for hospice staff. In a pilot project, funded by Health Education Yorkshire and Humber, this training was delivered to staff from six hospices in the region.

Nine of the ten facilitators who trained initially attended a continuing professional development follow up day at St Gemma's Hospice in October 2016.

This pilot project was evaluated and presented at the Dementia Congress (November 2016).

Publications/presentations:

- Hospice UK- “Dementia and End of Life Care Community of Practice, Pain and Dementia - what do we know and what can we do?” (December 2016) Presentation on assessment of pain and distress for people with cognitive impairment.
- “End of Life Care for People with Dementia: A Person-Centred Approach” Authors: Laura Middleton-Green, Jane Chatterjee, Sarah Russell and Murna Downs. Published by Jessica Kingsley Publishers as part of the University of Bradford Dementia Good Practice Guides series (January, 2017)
- Reviewed Alzheimer's Society Fact Sheet on End of Life Care (January, 2017)



National Conference: Palliative Nursing Care: The Value of Impeccable Assessment:

- Nurse-led assessment in end of life care. Implementing nurse-led end of life care beds in a Hospice in-patient unit - Catherine Malia – Nurse Consultant

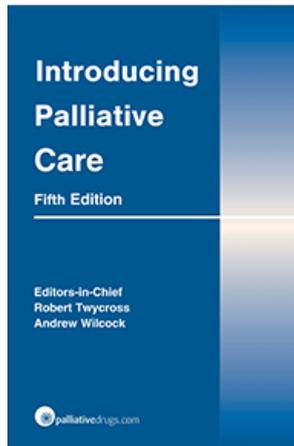
- Management of GI Symptoms - Mike Stockton, Consultant in Palliative Medicine

A Practical Guide to Effective Nurse Prescribing in End of Life Care for Current and Aspiring Nurse Prescribers:

- Cath Miller/ Catherine Malia – Nurse prescribing for in-patient pain

Gemma Hodge presented 2 posters at the Hospice UK Conference, November 2016: “Creation of a new starter information pack for Registered Nurses in a Hospice: In-Patient Unit” and “Nurses Special Interest Project – Encouraging Innovation, Increasing Staff Involvement, Recognising Achievement.”

Introducing Palliative Care – Fifth Edition – Dr Jason Ward contributed to 3 chapters on Symptom Management.



European Certificate in Essential Palliative Care

St. Gemma’s Hospice has become a host site for the European Certificate in Essential Palliative Care. This 8-week distance learning, multi-professional programme was developed at Princess Alice Hospice in 2001. It is now offered at a range of sites both nationally and internationally.

The first cohort of 8 students will register at St Gemma’s Hospice in April 2017. The students will be mentored by the Academic Unit of Palliative Care and Hospice staff. To complete the Certificate, the students will attend an exam day to be held at St Gemma’s Hospice in June.

There will be two cohorts a year, spring and autumn.

3. Citywide Education

The Academic Unit of Palliative Care has continued to host and provide palliative and end of life care education to health care professionals across Leeds. This has included delivering communication skills training, starting conversations about end of life to registered nurses, health support workers, Leeds Community Health Care teams, registered clinicians and care home staff.

GP Training

The popularity of our GP masterclasses in Palliative and End of Life Care has continued, with 29 Leeds’ GPs attending both sessions in May and June 2016. Symptom management at the end of life and end of life care tools were delivered at the sessions.



“Excellent course. I really enjoyed it and learnt a lot. Will feedback handouts and learning points to my practice.”

“Very detailed presentations, able to ask questions and discuss queries, brilliantly put together and executed.”

End of Life Care and Dementia Training for Care Home Staff

In collaboration with Leeds Community Healthcare End-of-Life Care Facilitator for Care Homes, a workshop on end of life care for people living with dementia was delivered to 20 care home staff. The day included practical and interactive sessions that were positively evaluated.

“How to care for people with dementia when they can no longer verbalise pain (tools to be used) – this will help me more in my practice.”

“Place myself in the position / place of person: very good workshop – practical: also liked interactive resources, ideas.”



Quality End of Life Care for All (QELCA®)

Four nurses (Band 6 and 7) from Leeds Teaching Hospital Trust (LTHT) attended the five day QELCA® programme at St.Gemma's Hospice in November 2016. The week comprises two days shadowing a member of the Hospice nursing team in the In-patient Unit, community or day services. These were sandwiched between three days of classroom-based learning and reflection on their practice experience. This was facilitated by the St.Gemma's Hospice QELCA® trainers and nurse consultant. All four participants attended the first Action Learning half day in March 2017 and will be attending their final Action Learning half day in May 2017. The participants' evaluations of the 5 day programme were extremely positive.

“Has greatly improved my knowledge and given me many ideas to take back and implement in my clinical area.”

“Everybody teaching on the course was excellent and their expertise in the field they were teaching was very clear.”

Summary of Palliative and End of Life Care Training delivered to Leeds Community Healthcare (LCH) teams - April 2016 to March 2017

Provider of Training	Training Group	Training Provided	Number Trained	Externally Funded By
St Gemma's Hospice, LTHT, Wheatfields Hospice	Band 6 district nurses, specialist nurses, Band 5 community nurses and staff nurses from Care Homes	Communication Skills Training	54	LCH
St Gemma's Hospice, LTHT, Wheatfields Hospice	Leeds Community Healthcare Neighbourhood Clinical Assistants	Palliative Care and End of Life Care Study Days	68	LCH

Education delivered by St Gemma's Community Clinical Nursing Specialists

The Community Clinical Nurse Specialists (CNSs) attended 183 Gold Standard Framework meetings in 2016, an average of 15 meetings per month. These meetings, based in GP practices, are attended by various community professionals involved with patients with palliative care needs. They provide a good educational opportunity for the CNSs to discuss patients, influence the co-ordination of care and give advice on a variety of issues including symptom management. Any new information can be taken to the meetings.

Training Provided	Delivery	Numbers Trained
Pain and Symptom Management at End of Life	At least 5 external sessions in 2016	Between 15-50 participants each session
Workshop facilitation with Dr Jason Ward and Lynn Russon	To Junior Doctors at St James's University Hospital	50 participants
End of Life Care Session for GP Registrars		36 participants
Mentoring nursing students and a QELCA® nurse	Ongoing	Students mentored every month
Communications Skills training		11 internal (Hospice Staff/ Healthcare Assistants) / 12 external
Prescribing in Practice (delivered by Rosie Ratcliffe)	NMP Prescribing course at Leeds Beckett University	30 participants
Talk on palliative care to metastatic breast cancer group		6 participants
Regular informal advice/support to GPs and other healthcare professionals on an ad hoc basis by phone	Regular ongoing	

Clinical Placements and Training

Student Nurses IPU	Student Nurses Community	4th Year Medical	5th Year Medical	Social Work	Therapies	Spiritual Care	Elective Doctors, IPU and Community	Community Elective Nurses
21	5	43	17	3	3	6	18	3

“From the moment I came through the front door on my first day, everyone was really welcoming and friendly. I enjoyed having the opportunity to work in different parts of the service eg spending time with Day Hospice and the In-Patient Unit. I enjoyed every minute of this placement.”

- placement student

Nursing Associate Pilot

In 2012, Lord Willis recommended the creation of the Associate Nurse role in his "Shape of Caring review". The Department of Health aimed to have test sites with established programmes by early 2017.

"The new role is expected to work alongside care assistants and registered nurses to deliver hands-on care, focusing on ensuring patients continue to get the compassionate care they deserve. This new role has the potential to transform the nursing and care workforce and making sure the role has a clear entry and progression point will be crucial in its development." (Higher Education England website)

St Gemma's Hospice is part of a large pilot site with Leeds Teaching Hospitals Trust. One of our staff is undertaking the nurse associate programme and we have been a host site for 6 nursing associate student placements.

4. Internal Training

Care Quality Commission

The AUPC was very proud to be part of the Care Quality Commission (CQC) 'Outstanding' achievement for the Hospice and welcomed the positive feedback:

- 'Extensive training in place'
- 'Ensuring quality at all times – continuous learning and development'

Dementia Friendly Hospice

More than 50 Hospice staff and volunteers have attended the one hour Alzheimer's Society dementia awareness 'Dementia Friends' session delivered by the Hospice 'Dementia Friends Champion'.

St. Gemma's Hospice has joined the Leeds Dementia Action Alliance and has been awarded the Alzheimer's Society status of 'Working towards becoming dementia friendly'. A dementia strategy for the Hospice is being developed to be launched in 2017.



Physician Associates

In January we ran a study day for second year Physician Associate students from the University of Leeds. Physician Associates work alongside doctors and GPs, providing medical care as an integral part of the multidisciplinary team. They play an important role in the diagnosis, treatment and management of patients. The study day, which evaluated very well, covered the principles of symptom control including pain, nausea and vomiting, constipation and breathlessness and also how to manage patients who are in the last year of life. In addition, we offered a 4-day clinical placement to some of the students.

Staff Conference

Our staff conference held in July 2016 was attended by 96 staff. The theme was 'Celebrating and Achieving' and staff from all departments presented key achievements and successes over the last year.

"Absolutely vital to bring staff together and celebrate what we do."

"It's a great opportunity for staff to find out about other roles and what's happening in the wider Hospice."

"Motivational – enjoyed hearing about all the teams' different achievements."

Summary of internal staff training 2016-2017

Clinical Training Sessions Delivered Including:

Conflict resolution	Catheter Training	IV and Central Line update
Medicines Management, Nausea and Vomiting	Advanced Communication Skills Training	Deprivation of Liberties Safeguards (DOLS)
AED / DNACPR	Enteral Feeding	Mentor updates
SystemOne	Clinical induction – Clinical Assessment	Clinical Effectiveness/Quality Improvement/Duty of Candour
Symptom Management	Spiritual and Self Care/Clinical Supervision	Care at End of Life
Recognition of Dying	Patient Safety	Neurological Observations
Advanced Care Planning	Cognitive Impairment	Pressure Area Care
HCA Care Updates	EOLC Learning Outcomes	MND Study Day

Workbook and Mandatory Training Delivered Including:

Safe handling and moving (SHAM)	AED / CPR	Equality and Diversity
Hospice Induction	First Aid	Information Governance
Fire Safety	Infection Control	Safeguarding Children and Vulnerable Adults
Security	Health and Safety	Blood Transfusion

Additional Training Delivered by the AUPC

Supportive Communications	Fire Marshall Training	Fire Safety
Dementia Training	Volunteer SHAM Training	PPM+ Training
Advanced Communications Training	Sensory Awareness	Cascade Training
Fathom Values Training	Safe Release Training	IOSH Training
EXCEL Training	Risk Awareness Training	AV Training
Clinical Volunteer Induction Days	Mindfulness Training	Running a Good Meeting
Mindset Study Day	Staff Conference Celebrating and Achieving	IT Security and Awareness
Donorflex Training	Communications Training Non Clinical	Conflict Resolution Training Non Clinical



Nursing Competencies

End of Life Care Learning Outcomes

A plan has been developed to implement the HEYH End of Life Care Learning Outcomes into clinical practice at St Gemma's Hospice. This will provide a unified approach to the delivery of high quality palliative and end of life care through supporting workforce development, ensuring that all practitioners are confident and able to work with people at the end of their lives. The learning outcomes support career progression and revalidation requirements. Staff will be expected to provide evidence that they meet the learning outcomes, identifying any development or training needs and informing any organisational gaps in training.

This is a 2-year project with 2 phases to implementation. Options were reviewed with clinical team leaders and a way forward agreed for their staff groups. Phase 1 includes a small number of staff from the In-patient Unit (IPU), day hospice and community team and will run from June to November. Experience gained from this will be used to plan Phase 2 of implementation within the hospice. Competency frameworks will be developed within Clinical Support Services to support implementation within these teams. Briefing sessions for all clinical staff are currently underway and a workshop for clinical leads is planned for June.

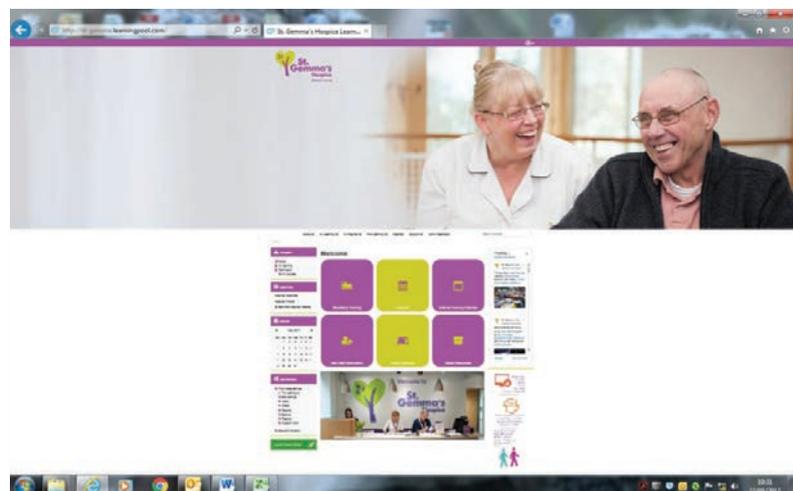
The project will be evaluated both internally and externally with the University of York and other providers in the region.

Health Support Workers Apprentices

Two Apprentice Health Support Workers have successfully achieved their QCF level 2 qualification/ apprenticeship in Health and Social Care and are now in a substantive post working towards the QCF Level 3 in Health and Social Care.

Learning Management System

2016-17 has been a period of time setting up the Learning Management System (LMS) for all staff at St Gemma's Hospice. The LMS is a web-based or software application for the administration, documentation, tracking, reporting and delivery of electronic technology (also called e-learning), education courses or training programmes. This system includes the training interface appraisal system and a revalidation section which are all linked together. A pilot has been undertaken and the system is due to be launched to all staff during the summer of 2017.



Future Planned Training and Development in the Academic Unit 2017 to 2018

Provider of Training	Training to be Provided	Estimated Number of Trainees
St Gemma's Palliative Care Team	Symptom Assessment and Management in Palliative Care – 2 day programme	80
ACST facilitators	Advanced Communication Skills Training (ACST)	100
	European Certificate in Essential Palliative Care	12
University of Leeds, School of Healthcare Senior Lecturer	Ethical Issues in Palliative and End of Life Care	25
Palliative Care Team who have undertaken the QELCA® "Train the Trainer"	Quality End of Life Care for All QELCA®	8
St Gemma's Hospice Lecturer in Palliative Care	End of Life Care for People with Dementia Bespoke dementia training for Care Home staff	30
St Gemma's Hospice Consultant in Palliative Care and Professor of Palliative Medicine, Leeds University	GP Masterclass	30
St Gemma's Hospice Consultant in Palliative Care and Community Palliative Care Team, and Sue Ryder Care Wheatfields Hospice Team	GP Out of Hours	30
St Gemma's Hospice Consultant in Palliative Care	GP Conference – key symptom management update	30
St Gemma's Hospice, Leeds Community Team (LCT) and Wheatfields Hospice	LCT Advanced Communication Skills Training	32
	LCT Communication Skills Training	60
	LCT End of Life and Palliative Care Study Days for Neighbourhood Clinical Assistants	100



Evidence-Based Practice

The Evidence Based Practice Group (EBP) remains productive. A number of clinical guidelines have been updated including; mouth care, breathlessness and a set of diabetes related guidelines. The EBP group has also represented the Hospice in contributing to citywide palliative care guidelines.

A clinical audit programme has been developed. Clinical audits undertaken include delirium and non-medical prescribing. The audit cycle is completed with recommendations for practice, updates to guidelines where necessary, and education for staff.

Practice enquiry, a multi-disciplinary, monthly forum for clinicians to discuss latest evidence and its implications for practice within St Gemma's Hospice, will be launched in May 2017. The first topic will be delirium. The meeting will include a presentation of recent audit results and discussion regarding how we can improve our practice in light of recent research.



Patient related outcome measures:

We remain committed to the implementation of the OACC (Outcome Assessment and Complexity Collaborative) suite of patient related outcome measures developed by King's College, London. These have become everyday practice within the in-patient unit and day hospice areas. They help us understand levels of patient function and independence, patients' views regarding symptom burden as well as the impact we have on their quality of life.

New audio-visual equipment within the ward area means we can review each patient's data as a team on a weekly basis and use this information to enhance clinical decision making.



Conference Facilities 2016-2017

Our conference facilities are a growth source of income with a number of clients booking with us year on year. Income for 2016-2017 was £25,589.36, an increase of £5,000 on the previous year.

Our regular clients include: Hospice UK (several workshops each year), National Council of Palliative Care, Leeds Community Healthcare, Speciality Certificate Examination (SCE) – (now in its 4th year), Osteoporosis Society (3 times a year – now in its 4th year), TREK Travel (3 day course) and Leeds South and East CCG.

“ I just wanted to say thank you to you and your team for looking after us so well. I was amazed at how quickly the turnaround took place in the lecture room after the previous meeting ended so please do pass on my thanks to all concerned.”
- National Osteoporosis Society.

“ I just wanted to say thank you for organising the event for us on 7 May 2016 – it was a great success! The feedback on the venue and food was excellent.”
- Soroptimist International

“ From the warm welcome through to the last taxi departure, your team made a great day brilliant.”
- Hospice UK



Contact Details

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Professional Development Courses

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Conference Bookings

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