



2. An overview of the The CSNAT Approach Implementation Toolkit

An online training package for organisations seeking to implement a more systematic and comprehensive approach to identifying and addressing the support needs of carers.

The CSNAT Team

Professor Gunn Grande

Professor of Palliative care
The University of Manchester

Dr Gail Ewing

Senior Research Associate
University of Cambridge

Dr Janet Diffin

Research Fellow
Lead content developer



Background to the Development of The CSNAT Approach Implementation Toolkit

Our programme of work began in **2007** when we realised that whilst it was widely known that support was important during caregiving in terms of carers' health and well-being, it was not well known which aspects of support were most important to carers. There were also no tools suitable for assessing carers' support needs in a systematic way within everyday practice.

We carried out two studies where we asked carers themselves to tell us what the key aspects of support were for them when caring for someone with a palliative illness. From the results of these studies, we developed the **Carer Support Needs Assessment Tool (CSNAT)**.

Through further work with services using the tool in practice, it became apparent that to benefit carers, the CSNAT needed to be used within a person-centred approach which enables carers to consider, express and prioritise their support needs. Dr Lynn Austin helped to develop which is now known as **The CSNAT Approach**; a five stage process of assessment and support for carers.

The next step was to understand how The CSNAT Approach could be successfully implemented into routine practice across a range of palliative and end-of-life care services.

From our overall programme of work we learnt that implementing The CSNAT Approach in practice requires two things:

1. Practitioners need to learn about The CSNAT Approach and how it can fit within their practice.
2. Their organisation needs to have a clear plan in place to support and sustain implementation.

We have therefore developed this online toolkit to support practice organisations to successfully implement The CSNAT Approach.

We know that there are numerous policies and guidelines highlighting the need to identify and address carers' support needs, yet to date there has been little guidance on how this can best be achieved within palliative and end-of-life care. We hope that this training package helps address this gap and will provide your organisation with comprehensive guidance to help invest in family carers.

Contents

This toolkit comprises two Learning Units which are important for implementation and contain a wealth of information and useful resources to help you along the way.

Learning Unit 1: Using The CSNAT Approach in practice

This component contains **two modules** and is for **everyone involved in using or supporting the use of The CSNAT Approach** within an organisation. It will provide the necessary information for practitioners to use The CSNAT Approach in their practice.

Module 1: Reflection on current practice and introduction to the CSNAT

This module provides users with an opportunity to reflect on their current practice of working with carers and provides an introduction to the Carer Support Needs Assessment Tool (CSNAT).

Learning objectives

- To gain an **overview of the work done with carers in current practice.**
- **To gain an understanding of the CSNAT tool.**

Module 2: The CSNAT Approach

This module provides users with information on how the CSNAT has been incorporated into a five stage person-centred process of assessment and support for

family carers. It provides examples of how others have used The CSNAT Approach and encourages users to plan for how they could use this approach in their everyday practice.

Learning objectives

- **To gain a thorough understanding of the five stages of The CSNAT Approach.**

Learning Unit 2: Implementing The CSNAT Approach within your organisation

This component contains **four modules** and guides a **team of individuals** within the organisation (Project Facilitation Team) on how to plan for implementation of The CSNAT Approach, carry out a small pilot, train their colleagues (if applicable), and sustain implementation of The CSNAT Approach in the longer-term.

Module 3: Planning: getting ready for implementation

This module guides the project facilitation team through the **planning activities** that we have found to be important to consider before your organisation starts using The CSNAT Approach in practice.

Learning objectives

- Understand how to take a project planning approach to implementation of The CSNAT Approach.
- Understand the key issues to think about early on including the format of CSNAT documentation, the carer record

and the information that will be recorded to demonstrate your organisation's use of The CSNAT Approach.

e.g. review meetings, obtaining staff views, audit & review.

Module 4: Piloting: Getting started with implementation

This module helps the project facilitation team, to think through the practicalities around **incorporating The CSNAT Approach into routine practice** and provides guidance on how to carry out a **small pilot**.

Learning objectives

- To understand the benefits of piloting the use of The CSNAT Approach within each service that aims to use the approach.

Module 5: Cascading training

This module will help the project facilitation team to plan for training sessions and/or training feedback sessions with their colleagues (if applicable).

Learning objectives

- To understand how to deliver training in the use of The CSNAT Approach and facilitate discussions with staff

Module 6: Sustaining implementation of The CSNAT Approach

This module will provide advice on how to **monitor progress of** the implementation of The CSNAT Approach.

Learning objectives

- To understand the importance of carrying out tasks that will help ensure the longer-term sustainability of The CSNAT Approach

How long will it take to complete each Learning Unit?

Duration: The time required to complete each Learning Unit is **approximately two hours**. This does not include time for group discussions.

You may need more or less time depending on many factors (e.g. your reading speed, familiarity with online learning, IT Skills).

You will however be able to work at your own pace and you do not have to complete the whole module at one time; you are free to complete some content and then return to it at a later stage. Remember to make a note of where you finished so that you can resume where you left off.

Maximising the effectiveness of online learning

A number of factors can help your organisation to get the most out of the online learning experience.

1) Getting support from the senior management team

Investment in terms of time and resources is important for successful implementation of The CSNAT Approach. This includes the provision of 'protected time' for practitioners to complete the learning units relevant to them (this could be as part of their own professional development). This is all part of developing a 'culture of learning' within an organisation.

2) Using a blended learning approach

Throughout the modules we indicate where group discussions will be beneficial. These discussions are really helpful for the learning process and for engaging with staff and giving them an opportunity to ask questions.

3) Good IT facilities and support

This will inevitably vary across organisations and may be an issue for smaller organisations. The use of a more blended approach to learning and more group learning sessions could help overcome any difficulties.

If you do not have a dedicated IT lead, you could 'buddy' someone who may be less experienced in relation to their IT skills with someone who is slightly more experienced so they have someone to answer their questions or help them if they are experiencing any difficulties. You could also arrange group learning sessions so people have others around if they need any help.

Acknowledgements

Content developers

- Dr Janet Diffin, The University of Manchester
- Dr Gail Ewing, University of Cambridge
- Professor Gunn Grande, The University of Manchester

Contributors to content

- Dr Lynn Austin, The University of Manchester
- Kay Greene, Mary Ann-Evans Hospice

Development of the online training package

- Janet Nichols

Contributors to video and audio clips

- Lynne Carmichael, Ayrshire Hospice
- Julie Marshall, Ayrshire Hospice
- Claire Hewitt, Hospice of St Francis
- Kay Greene, Mary-Ann Evans Hospice
- Eileen Scott Nally, Galway Hospice Foundation
- Jackie Moore, CSNAT carer representative

Funder

Collaboration for Leadership in Applied Health Research and Care (CLAHRC) Manchester

With special thanks to the funders of our previous research projects

The findings of these projects helped to inform the content of The CSNAT Approach Implementation Toolkit.

- Dimpleby Cancer Care
- Marie Curie
- Hospice UK
- Burdett Trust for Nursing
- NHS National Institute for Health Research (NIHR)
- Bupa Foundation: The Medical Research Charity
- National Association for Hospice at Home

We would lastly like to thank all the practitioners and carers who participated in these projects and provided us with the valuable feedback which helped inform the content of this training package.