

Developing and evaluating training for hostel staff around supporting homeless people with palliative care needs

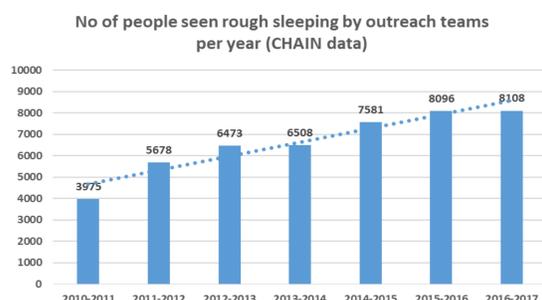
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Homelessness in London

There was an **increase of 104%** in the number of people seen rough sleeping on London's streets between 2010/11 and 2016/17 (1)



In 2015/16 there has been a **26% decrease** in bed spaces for single homeless people across London since 2011/12 (2)

Homelessness and health

Homeless people experience extreme health inequities across a range of conditions (3) but struggle to access palliative care (4).

Challenges to palliative care access for homeless people (4,5)

Complexity	Uncertainty	Lack of options	Barriers to planning
<ul style="list-style-type: none"> Who? When? How? Where? 	<ul style="list-style-type: none"> Disease trajectory Substance misuse Access to health care 	<ul style="list-style-type: none"> Gaps in services for people with high care needs & addictions 	<ul style="list-style-type: none"> Denial Lack of confidence Concern about fragility

Many people remain in hostels as health deteriorates, this can be distressing for hostel staff (4)

Aims

To pilot and evaluate the impact of 2 day training for hostel staff around supporting residents with advanced ill health

Methods

Mixed methods evaluation utilizing questionnaires (pre, post, 3 months) and focus groups (post, 3 months)

The training emphasized '**concern about deteriorating health**' as a trigger for action and contained information, practical activities and resources.

Content of the training

Day 1:

Identifying clients

Person centred care

Shared care

Day 2:

Engaging clients

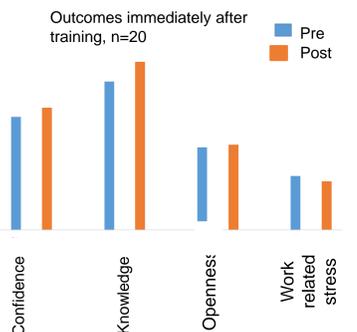
Bereavement

End of life care

Self care

Results – immediately post training

21 hostel staff (87%) completed training, 3 attended 1 day



CONFIDENCE

"The training opened up how to bring death into conversations, so have some idea about what clients want. I will approach people early now. I feel more confident"

KNOWLEDGE

"before this I didn't even know about palliative care. The extra funding [fast track funding]... I didn't know about that...it was definitely useful"

OPENNESS

"Before the training I didn't think people should die in a hostel. Training has changed my view. I've got a better idea of the support available"

WORK RELATED STRESS

"It's rare anybody bothers to find out how we're doing... considering the incredible stress we're under.... it was nice you bothered to find out...to see how we can cope better."

Results - three months

Increased **discussion** with residents, tools & resources being used, staff beginning to incorporate **parallel planning** and **multiagency working**.

Barriers to change:

Focus on recovery

Fragmented services & systems

Anxiety about role of hostel in EoL care

Recommendations

Embed training into routine practice

Promote multiagency working and in-reach

Incorporate flexibility into the recovery focused nature of services

Recognise impact of stress and need for emotional support for staff

Conclusions

Training can be useful for improving knowledge, confidence, openness and work related stress for hostel staff, but **needs to be accompanied by sustained multiagency support.**

References

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