

Working together: Improving end of life care through better integration

Front line sessions

facilitator guidance



This guidance will help you to run learning and development sessions on how front line workers can work together to support people at the end of their life, as well as how to use the PowerPoint as part of the training.

Session aims

- increase understanding about and awareness of end of life care
- share the key messages about how front line workers can work together to support people at the end of their life
- increase understanding and knowledge of other people's roles and experiences.

Target audience

- anyone working directly with people at the end of life, including carers
- people whose role may include the need to plan for, or talk about death or dying
- anyone whose role requires them to have a good understanding of care and support for people at the end of life (including commissioners and managers)
- to achieve the aims of the session it is essential that the audience includes people from different settings.

Session length

One and a half hours minimum, watching the film will add around half an hour. More time can be allocated for discussion if needed. The original sessions (which did not include the film as it was in production at the time of the pilot sessions) lasted one and a half hours, but could easily be extended to allow more discussion.

Resources available to support the session

- film **'it helps to talk'** highlighting the importance of integrated working
- practical messages for front line workers
- PowerPoint presentation
- an interactive PDF titled 'Practical messages for front line workers'
- a handout describing the key messages
- a project summary explaining how the materials were developed.

This session is designed to complement accredited training, although it is not in itself an accredited programme.

Session activities

1. Introduction to session

Use the first three slides of the PowerPoint and talk briefly about the importance of working together, and how individuals can make important differences. Today is about exploring the things that each person can do. Allow 5 minutes .

2. Introductions and finding out about different roles

Ask participants to work in pairs/threes/small groups with people they don't know if possible, introduce themselves and briefly talk about their role/experience/concerns when working with people at the end of their lives. If working in pairs or threes allocate around 15 minutes. If people are in larger groups then give a bit more time. They should summarise the range of roles/activities/perspectives/concerns on sheets (we used cloud shaped paper).

If the group is not too big, feedback about each role and experience can be shared with the whole group, with a facilitator noting down key points. Ideally this should not take more than around another 15 minutes, so feedback needs to be brief. If the group is large ask for one key thing from each person or a couple of things per group to keep within the time.

Outcome

- an opportunity to share models of good practice and make links with other colleagues in the sector.

3. Working together

- a. Emphasise that the focus of the session is about what each individual can do, rather than describing the ideal service. Note that the key messages were developed by practitioners and carers thinking about their own experiences. Allow 5 minutes.
- b. Talk through the key messages which are on the PowerPoint, slide 4 onwards. Allow 10 minutes.
- c. Watch the film either here or at the beginning of this activity. Allow 30 minutes.
- d. Discussion with whole group or smaller groups. Talk about what each person might do, looking at their workplace. If it is a small group, discussion feedback should be limited to three important things to do differently. If it's a large group, the facilitator can pull different actions out as the discussion takes place. Feedback can be linked to the practical steps described in the PowerPoint. Allow 30-40 minutes.
- e. Show the final slide and introduce the other available resources to help people in their work such as the interactive version of the practical messages for front line workers.

Outcomes

- better understanding of the importance of working together to the quality of care and support to people
- better understanding of some of the ways individual workers can contribute to this
- increased knowledge about different roles.

4. Next steps

Give each person an envelope and a piece of paper and ask them to write down one thing they are going to do differently when they go back to work. Ask them to put the piece of paper in the envelope and seal the envelope which they address to themselves. The message should be given back to them within a month of the session.

Final point: it doesn't matter what your role is, there is always something you can do to make a difference. It can be something that seems small, like listening better, or involving relatives more. Allow 5 minutes.

Outcomes

- learning from the day is applied to practice
- each learner has a personal goal to help them work in an integrated way
- there is a reminder to help people apply what they have learned.

