



## COVID-19 CLINICAL SOLUTIONS

### **What did you do?**

It was recognised that carers would need more support to care for dying residents during the COVID-19 pandemic, therefore the delivery of a virtual training package was initiated. The training also gave the opportunity for the End-of-Life Community Lead (by offering support at this early point in her new role) to virtually make herself known to care homes and home care providers, and to offer support with any end-of-life issues.

### **Who are you?**

Claire Hebden, Community End-of-Life Lead Nurse, Community and Therapy Division, North Lincolnshire and Goole NHS Trust, Scunthorpe.

### **What was the problem?**

When the COVID-19 pandemic was escalating the majority of care homes significantly reduced health professional's access to protect their residents. This led to us needing to find additional ways to support the carers to effectively identify when residents were entering their last days of life, and how to provide the appropriate care.

### **What was the solution?**

We worked with the full support of Project ECHO; launched in 2003 it now operates in 39 countries. The ECHO model is focused on creating a community of practice where 'all teach; all learn'.

Being mindful of precious carer time and to encourage attendance, a short 1-hour power point presentation was developed around basic end-of-life care, which was then delivered via Zoom (a virtual platform).

To date, two sessions have been delivered – the first session trained 45 carers from 9 providers, including both care homes and homecare providers all over North Lincolnshire. The second session trained 27 carers booked on from 8 providers, including both care homes and homecare providers.

There is already good interest and at least 10 bookings for the next planned session.

Further sessions are planned bi-weekly and as required.

All attendees were grateful to have received some education and to meet with the End of Life Community Lead who is happy to support home carers and care homes with any end-of-life issues.

The project is still in its infancy so there is no hard evidence or data as yet, but the sessions have been well received and with good feedback and we feel this is something we will support for some time to come.

**Where can we find out more?**

Karen Fanthorpe [karen.fanthorpe@nhs.net](mailto:karen.fanthorpe@nhs.net)

Helen Turner [h.turner7@nhs.net](mailto:h.turner7@nhs.net)

Claire Hebden [claire.hebden@nhs.net](mailto:claire.hebden@nhs.net)

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