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**Supporting information NICE Shared Learning Award application 2018**

* Breakdown of learners attendance to date
* Quotes from the 4/10/2017 event are provided
* Quotes from evaluation forms from most recent EOL Care @ levels 2 & 3 City & Guilds Accredited programme

1. **Breakdown of learners attendances to date:** 
   * **Level 2** registration, 2 teaching days, motoring and workbook completion = 150
   * **Level 3** registration, 5 teaching days, 3 mentoring and workbook completion = 55
   * **Level 5** registration, 6 teaching days, 2 mentoring, workplace observations and portfolio completion = 17
   * Improving Responses in “Forgotten Communities” = 86
   * Palliative Management in COPD = 34
   * Conference, 2 days = 68 each day total =136
   * SAGE & THYME communication workshops = 67
2. **What has this meant to staff, patients and service users?**

**Direct quotes from Recognition and Evaluation event 4th October 2017**

Purpose of the event is to:

* Recognise the achievements of learners
* Evaluate the course programmes which support learners in their achievement.

**From managers:**

* Staff who attended the EOLC at levels 2, 3 and 5 return to work full of confidence and eager to share their knowledge. From a manager’s perspective, this is a warm feeling, I am proud of them.
* The course has enabled the staff nurse to be more involved with the EOL team at SATH and communicate with the hospice team at Telford
* Two members of my staff attended, they have since raised awareness. We have looked at and improved our own practices. “Link Nurse Champions.” who now keep the rest of the staff up to date with changes

**From learners, what will you do differently?**

* How to work and overcome challenges to enable our residents to have a “good death”
* I shared DNAR with a tenant and where to source info re death of a loved one
* The course has increased my awareness of the emotions and challenges people nearing the end of their lives and their carers have to face and to help on a personal level – bereavement etc.
* It has made me a lot more confident and I have a lot more knowledge. I have also been able to help and give my work colleagues advice
* I have used my knowledge & skills to find out more about things available in the area like the ‘swan scheme’
* Be sensitive to patients and their families when discussing DNAR. Ensuring that DNAR are discussed with patients and their families and not just decided/discussed between healthcare practitioners.
* Strengthen plans to embed ACP in our practice. I feel more confident to discuss ACP with patients and family. I will be able to cascade this information to my nursing colleagues
* Introduction of ACP into my practice, and to inform and encourage use by Team members to improve patients quality of care and promote dignity
* I am more aware of ACP and the Hospice website. Review my own documentation standards and those of my team
* Today has further confirmed the importance of ACP and I hope to raise the topic with patients earlier in their journey, to ascertain their wishes and do our best as a service to fulfil those preferences
* I feel clearer on the prognostic indicators for non-malignant conditions which will influence how I will support Ps and families through the process of ACP
* Stressed the importance of communication and picking up on cues and opportunities to discuss ACP, at the patients pace
* I enjoyed team work, talking as a group and learning from one another
* Evaluation comment from manager “*I was able to keep a resident in our care home as I had recorded that this was what she wanted and now have the confidence to support her.”*

**Evaluation Summary, City and Guilds End of Life Award Level 2 - 29/11/2017**

**Tell us the parts of the course you found most useful**

* I enjoyed the team work, talking as a group and learning from one another
* All of the course opened my senses and thoughts on death and dying as I have always avoided thinking about it
* Group work, handouts and support from tutors
* All of it. It was made easy to learn
* The quiz
* As a family carer not employed, I was concerned the course would not be applicable. However, it has been useful, informative and has inspired me to work in end of life care
* Learning about people’s feelings and dealing with them as possible
* All aspects of the course increased my understanding and provided a good level of knowledge. Enjoyed bubble busters as a refresher of what we learnt. Type of services and what is available for people in end of life stages
* I found all of the course useful. Gave me information at a level I could fully understand both verbally and written. A lovely group felt at easy asking questions and joining in group discussions

**How will this course change your work practice and what will you do differently?**

* Again it has opened up my senses and thoughts and mindful of a persons end of life journey
* Having more knowledge about end of life
* Use end of life pathway when advising relatives. Offer death and dying discussions, future care plans for end of life – advanced directives
* Help the family and me to understand more
* Listen more, take more time with relatives, continue to give the best EOL care to my residents
* This course has made me realise how important listening and talking is, getting it right. It has refreshed what I do on a daily basis and I feel confident
* I will listen more and carry on learning
* Increased understanding around difficult conversations and having the courage to ask difficult questions. Not directly working in end of life about our services users’ needs will change rapidly and awareness of roles and responsibilities and how to get advice
* It will give me more confidence to work with patients in end of life and communicate with other members of the MDT, family and carers

**Tell us what you think could be improved on this course or done differently**

* I cannot see any improvements; it was well presented with humour, care and professionalism, a difficult balance but expertly achieved. Thank you
* Jade and Garry are brilliant. I don’t think the course can be improved
* Example of how much work is expected when completing booklet. Have I done enough or too much?
* The whole course was excellent. And delivered by Jade and Garry very professionally. Made to feel at ease when asking questions. I have really enjoyed the course
* Course excellent. Both tutors had very good knowledge and very approachable

**Evaluations Summary City and Guilds End of Life Award Level 3 – 28/11/2017**

**Tell us the parts of the course you found most useful**

* Everything!
* Advanced care planning, verification of death and having a tour of the hospice
* Really good group discussions really good learning
* Loved the group discussions and group participation. Enjoyed it all. Loved learning
* Everything was useful
* Every part was great. Left me wanting to do more to share
* Dealing with family/ carers – communication. Verification of death
* All of it ☺
* Learning about the different documents and policies around end of life and how these have changed over time

**How will this course change your work practice and what will you do differently?**

* This course has built my confidence in my job role
* I will have more confidence. I love end of life and would love to work more in this area as I just feel it is such a privilege to do so
* More of an understanding of end of life care and I will take this back with me
* Make me “think more”, has made me more aware of my communication skills and observing patient communication
* I will be able to pass my knowledge onto other team members
* To develop my own practice and support my staff team
* Be able to communicate easier with patients, family, carers, have more information
* More awareness in end of life care and aided communication skills and information sharing
* Learning about verification of death and new policies that have been implemented particularly regarding OOH services. Better communication skills difficult conversations

**Tell us what you think could be improved on this course or done differently/ any other comments**

* Thank you for making the course so good!
* I absolutely loved this course. Setting etc. is just great. Facilities fab. Teachers Jade and Gary are excellent and such good fun teachers
* Keep up the good work. Lovely Jade and Gary
* Keep on doing what you are doing. Thank you Jade and Gary – Fab
* Nothing can be improved or done differently as it was all perfect. I would just like to say thank you
* Thank you to both for a brilliant course loved it ☺
* Fantastic course and very approachable tutors