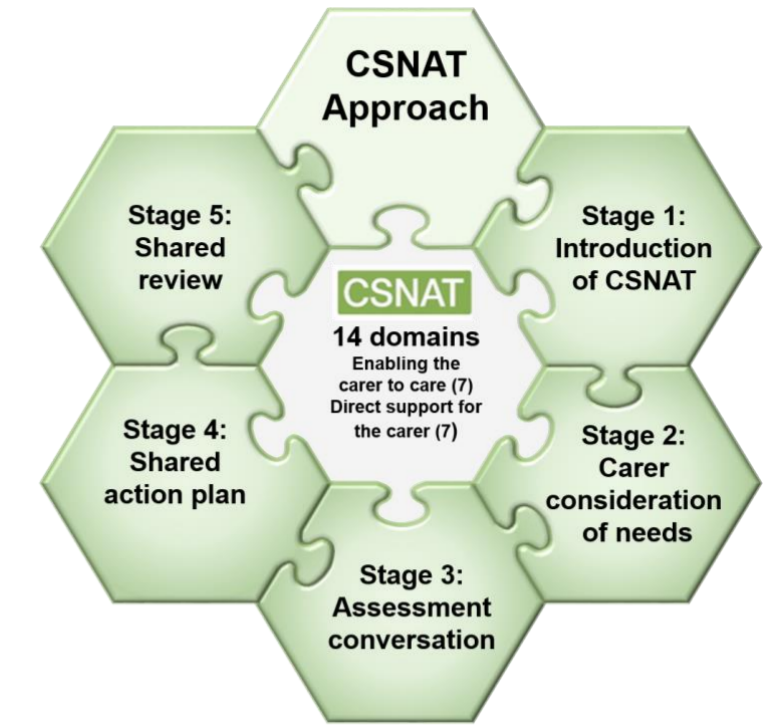


Investing in family carers: a model for practice implementation of carer assessment and support within palliative care (Plan, Pilot, Train, Sustain)

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.

The CSNAT Approach Implementation Toolkit

CSNAT | Carer Support Needs Assessment Tool

Plan, Pilot, Train, Sustain

Methods

- The **Plan, Pilot, Train, Sustain** model has been developed from the on-going 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.

Focus on:

- Monitoring and reviewing progress.
- On-going engagement of all practitioners and management.
- Normalising a new way of working.

Sustain:

Sustaining and evaluating

Focus on:

- Learning about The CSNAT Approach.
- Planning for how it can be used in practice.
- Opportunities for group discussions.

Train:

Ensure practitioners receive training (If applicable)

Focus on:

- Planning for how to use of The CSNAT Approach.
- Piloting: Plan, Do, Study, Act.
- Determine if ready for wider-scale implementation.

Pilot:

Implement on a small scale, evaluate and adapt

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.

Plan:

Get ready for implementation

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.

Organisational learning

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.

Contact details for further information*

Dr Janet Diffin, Queen's University Belfast, School of Nursing and Midwifery, Email: j.diffin@qub.ac.uk
 • For further information see: csnat.org
 Toolkit development was funded by **NIHR CLARHC Greater Manchester**. The views expressed are those of the authors and not necessarily those of the NHS, NIHR or Department of Health