

Evaluation of a stroke education programme for staff from four Care Homes in Lothian

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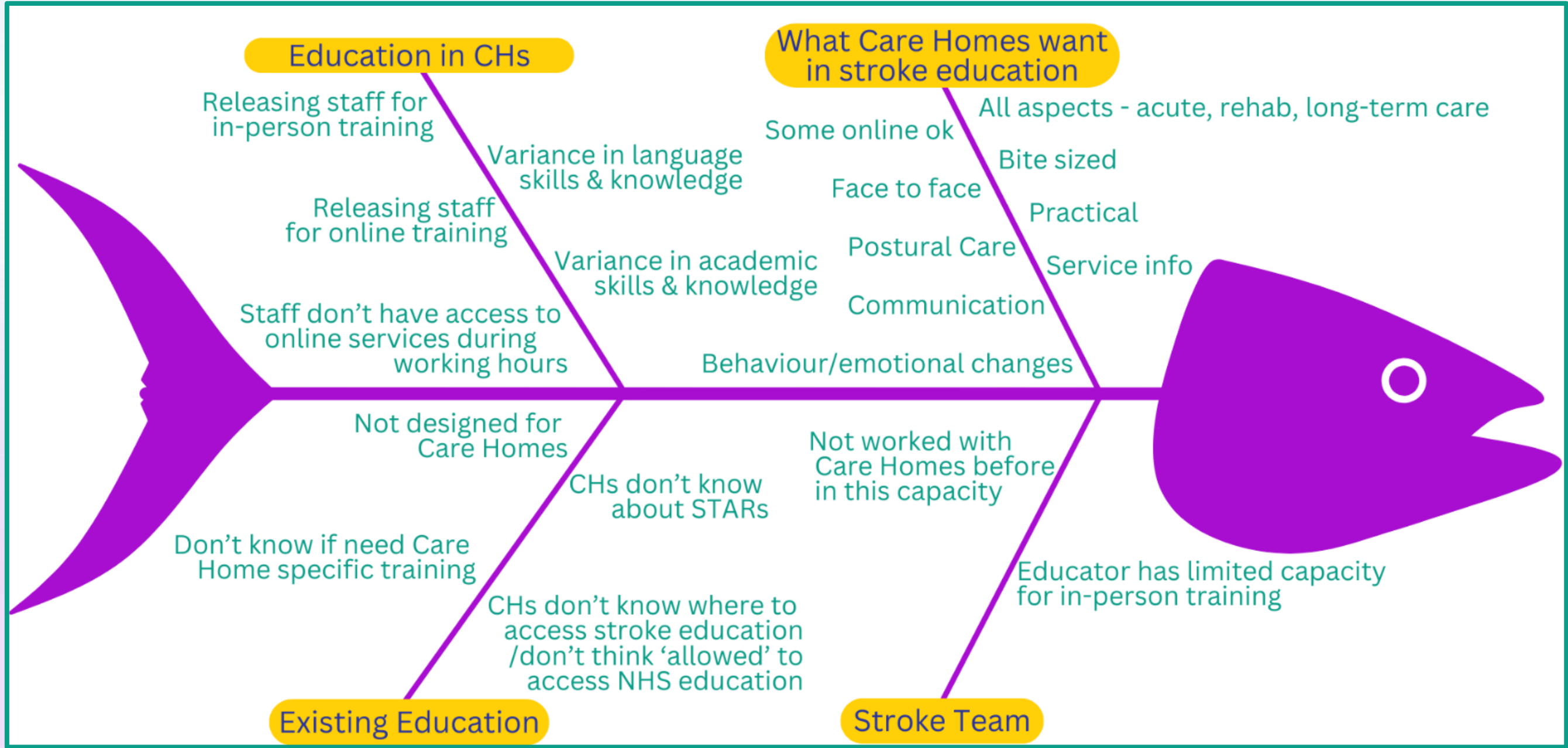


Introduction

In the UK, 7% of over 85,000 people entered a Care Home within 12 months of having a first stroke in 2017. Additionally, this population was found to be at significantly higher risk of further strokes. Stroke education is, thus, essential to ensure optimum care of this significant number of people in Care Homes with stroke. However, in the Lothians, there was no NHS dedicated stroke education programme for Care Home staff. We consulted with four Care Homes who stated such a programme would be welcome and stated what they would find helpful; this included information not only on identifying a stroke but caring for someone post stroke and longer term, including, years after their stroke. From this, we developed a pilot education programme which was evaluated with staff from the four Care Homes.

Fishbone Diagram – Starting Point

Completed at the start of the project this tool aided in documenting discussions on Care Home Stroke education, what Care Homes wanted and possible issues to be aware of. It provided a visual of base knowledge, prioritisation and justification of actions taken alongside possible problematic aspects to be aware of.



Method

The hybrid education programme included a combination of three learning materials:

- Online learning:** The Chest Heart & Stroke Scotland (CHSS) Stroke Training and Awareness Resources (STARS) core competency modules
- Online Learning:** A specifically designed stroke webpage on the Lothian Care Homes Website with bespoke SWAY articles alongside videos and information of further resources and education.
- In-person:** An all-day experiential workshop. The aim of the workshop was for Care Home staff to learn or enhance core skills and knowledge in relation to working with people affected by stroke. The workshop was based on five topics with six learning outcomes. Topics related to identifying signs of stroke and working with people post stroke in relation to physical, cognitive and emotional issues which may arise owing to a stroke. The workshop was open to all nursing and care staff within the four Care Homes.

Evaluations were undertaken using webpage and SWAY statistics of engagement, pre and post session questionnaires and focus groups.

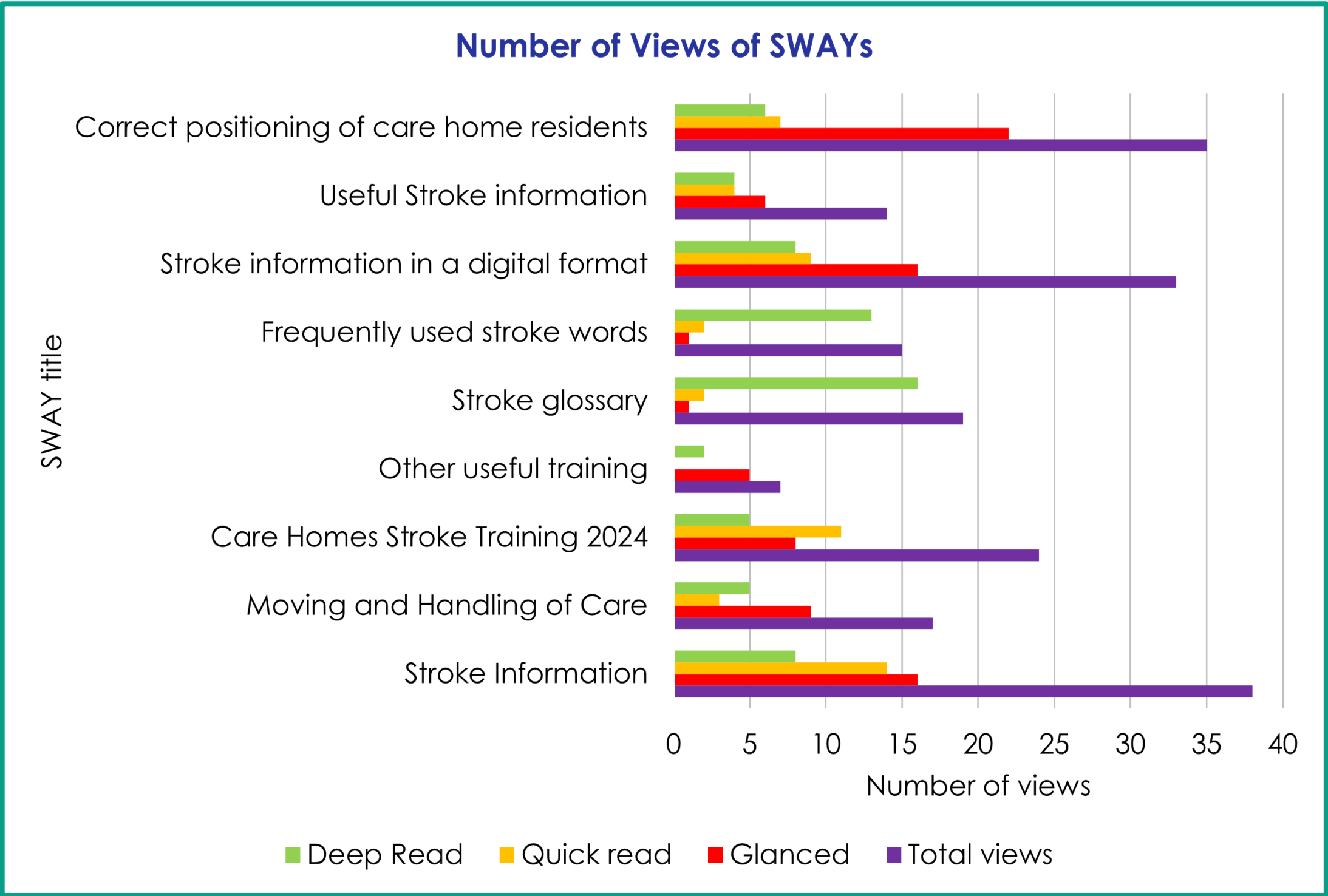
Results

The webpage had 15 users with 26 page views and the nine Sways generated 202 views. Feedback on the STARS, varied with positive and negative comments with the main challenge identified as lack of time to complete STARS.13 Care Home staff attended the in-person workshop with the six learning outcomes of the in-person workshop being evaluated on a Likert scale in relation to staff confidence in working with people who had experience stroke; all learning outcomes showed an increase in confidence. Helpfulness of topics was also scored on a Likert scale with all respondents stating they found each topic “very helpful” (majority) or “helpful”.

Webpage “Hits”

In terms of “hits” the webpage had 15 visitors (unique views) and 26 page views (actual views, so people possibly viewing the page more than once). Furthermore, at the project end the webpage was 67 out of approximately 107 in terms of visitors’ page views on the Care Homes website. Only one person completed the webpage questionnaire, therefore we were unable to evaluate the webpage in terms of content.

SWAY “Hits” (resources on the webpage)



STARS Modules

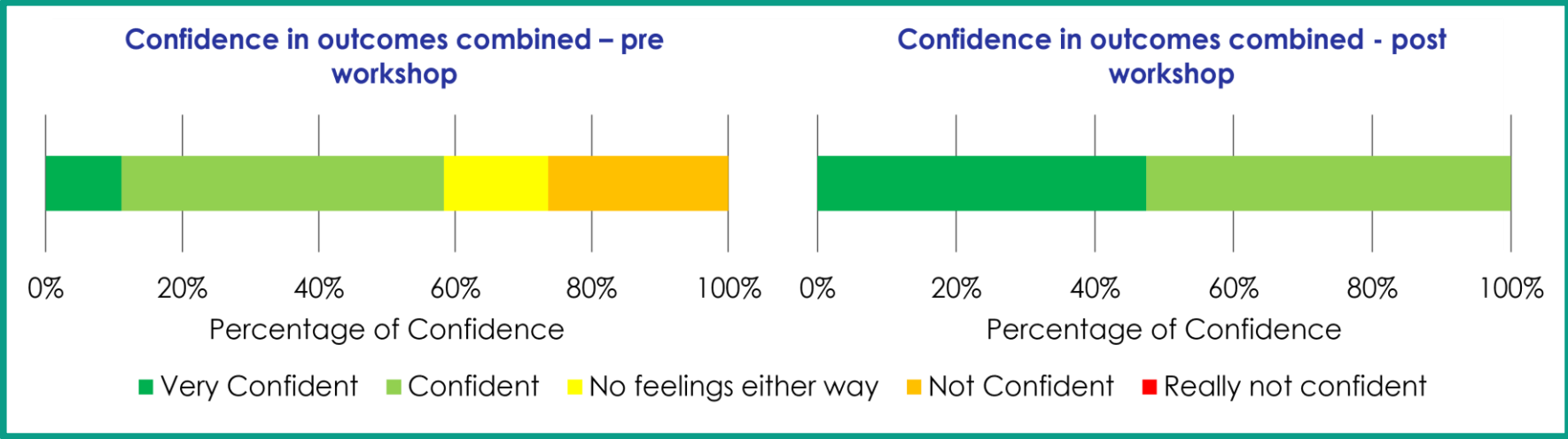
Of the 13 people who attended the workshop 8 stated they had at least completed some of the modules whilst 5 stated they had not accessed the STARS module website.

Is there anything you particularly liked about the STARS Modules?

Of the eight participants who had completed some or all modules, six responded to this question. Five themes emerged: enjoy learning; games/quizzes; easy to understand; brain function; and very useful.

In-person experiential workshop

A five-point Likert Scale was used pre and post workshop to measure staff member’s confidence levels against the six learning outcomes of the workshop. Confidence increased in each of the six outcomes, overall confidence score increase is illustrated in the below charts.



Focus Groups with Staff

Three focus groups were held with 9 participants in total - groups consisted of 3, 4 and 2 participants. The staff in each group all worked closely with Care Home residents and consisted of a variety of staff roles with time working in their Care Home and staff role varying from months to years.

Group participants had to have completed at least one element of the stroke education; webpage/SWAYs, workshops or STARS modules.

Focus group findings

No focus group participants had accessed the Sways or webpage so were unable to discuss these. The main themes emerging from the STARS modules and in-person training workshop are as follows:

- STARS** – limited time allowance to work through them, overwhelmed by quantity of modules, provided helpful background knowledge, useful refresher (registered nurses), more acute stroke focused, would like more information on emotional impacts and work with families
- In-person workshop** – strong preference for this mode of learning, valued the holistic approach, enjoyed mixing with staff from other Care Homes, feeling of being relaxed to be away from their workplace as reduced risk of being called into work, a struggle to remember such a high quantity of information, lack of time for reflecting on learning, different information suites different staff roles.

Conclusion and Recommendations

There was value in all three of the learning materials, and the following recommendations are being applied to the next phase of this project with eight more Care Homes plus the original four Care Homes (12 Care Homes in total). These recommendations include:

- A tiered model of education allowing people to build upon their knowledge in steps so they are not overwhelmed with information all at once and so staff receive information appropriate to their role. At the present we will be testing the first two tiers of the model:
 - An introductory one-hour experiential workshop for all Care Home Staff (including non-clinical staff, such as, reception, catering and housekeeping staff).
 - A more in-depth full day workshop for Carers and Senior staff only.
- Additionally, signposting and access to currently existing NHS Lothian Stroke education will be highlighted to Nursing and Midwifery Council (NMC) & Health and Care Professions Council (HCPC) registrants – as this information will most likely be more appropriate to their role than the all-day Carers and Seniors workshop.
- More emphasis for staff to visit and evaluate the webpage materials.
- Less emphasis on the STARS modules although they will still be signposted to.