

Bringing education alive

Online Supportive Conversations and Reflection Sessions (OSCaRS) on death and dying

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Acknowledgements

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 - Edinburgh and Lothian's Health Foundation (NHS Lothian Charity)
 - CSO Covid-19 Rapid Research Fund
 - Macmillan Cancer Support
- All the NHS staff who trained as facilitators and delivered OSCaRS
- All the care homes who participated in OSCaRS



Context

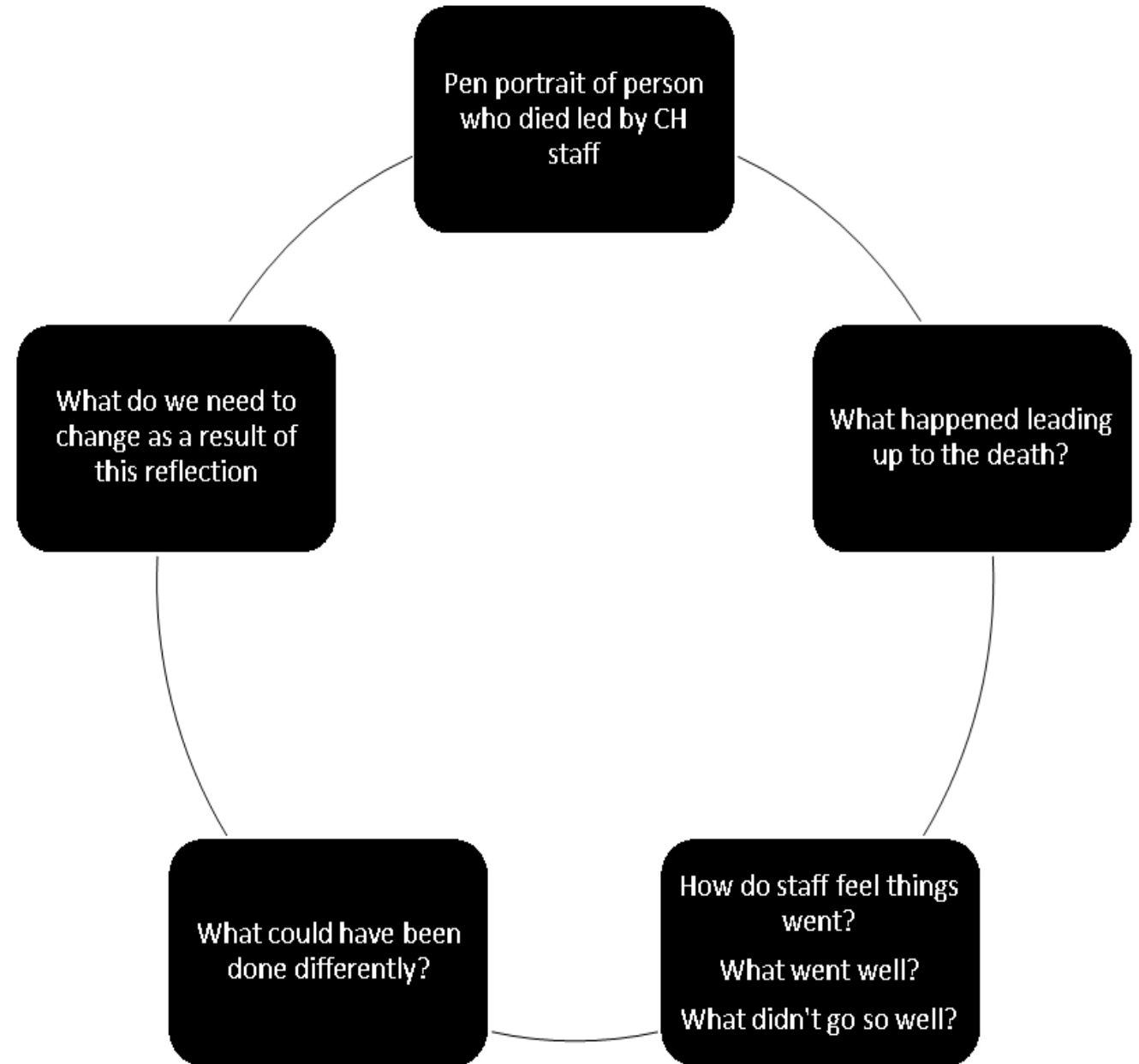
- In the UK, care homes are one of the main places where people die
- Around 20% of the population die in care homes compared to around 5% in hospices
- Education and skills in caring for dying people is key in care homes

Background to our work (Pre-Covid)

- Care Home Innovation Partnership
 - Care Homes In Lothian
 - Innovation/Research ready – with ENRICH
 - Tests of Change
- Group Reflective Debriefing Sessions (Hockley 2014).
 - prior to Covid-19 was introduced face-to-face 'monthly'



Reflective Debriefing Sessions



April 2020 – COVID in Care Homes

200% increase in deaths in care homes in the first 10 weeks of the pandemic

- CSO COVID-19 Rapid Research funding to undertake a 'pilot' study to evaluate the effectiveness of 'online' supportive conversations and reflective sessions (OSCaRS) for care home staff during the pandemic



What happens at an OSCaRS?



Sessions began with a breathing/relaxation exercise

Two questions framed the session:

- “Thinking about residents who have died or are dying and their relatives – what for you has been the hardest thing over the last few weeks?”
- “What one thing has gone well for you over the past few weeks?”
- Sessions were limited to 45 minutes & held during worktime

Key Findings

Well... the main thing was, I felt a sense of relief that staff felt they needed to talk about it...and they were getting somebody to talk to
(Manager CH1)



OSCaRS are a feasible, acceptable and beneficial way of providing emotional/wellbeing support through context and challenge specific supportive conversations with care staff which also provides much needed practice-based opportunities to learn about end of life care.

Building on the
feasibility
study

Feb 2021-Jan
2022

Funding from
Edinburgh and
Lothian Health
Foundation

- To develop a community of trained OSCaRS practitioners in partnership with NHS Lothian
- To roll out the provision of OSCaRS to an increased number of care homes across Lothian
- To evaluate their implementation and impact



Developing a
community
of
practitioners

- Recruitment:
 - NHS (Care Home Support Teams, Practice Education Facilitators, Quality Improvement Teams)
 - Specialist Palliative Care
- Information sessions and training
- Hands on experience of delivering OSCaRS through shadowing and then leading
- Bi-monthly community of practice
- Backfill funding offered





Training of community of practitioners

Training shaped to palliative and end of life care in care homes

- Death and Dying – the dying process in expected deaths
 - Recognising dying
 - Peripheral shutdown
 - Central shutdown
- Communication at the end of life
 - Talking openly about dying and using the word dying
 - Relationship-centred care – with families, staff and residents including many with dementia
- Control of Symptoms
 - Pain, delirium, terminal restlessness, chestiness



Engaging care homes

- Publicity Information sent to all care homes in Lothian/NHS Lothian Care Home website
- Referrals through NHS Lothian Assurance Team and CHST
- Online information sessions lasting one hour
- Digital devices - Offer of tablets and wide angled cameras



How we evaluated OSCaRS

- Activity monitoring
- Interviews with six OSCaRS facilitators.
- Informal emails (n=7) and formal feedback in response to a request from LJ (n = 3) from care homes in receipt of OSCaRS.



Key Results



19 NHS/SPC
staff facilitated
or
co/facilitated
OSCaRS

6 NHS/SPC
facilitators
remained
active in
Jan 2022

22 care homes took
part

262 staff attended

Topics
covered in
OSCaRS

definition bereavement
spiritual care communications
anticipatory care pain assessment
staff grief palliative care
process sudden death
stage vocabulary dementia
dnacpr

OSCaRS

Bringing
Education
Alive



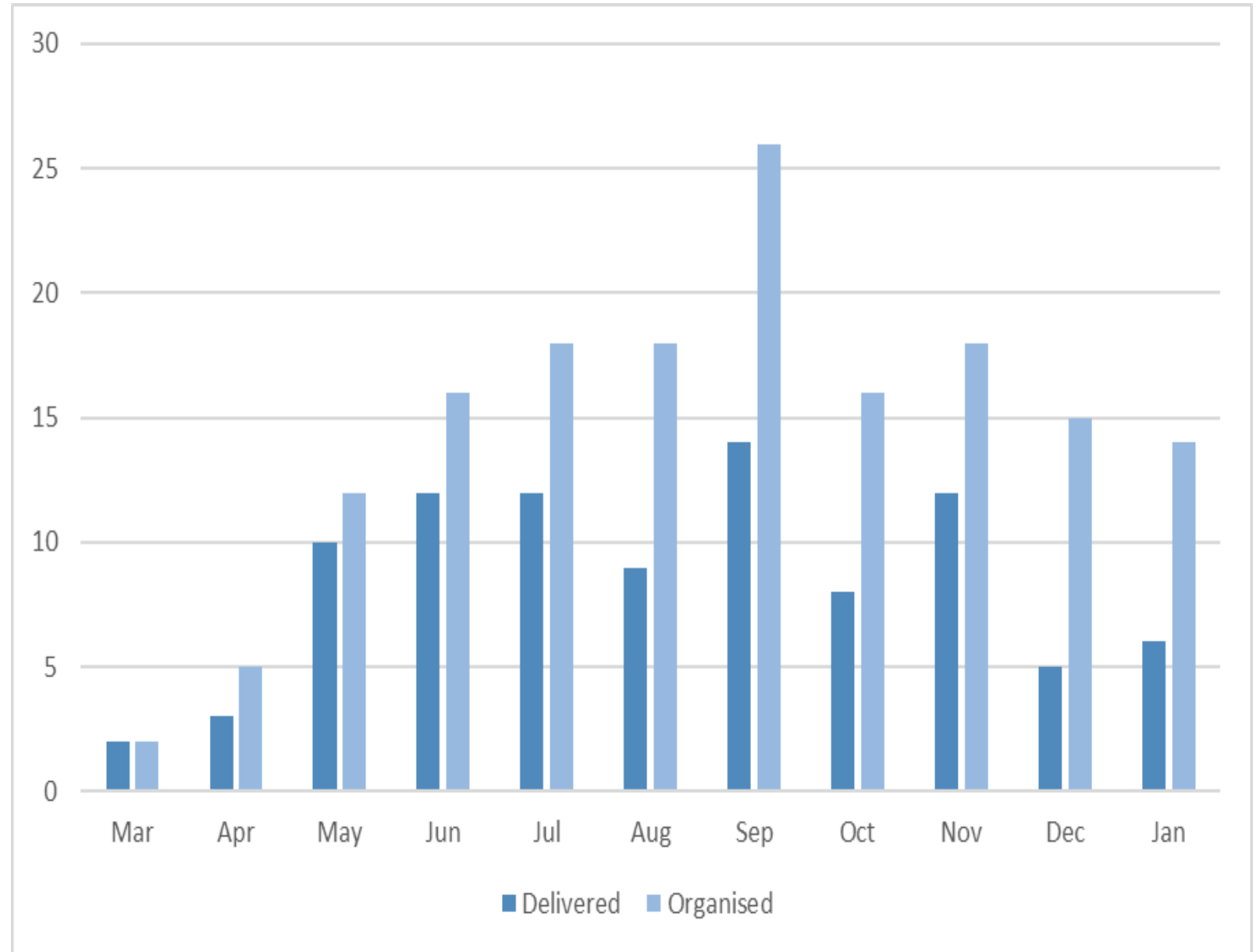
Making training
come alive or making
education come alive
in a very sort of
individualized,
reflective way [F3
Interview]

*"...you wouldn't always get
[that] in a formal teaching
environment ... they're more
open to saying things like, "oh,
but why did they turn blue",
and "what was that about?" ...
and just these, kind of,
questions [F4 interview]*

*... the one or two things that were picked
up on, through no fault of their own, they
were absolutely open ... "oh I didn't think
about that" "Oh, well maybe we will think
about that the next time". They didn't feel
that they were being criticised or anything.
They seemed quite open to suggestions.
[F5 interview]*

CHALLENGES

Roll out month
by month -
number of
sessions



Conclusions

- OSCaRS bring education about death and dying alive, are needed and wanted by care homes
- Sustainability of the delivery of education in care homes remains an issue– only 6 facilitators remained active at the end of the year
- Sustainability of participating in education in care homes remains an issue – out of 158 OSCaRS arranged, 96 were cancelled, mainly due to staff shortages

Good News!



OSCaRS have moved from ONLINE to ONGOING

If you would like to take part either as a facilitator or as a care home, please email:

loth.oscars@nhslothian.scot.nhs.uk



Thanks for listening!

If you would like more information about this talk please contact
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