



An Introduction to Planning for the Last Years of Life Training Programme in Islington

Report 2018/19

In 2018/19, Islington Clinical Commissioning Group commissioned Gentle Dusk, for a fifth year, to deliver a combination of 1-day and ½ day 'Introduction to Planning for the Last Years of Life' training courses to staff working and volunteering in Islington. The training is designed to run alongside the Future Matters project, which Gentle Dusk delivers in partnership with Age UK Islington, and which raises awareness of the importance of planning for the last years of life amongst the public.

The aim of the training is to:

- Increase participants understanding of the importance of planning for the last years of life and equip them with the knowledge, skills and confidence to enable them to initiate conversations

Learning outcomes for the training programme

By the end of the training, participants will be able to:

- Explain what planning for the last years of life is and why we need to do it;
- Discuss what makes it difficult to talk with service users about dying and end of life care;
- Reflect on what might be important to them towards the end of your life;
- Discuss how someone can record their end of life wishes in an advance care plan and explain their role in the advance care planning process;
- Use a range of strategies and skills to initiate conversations about dying and planning for the end of life;
- Identify where they can signpost service users for further information and support; and
- Identify key actions you will implement to help your service users plan for the end of life.

Key achievements

- Four 1 day and four ½ day 'Introduction to Planning for the Last Years of Life' courses were delivered.
- 120 people attended the courses from 19 different Islington based organisations.
- 98% of participants rated their level of understanding as 'very good' or 'good' at the end of the training compared to 40% at the start of the training.
- 73% of the training participants rated the overall facilitation of the training as 'very good' (the top rating) and 24% rated it as 'good'
- 78% of the training participants gave their overall rating of the training as 'very good' (the top rating) and 19% rated the training as 'good'
- 100% of participants said they would recommend the training to others.
- 100% of training participants took away key actions they wished to implement following the training

Outcomes

The training programme was delivered between July 2018 and February 2019 and in total 120 people from 19 different organisations attended.

The following courses were delivered:

- Two 1-day courses open to individuals from any Islington based organisation.
- Two 1-day courses that specifically focused on planning for the Last Years of Life for those supporting adults with learning disabilities;
- Three ½ day courses delivered ‘in-house’ to staff working in three care homes;
- One ½ day course that was open to individuals from any Islington based organisation.

Table 1 below shows a comparison between the courses delivered and number of participants that attended over the 5 years that we have been delivering the training.

| Table 1. Number of courses delivered and number of participants attended each year since 2014 | | | |
|--|-------------------------------|--|--|
| | Courses delivered | Number of participants attended | Number of organisations represented |
| Year 1 (14/15) | 2 x 1-day & 6 x ½ day courses | 97 | 20 |
| Year 2 (15/16) | 3 x 1-day & 6 x ½ day courses | 84 | 23 |
| Year 3 (16/17) | 3 x 1-day & 6 x ½ day courses | 94 | 23 |
| Year 4 (17/18) | 3 x 1-day & 6 x ½ day courses | 102 | 21 |
| Year 5 18/19 | 4 x 1-day & 4 x ½ day courses | 120 | 19 |

Tables 2 & 3 below outline the organisations that received the ‘in-house’ training programmes this year (18/19) and those that attended the ‘open’ sessions. The tables also indicate the numbers of people who booked onto the courses and the actual number that attended.

| Table 2. 1 day and ½ day ‘open’ courses | | | | |
|--|--|-------------|----------------------------|------------------------------|
| | Length of Course | Date | No. of staff booked | No. of staff attended |
| 1 | 1-day | 26.07.18 | 17 | 16 |
| 2 | 1-day (focus on Learning Disabilities) | 13.09.18 | 18 | 10 |
| 3 | 1-day | 13.11.18 | 17 | 21 |
| 4 | 1-day (focus on Learning Disabilities) | 04.12.18 | 14 | 11 |
| 5 | ½ day course | 14.02.19 | 19 | 16 |

| Table 3. ½ day courses delivered ‘in-house’ | | | | |
|--|-------------------------|-------------|----------------------------|------------------------------|
| | Organisation | Date | No. of staff booked | No. of staff attended |
| 1 | St Anne’s Care Home | 12.07.18 | 21 | 21 |
| 2 | Muriel Street Care Home | 06.09.18 | 22 | 18 |
| 3 | Lennox House Care Home | 18.10.18 | 18 | 7 |

Table 4. below outlines the 19 different organisations that were represented on the training courses and the number of people from each of these organisations that attended any one of the courses.

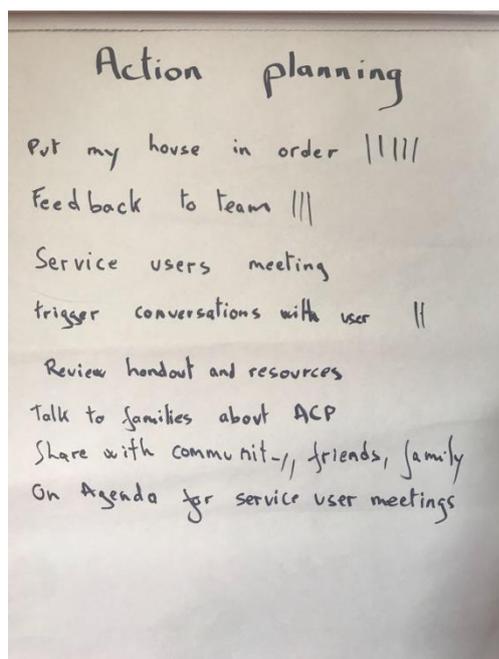
| Table 4. Numbers of participants attending any training programme by organisation | | |
|--|--|------------------------------|
| | Organisations represented on the training | No. of staff attended |
| 1 | St Anne’s Care Home | 21 |
| 2 | Muriel Street Care Home | 18 |
| 3 | Outward | 14 |
| 4 | Centre 404 | 14 |
| 5 | Islington Council | 10 |
| 6 | The Mildmays Extra Care Support Scheme | 9 |
| 7 | Lennox House Care Home | 7 |
| 8 | PohWER Advocacy | 5 |
| 9 | Age UK Islington | 5 |
| 10 | Peter Bedford Housing Association | 4 |
| 11 | Care UK | 2 |
| 12 | Camden & Islington NHS | 2 |
| 13 | Islington MIND | 2 |
| 14 | Whittington Park | 2 |
| 15 | Alzheimer’s | 1 |
| 16 | Keyring | 1 |
| 17 | Manor Gardens | 1 |
| 18 | Mencap | 1 |
| 19 | NHS | 1 |
| | TOTAL | 120 |

Participant's self-identified actions they will take away

As part of the training, participants were asked to discuss and identify 5 key actions they will implement as a result of the training. The boxes below outline a summary of actions they identified.

Key Actions identified by participants

1. Feedback what I have learnt today to my team/put it on the agenda for a team meeting
2. Share information at Managers meeting
3. Discuss the topic at a service users/customer meeting
4. Ensure that end of life care is in everyone's support plan
5. Talk with [clients] families about advance care planning
6. Support clients/residents to write an advance care plan
7. Adapt resources (i.e. advance care pan) for Islington Learning Disabilities Partnership (IDL P)
8. Share information with community, family and friends
9. Encourage young people to talk about the subject
10. Be more open, confident and less awkward about the end of life
11. To not shy away from the conversation and to be more open to talking about it
12. Start a conversation with a service user
13. Discuss the death of a famous person with a service user
14. Refer to Future Matters
15. Put my own end of life plans in place
16. Support my parents/partner to put their end of life plans in place



Participant's feedback from the training

Very valuable training. I think everyone supporting people with learning disabilities, including family carers, should attend this

Everything was very helpful and information. The discussions helped to apply to the people I support

The whole day was enriching

This training has helped me also to go and talk with my family about dying and plan my own

The most useful activity was thinking about the benefits of planning for the end of life. This can make us and our customers less anxious and stressed about this