A model for practice implementation of a person-centred approach to 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** process of carer assessment and support within palliative care.

- In response to **national** and **international demand** for CSNAT training**,** an online toolkit has been developed, enabling more accessible preparation and support for implementation.

- The online toolkit is underpinned by a model for practice implementation (**Plan, Pilot, Train, Sustain**) informed by feedback from 89 organisations using the CSNAT intervention in practice.

The online toolkit consists of two learning components:

(1) Individual level: Knowledge for practitioners to use the CSNAT intervention.

(2) Organisational level: To assist a project facilitation team to plan, pilot and sustain implementation.

The CSNAT Approach Implementation Toolkit

CSNAT — Carer Support Needs Assessment Tool

Plan, Pilot, Train, Sustain

Sustain: Sustaining and evaluating

Train: Ensure practitioners receive training (If applicable)

Pilot: Implement on a small scale, evaluate and adapt

Plan: Get ready for implementation

← Organisational learning →

Aim: To test the **feasibility** of an online toolkit to assist palliative care services to implement a person-centred process of carer assessment and support.

Methods

- **Five** UK palliative care services participated and selected 2-4 practitioners to complete the online toolkit.

- **Online survey** following completion of each learning component for-feedback on content and system usability.

- All participants invited for **follow-up interview**.

Results

- 15 practitioners completed an online survey and 13 agreed to be interviewed.

- Feedback on content and usability was **positive;** respondents indicated both learning components improved their understanding of the topic and were **useful for practice.**

  It was just so informative and it was something that could be a great asset to an organisation

  The ability for multiple people just to log-in at different points and then come together and ask questions is much more suitable for the environment we work in

- Organisational support reported to be important for completion of online training included the provision of **IT equipment, dedicated time and space**.

  Just being able to go off to a separate office was really helpful

- A designated **contact for support** and to answer questions was reported as needed, particularly once practitioners were actively planning for implementation.

  Another suggestion we had was, if there was a helpline. So you know people could just phone up with questions

Conclusions

- This online toolkit will enable palliative care services to respond to the increasing pressures to identify and address the support needs of family carers by providing easily accessible and structured guidance on implementation of the CSNAT intervention.

- Whilst online learning is welcomed by practitioners, a point of contact for support during implementation planning would be welcomed.