

‘She felt like she’d had a weight taken off her back’

Providing support with grief and practice-based learning after a death in a care home.

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- All the NHS staff who trained as facilitators and delivered OSCaRS
- All the care homes who participated in OSCaRS

Audience Polls

Poll 1

Who is in the virtual room – where do you work or area of interest?

- Care Home
- Care Home Support Team
- Care at Home
- NHS Acute
- Primary Care/Community
- Specialist Palliative Care/Hospice
- Further/Higher Education
- Other

Objectives


- Tell you why and how we have been providing support with grief and practice-based learning to staff after a death in a care home in Lothian.

We call it OSCaRS

***Online Supportive Conversations
and Reflection Sessions***



- Explain and discuss what happens at an OSCaRS
- Share our experiences and learning of developing this form of in-reach support to care homes
- Outline current work in NHS Lothian to establish a team of facilitators and spread OSCaRS



Learning outcomes

- Knowledge of how OSCaRS can be used to provide support with grief alongside practice-based learning on end of life care in care homes
- Knowledge of what is required to establish a team of OSCaRS facilitators to work with care homes in a locality.

Why is
there a
need for
OSCaRS?

Poll 2

How many care home beds are
there in the Scotland?

- a) 30 500?
- b) 200 000?
- c) 400 000?

This is why
there a
need for
OSCaRS?

How many care home beds are there
in UK?

c) 30500

- Nearly three times more than NHS
beds

Why is
there a
need for
OSCaRS?

Poll 3

How many people die in care
homes in Scotland each year?

- a) 5 000?
- b) 12 000?
- c) 19 000?

This is why
there a
need for
OSCaRS?

How many people die in care homes in
Scotland each year?

b) 12,000

- Projected to be 19,000 by 2040
- Around 20% of the population die in care homes compared to around 5% in hospices

Why is there a need for OSCaRS?

Poll 4

How many people work in care homes in Scotland?

- a) 52,920?
- b) 257,000?
- c) 751,851?

This is why
there a
need for
OSCaRS?

How many people work in care homes
in Scotland?

a) 52,920

- Vast majority are not nurses
- On average a third of the people they care for will die each year – all staff carry grief
- Education and skills in caring for dying people, and support for care home staff is crucial

The need was
great.....then
it got greater

- Group Reflective Debriefing Sessions (Hockley 2014).
 - Reflective Debriefings as a Test of Change by the Care Home Innovation Partnership Lothian
 - Face-to-face and monthly

April 2020

- 200% increase in deaths in care homes in the first 10 weeks of the pandemic
- CSO COVID-19 Rapid Research funding to undertake a 'pilot' study to evaluate the effectiveness of 'online' supportive conversations and reflective sessions (OSCaRS) for care home staff during the pandemic

[Edinburgh Napier University | SHSC | People and Practice Care Home Conference 2021 – YouTube](#)

Film

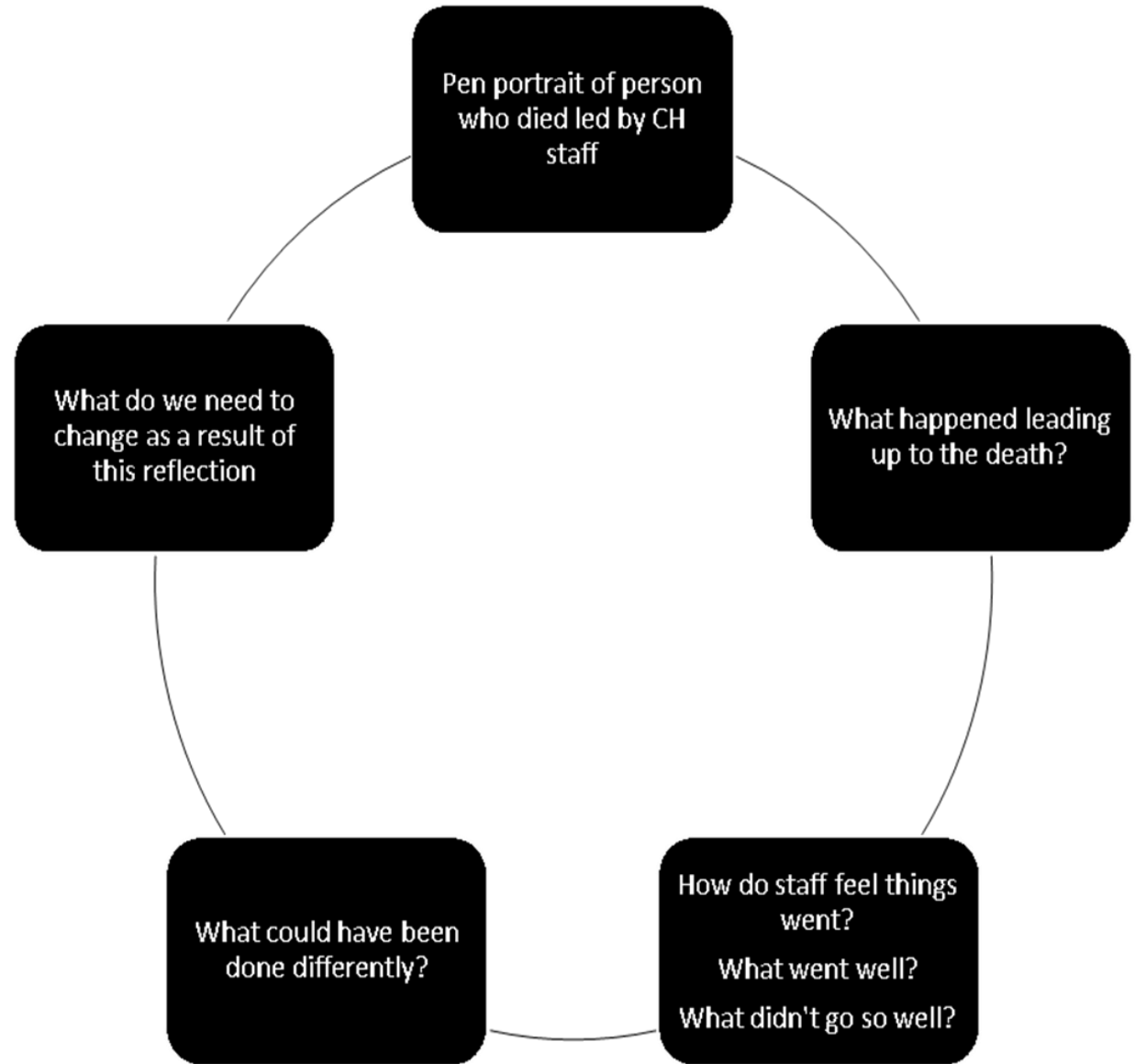
A student nurse tells us of her experiences working in a care home during the pandemic

Showing us again the need for support with grief and practice-based learning for all care home staff

Key Components of an OSCaRS



What happens at an OSCaRS?



Topics
covered in
OSCaRS

definition bereavement
spiritual care communications
anticipatory care pain assessment
staff grief palliative care
process sudden death
stage vocabulary dementia
dnacpr

OSCaRS

Emotional Support



“After the first session, two staff that had taken part thought it was so good that I asked them to speak at the next team meeting. So they shared how helpful they’d found it and one of them actually said she felt like she’d had a weight taken off her back” (Interviewee CH1)

“They really care about them. But when they describe what they’ve done for the person, I think they really love hearing that it sounds like they did a great job. You can see the relief and the happiness in their face that they think they’ve got it right.... I think it makes them feel valued. I think we can reassure them that they are getting it right”. (Facilitator ID78)

OSCaRS

Bringing
Education Alive



"...you wouldn't always get [that] in a formal teaching environment ... they're more open to saying things like, "oh, but why did they turn blue", and "what was that about?" ... and just these, kind of, questions [F4 interview]"

Making training come alive or making education come alive in a very sort of individualized, reflective way [F3 Interview]

TWO EVALUATIONS



OSCaRS are a feasible, acceptable and beneficial way of providing emotional/wellbeing support through context and challenge specific supportive conversations with care staff which also provides much needed practice-based opportunities to learn about end of life care.

Johnston, L. Hockley, J. Watson, J. Shenkin, S. (2021) Online Supportive Conversations and Reflection Sessions (OSCaRS): A Feasibility Study with Care Home Staff during the Pandemic International Journal of Practice Based Learning in Health and Social Care
<https://doi.org/10.18552/ijpblhsc.v10i1.743>

Hockley, J. Watson, J. Johnston, L. Shenkin, S. Practicalities of providing practice-based learning in end of life care for care home staff: lessons from 'Online' Supportive Conversations and Reflection Sessions. [OSCaRS] (In press International Journal of Older People Nursing)

Key Learning



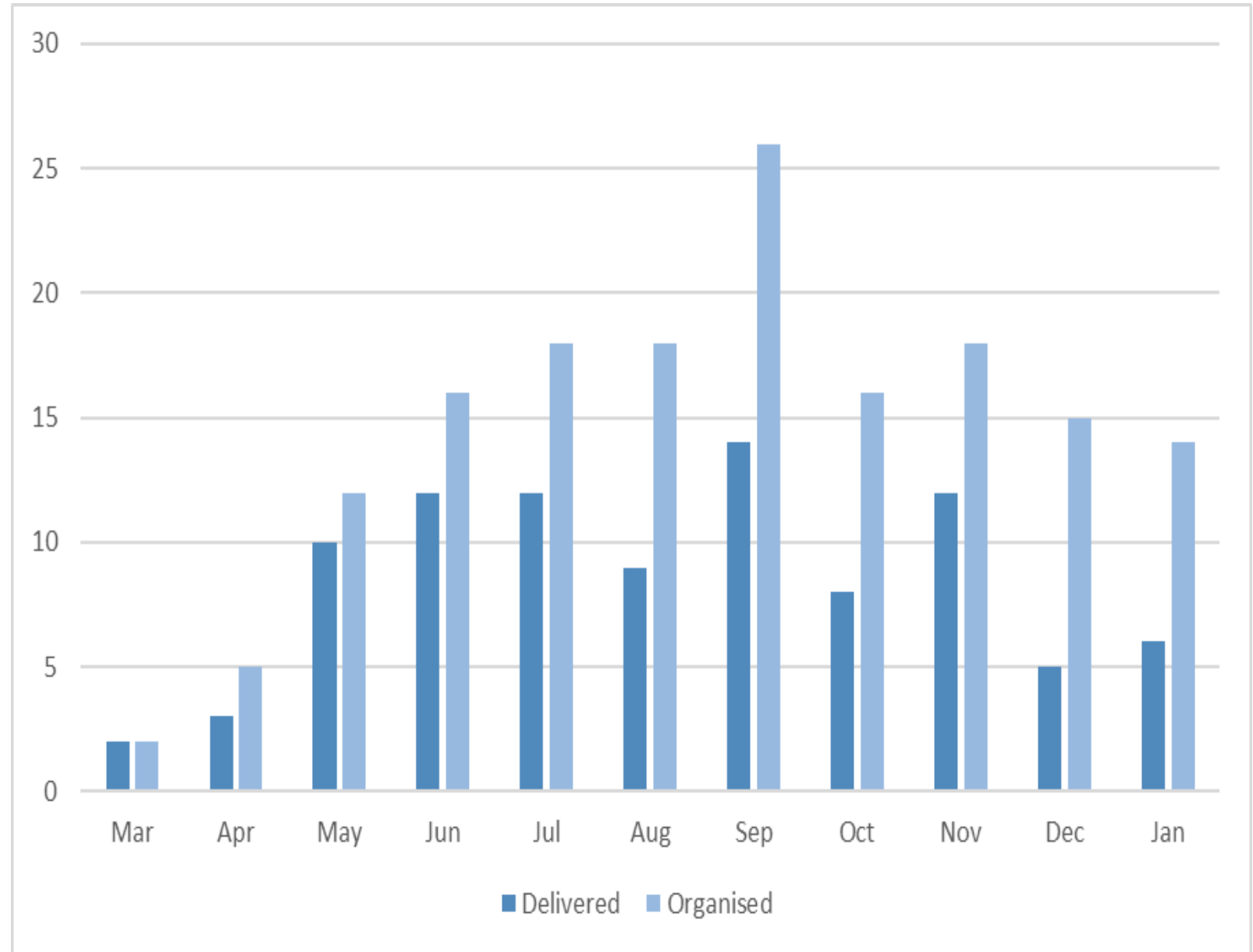
Practice-based group reflection in end of life care enables individual support and learning for care home staff, who have little knowledge of the process of death/dying and is different from planned educational initiatives.

‘Online’ reflective conversations and reflection sessions using a specific tool, capture the complexity and situatedness of death/dying in care homes especially sudden death.

Specialist palliative care facilitators and care home practice educators are well placed to facilitate OSCaRS but delivery and sustainability is challenging.

Education on palliative and end of life care for care home staff is needed and wanted but staff shortages and workload can make it difficult to prioritise.

Needed and wanted....but difficult to prioritise





Despite
challenges
they are still
being
delivered....

April –Sept 2020

Feasibility Study with 3 care homes

Jan 2021- Jan 2022

Roll out to 22 care homes and development
of a community of facilitators

March 2022- March 2023

NHS Lothian sustains the service

August 2023

NHS Lothian appoints a Senior Project
Manager (OSCaRS)



Move to
mainstream

Opportunities

- Blended online/face to face offer
- Widen the offer to more Care Homes/ services
- Expand the scope of support
- Test the criteria for other professionals with relevant skills to facilitate OSCaRS
- Support network for facilitators

Challenges

- Finance & sustainability
- Pressures across the Health & Care Home sector
- Capacity vs demand
- Facilitator knowledge & skills



Developing a
Community
of Practice

- Recruitment:
 - NHS (Care Home Support Teams, Practice Education Facilitators, Quality Improvement Teams)
 - Specialist Palliative Care
- Education, CPD sessions for facilitators
- Hands on experience of delivering OSCaRS through shadowing and then leading
- Group and individual supervision
- Community of Practice



Priorities for 2024

- Recruit and support new facilitators.
- Explore an increase in both range and scope to potentially incorporate other concerns a care home may have around palliative care.
- Test recruiting facilitators from within care homes. This will support ownership, participation and sustainability.
- Expand capacity and support more OSCaRS.



If you would like more information please scan the QR below or to take part either as a facilitator or as a care home, please email:

loth.oscars@nhslothian.scot.nhs.uk





Care Home programme aim: To work in collaboration and partnership with key stakeholders to influence and support sustainable system wide delivery of consistently high quality end of life care in care homes across Scotland.

Open Discussion

How can we best support end of life care through in-reach into care homes?

Are OSCaRS a good way forwards?

- For care homes?
- For those who support care homes e.g. CHSTs, specialist palliative care?



Thank you for listening!