A model for practice implementation of a person-centred approach to carer assessment and support within palliative care (Plan, Pilot, Train, Sustain)

Janet Diffin, Gail Ewing, Christine Rowland, Gunn Grande

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.

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.

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.