

Workforce (including training)

Professor Sue Pownall

*Head of Speech and Language Therapy and Clinical Lead in Dysphagia,
Sheffield Teaching Hospitals NHS Foundation Trust*

Clare Stevenson

*Service and Clinical Lead for Adult Community Speech and Language
Therapy Service, South Eastern Health and Social Care Trust*

Inter-professional dysphagia framework implemented across hospital and community settings

Implementation has

- raised the quality of clinical practice and care
- improved patient outcomes
- SLT resource is targeted more effectively.

Awareness Level

- Health Academy includes dysphagia Awareness in a Nutrition Session for existing /new support staff
- Dysphagia awareness is part of the Healthcare Apprenticeships
- New clinical support workers complete the Awareness level training within Prepare to Care

Assistant level

- Assistant level included in preceptorship training for all nurses in hospital
- Part of the Central Induction training

Care Homes- Dysphagia Links

- Network of staff in care homes across Sheffield, initially targeting homes where there is a high level of contact with the service.
- Remit to highlight the needs of residents with dysphagia and promote discussion with their colleagues/ manager to make the home more 'dysphagia friendly' through having the background factors in place that support good dysphagia management.
- Act as a link with SLT team to support more appropriate referrals and feel confident in putting interim care plans in place whilst awaiting specialist SLT advice.
- 51 staff from 22 care homes have been trained to Assistant Dysphagia Practitioner

Foundation Level

- A rolling programme of training twice yearly basis by SLT team
- Evidence based protocol supports users to follow an algorithm to identify dysphagia and to commence patients eating and drinking in a safe manner as soon as possible.
- Theory is supported by a practical session where the practitioners are observed carrying out the protocol until competency is assured

Specialist Level

- Course comprises 5 taught days followed by a work based 80 hours supervised practical component.
- Participants complete assignments to demonstrate knowledge acquisition and practical competence.
- Credit rated by SHU at Masters level- SLT and other AHPs

Consultant level

- Education module to provide advanced skills and competencies to healthcare practitioners.
- 10 SLTs across organisation

Summary

- Systematic implementation was complex
- Required a number of differing approaches to address the levels of the framework.
- Key to success was a shared vision
- Understanding of dysphagia as a patient safety issue and
- The need to drive change to increase staff knowledge and practical competencies across all professional groups and health care workers caring for patients with dysphagia.
- Required a collaborative approach between a number of stakeholders from within and outside the organisation itself.

***South Eastern Health and Care Trust
Developing our 'SEDS' Programme
Safer Eating Drinking Swallowing***

OUR AIM:

To develop a co-produced training and education prospectus for dysphagia in order to keep our patients safer....

Local Context

- ❖ IHI Care Home Project Scale up and spread
- ❖ Choking SAs and SAE
- ❖ Trust agenda: SQE / OBA
- ❖ E-learning project

Regional Context

- ❖ Northern Ireland wide PHA Thematic review of choking on food/ regional dysphagia work-streams

National context

- ❖ RCSLT: Inter-professional Dysphagia Competencies Framework

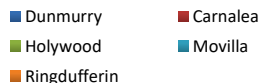
We are still in the development stages.....



OUTCOME 4: WE ENJOY LONG, HEALTHY, ACTIVE LIVES
OUTCOME 8: WE CARE FOR OTHERS AND WE HELP THOSE IN NEED
SLT Nursing Home Service

How much did we do?

July 2017 – Mar 2018

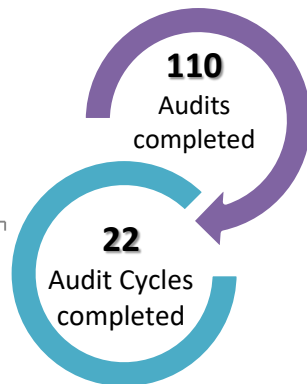


Total new referrals



130 Hours
of assessment and
reviews in the
Homes

43 Hours provided for



**STAFF
TRAINING**

How well did we do it?

100%

•Urgent seen within
14 days

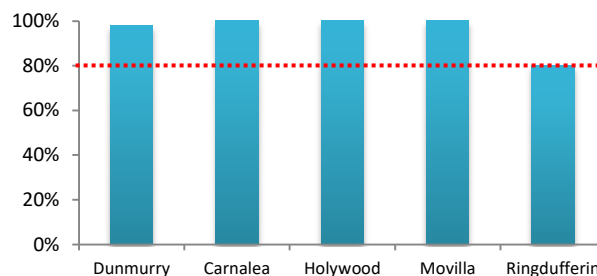
35 days
pre
project

95%

•Routine seen
within
28 days

329 days
pre
project

Audit Compliance Year-end



88%

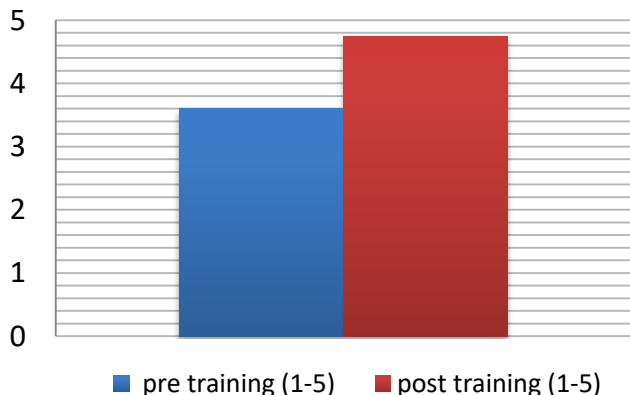
Of target staff
trained at
2017/18 Year-end.



Overall staff were
VERY SATISFIED with
SLT training provided

Is anyone better off?

Staff Confidence



119

**Dysphagic residents
within the homes are
safer as result of SLT
support, training and
awareness**



3.9/5

**Overall patient-
wellbeing score**



94%

**Staff found the SLT
training beneficial
and rated it**

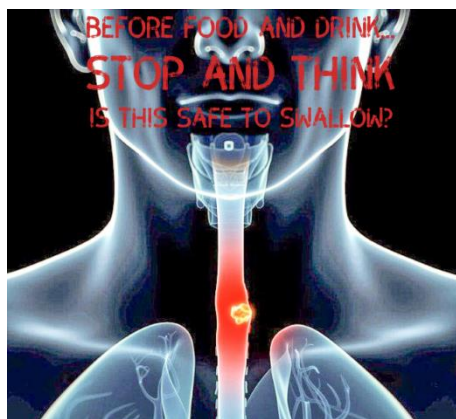
Next steps

Objectives:

- ❖ Finalise a model of service and training delivery- co-produced and monitored with OBA format.

Tie in with Local, Regional and National contexts re tiered approach to upskilling and spreading knowledge

- Pre-training awareness (posters, leaflets, drop in sessions, dysphagia information tea-parties in Nursing Homes) (before food and drink, STOP and THINK.....)
- Dysphagia Awareness: e-learning/ PR materials
- Assistant Dysphagia Practitioner: e-learning PLUS experiential/ audit training. Competencies (Dysphagia Champions)
- Foundation Dysphagia Practitioner- possibly Conservative management screen- SLTAs/ Nursing Home Nurses, framework competencies
- ❖ Develop KPIs around staff attendance levels/ Audit reporting process in-Trust
- ❖ Scale up and spread



Before food and drink
STOP and THINK.....
Would I know what to do if they choked?



Before food and drink,
STOP and THINK.....
Is the food the right texture?

IS IT SOFT?
IS IT MASHED?
IS IT PURÉED?

Workshop discussion

- What is my service/what am I currently doing?
- What more could we/I do (now and in the future)?
- What support do we/I need?
- How will we/I know that what we/I do makes a change for the better / demonstrates improvement?