Network Recording Declaration

During this ECHO session discussions will be recorded so that people who cannot attend will be able to benefit at another time. Filming is regarded as ‘personal data’ under the Data Protection Act 2018 General Data Protection Regulations (GDPR), under that law we need you to be aware that:

• This Data will be stored with password protection on the internet.
• This Data will be available for as long as your network continues to meet and will then be taken down from the internet and either stored securely at the Superhub or deleted.

Your ongoing participation in this ECHO session is assumed to imply your agreement to the use of your data in this way.

If you are NOT willing for your data to be used in this way, please LEAVE the session at this point.
Agenda

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<td>Where we are now and additional support</td>
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<td>o identifying topics for exploration and learning</td>
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Welcome

Anita Hayes
Head of Clinical Leadership, Hospice UK
Check in & Grounding

Cat Sullivan
Senior Clinical and Quality Improvement Lead, Hospice UK
Safe Space Agreement

Anita Hayes
Head of Clinical Leadership, Hospice UK
Safe Space agreement

- Respect your fellow participants and their views
- Be honest
- Keep discussion confidential
- Be kind to one another
- All questions are welcome
- Be curious
- Actively participate
- Be present
- Be non-judgemental
- Respect and understand that our clinical environments whilst being similar are very different
Where we are now and additional support

Anita Hayes
Head of Clinical Leadership, Hospice UK

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Phase one timeline

**Process**
- **Setting up phase**
  - February 2021 – September 2021
    - 1. Expression of Interest
    - 2. Steering group set up
    - 3. Governance

**Delivery**
- Engagement & participatory learning
  - September 2021 – February 2022
    - 1. Introduction session (1 Sept 2021)
    - 2. Introduction to ECHO (November 2021)
    - 3. Three cohorts receive participatory learning from September, October and November 2021

**Outcomes**
- Delivery & dissemination phase
  - February 2022 – December 2022
    - 1. Ongoing data collection
    - 2. Local cascade within own Hospice
    - 3. Preparing for phase 2

**New engagement**
- Five cohorts receive participatory learning from August, September, October November 2022

**Evaluation baseline and ongoing data collection**
Expectations for this phase (Feb – Dec 2022)

**Initial Delivery**
- Deliver ‘supervision’ to a minimum of 20 clinical staff (Nurses, HCAs at any grade).

**Additional Delivery**
- Additionally delivery to patient facing staff as identified in your local hospice implementation plan.

**Sharing the learning**
- Identifying appropriate staff to develop an understanding the model of Resilience Based Clinical Supervision to support delivery of additional capacity for cascade.

Support from monthly community of practice ECHO meetings
Resilience based clinical supervision

Activity is being described as:

‘Clinical supervision’

‘Group reflective practice’
Approaches to implementation

Participatory learning: develop more facilitators [cascade]
Provide group sessions: all elements and principles [support]
Provide by integrating approach into existing group sessions: some elements and/or principles [support]
Provide or integrate into 1:1 supervision/coaching [support]
Introducing elements/principles into [awareness and/or support]:
  - palliative care education
  - Induction
  - meetings
Communication and engagement [awareness]
Ad hoc [usually support]
Other
The Community of Practice

Peer-to-peer learning and support knowledge sharing

Drop in sessions
Help with measurement & evaluation
Collating and sharing knowledge and learning

RBCS CoP

Supported by

Monthly online ECHO community of practice

Access to online resources and resource development

Register now:
https://tinyurl.com/RBCSProgECHO

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Evaluation – knowing when change is an improvement

Susanna Shouls

www.hospiceuk.org
**Model for Improvement**

What are we trying to accomplish?

How will we know that a change is an improvement?

What change can we make that will result in improvement?

---

**Aim:** improve staff wellbeing, support

**Measurement:** survey, HR measures

**Change:** resilience based clinical supervision + other changes

**PDSA = experimental learning**
Reflective practice, alignment, understand any assumptions (e.g. one size does not fit all), equality

**Measurement / evaluation**

*What is the aim?* What does my hospice need to know to decide its approach in the future?
# Measurement approach: options

| Facilitators’ confidence. | | Potential alignment to change in culture if measured: e.g. Princess Alexandra pulse/birdsong survey. |
| Understanding impact in access / equality to ‘supervision’ (benefitting those affected more by the pandemic) | | Induction, palliative care education. Specific question |
| Impact on day to day operations, meetings. Think compassionate flow / using elements / resistance. | | |
“Small grains of sand”

- Using elements of resilience based clinical supervision
- Includes ad hoc opportunities
- Conversations and creating interest
- Alignment and engagement
- Keep a record, think PDSA + measurement, proudly share your learning.
Observation and reflection: ad hoc

“I could see the visible effects, in that the entire body language of a recently bereaved nurse altered during a short meditation session”
Break out rooms
Break out rooms

20 minutes

Cohorts 1 – 3 – How is implementation going? – any challenges or learning to share
Cohorts 4 – 6 – Thinking about implementation - What would you like to know?

Please note down key points and share in chat when you return you main meeting

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Feedback
Our experience

Bridget Moss, Saint Francis Hospice
Resource update

Liz Bryan
Endings & Evaluation
Before you go…

Let us know your feedback via this survey:

https:// surveymonkey.co.uk/r/RBCSECHO20Sept22
Community of practice meeting dates

- Tuesday 18 October 2022: 10 – 11.30am – Wishlist for learning
- Wednesday 16 November 2022: 2 – 3.30pm

December Break

- Tuesday 17 January 2023: 10 – 11.30am
- Tuesday 21 February 2023: 10 – 11.30am
- Wednesday 22 March 2023 – 2 – 3.30pm
Drop in session dates

- Monday 10 October 2022 – 2 – 3pm
- Wednesday 9 November 2022 – 12 – 1pm
- Tuesday 13 December 2022 – 12.30 – 1.30pm

No question is too big or too small
Additional diary dates

Person who leads your human resource data collection.

2 x drop in sessions (Zoom code: 7220107755)
13 October 10-11am
20 October 10-11am
Enhancing Wellbeing through Resilience Based Clinical Supervision