



### NCDAH – BEST PRACTICE PROFORMA

**Trust Name:** Northumbria NHS Foundation Healthcare Trust

**Hospital Name:** Wansbeck General Hospital

**Example of good practice description:** *(Please include, where appropriate, what made you think of the idea? What you did? Who was involved? Details of any education and training undertaken or delivered)*

#### 1. Comfort Care Packs

To make better use of donations made from bereaved relatives the hospital palliative care team considered what were important elements of hospice care that could be provided within the hospital setting. A comfort care pack contains several items to encourage and facilitate relatives participation in the patients care i.e. hand cream, heat packs, and travel pillows as well as other luxury items not normally provided in the acute setting.

Accessed via A4 fax notifying the team a patient is placed on the LCP.

A trial period involved an informal questionnaire (in the pack) to relatives asking opinions on the usefulness of them. Also obtaining contact details of those interested in a more detailed postal questionnaire on specific aspects of care via the LCP.

Awareness sessions with staff were provided via link nurse and care pathway champions as well as informing medical staff of the availability of the packs.

#### 2. Staff Development Programme

Palliative care education via cascade and formal teaching have not always proved fruitful in expanding either the philosophy or standards of palliative care in the acute setting. The programme is funded through an under spend in the CNS budget equating to 10 hrs per week. Following senior level discussions a rotational supervised post for a grade 5 staff nurse was developed providing 26 days per year for the post holder. This is linked to the Professional Practice Award (Northumbria University) which provides the student a focus for changing palliative care practice in their own working environment.

#### 3. Palliative Care Website

Our Trust encompasses 3 DGHs, 3 primary care organisations and numerous community hospitals. A palliative care website was initiated from cross Trust discussion about collating policies/standards and storing centrally for easier access for professionals and patients alike

**Has this example been evaluated? If yes, please explain the method used, and whether it indicated a change in practice**

Comfort Care Packs

Ongoing evaluation with bereaved relatives with regard to care received via LCP via postal survey with follow up telephone call if required

Staff Development Programme

Written evaluation to be completed 2009 incorporating seconded member , ward managers and palliative care team perspectives/feedback

Palliative Care Website

To be evaluated

**Additional Comments:**