

Abstract

Title: A Cinderella Service- improving end of life care provided by Domiciliary Home Care Teams in peoples' homes and boosting confidence and competence of staff.

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Context: Domiciliary care workers play an important but often unrecognised role in supporting people to remain at home as they near the end of life. Despite this, few receive specific training in end of life care. Focussed training enables home care workers to improve the quality of care for such people working with primary care, and contribute to better co-ordinated cross boundary care,

Aim: Evaluating progress since the introduction of GSF training to Domiciliary Home Care Teams in end of life care.

Method: The GSF Domiciliary Care training programme in End of Life Care was introduced to Agencies across the country. The Train-the-Trainer cascade programme uses action based, interactive learning and reflective practice in 6 modules, with virtual learning Zone/DVD, and resources. Comparative before and after qualitative and quantitative evaluation is intrinsic included.

Results:

- Improved communication, working relationships and collaboration with District Nurses and GPs.
- Increased Advance Care Planning discussions, now part of the initial assessment plan, with information shared with others to improve coordination of care.
- Service users were keen to be involved in ACP discussions.
- Staff showed increased confidence and felt empowered to advocate for their service users leading to improved communications with professionals
- Increased awareness of the knowledge they already possessed and future training needs.

Conclusion: This work highlights the important role that Domiciliary Care Workers play, and the importance of empowering care staff who interact with the service users on a daily basis.

Use of the train-the-trainers GSF Domiciliary Care Training Programme helps to improve care for people nearing the end of life and collaboration and coordination with others. It has been well received and felt to boost the confidence and competence of Domiciliary Care Workers. Further spread is planned to reduce this being regarded as a Cinderella service in future .