Investing in family carers: a model for practice implementation of carer assessment and support within palliative care (Plan, Pilot, Train, Sustain)

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Background
- The Carer Support Needs Assessment Tool (CSNAT) intervention ensures a person-centred approach to carer assessment and support within palliative care.
- In response to national and international demand, an online toolkit has been developed to provide palliative services with more accessible preparation and support for implementation of the CSNAT intervention.

Aim
- To test the feasibility of an online implementation toolkit to assist services to Plan, Pilot, Train and Sustain a person-centred approach to carer assessment and support within palliative care.

Methods
- The Plan, Pilot, Train, Sustain model has been developed from the ongoing CSNAT research programme; based on feedback from 89 organisations using the CSNAT intervention.
- This model underpins the implementation toolkit developed within a multi-disciplinary team including expert input from practitioners and an online developer.

Results
- Five pilot services were recruited in March 2017 and completion of the training is underway.
- Feedback is being sought on toolkit content and the online user experience via an online survey and qualitative interviews.

Conclusions
- Palliative services are under increasing pressure to assess and address family carers’ support needs.
- This implementation toolkit will provide organisations with accessible and structured guidance on how to implement a person-centred approach to carer assessment and support and ensure embedding into practice.

The CSNAT Approach Implementation Toolkit

Plan: Get ready for implementation
- Focus on:
  - Getting ‘buy-in’ from management and practitioners.
  - Identifying current practice.
  - Setting goals for the implementation.
  - Laying the groundwork: collecting and recording information, administrative considerations.

Pilot: Implement on a small scale, evaluate and adapt
- Focus on:
  - Monitoring and reviewing progress.
  - On-going engagement of all practitioners and management.
  - Normalising a new way of working.

Train: Ensure practitioners receive training (If applicable)
- Focus on:
  - Learning about The CSNAT Approach.
  - Planning for how it can be used in practice.
  - Opportunities for group discussions.

Sustain: Sustaining and evaluating
- Focus on:
  - Planning for how to use of The CSNAT Approach.
  - Determine if ready for wider-scale implementation.

Organisational learning

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