Implementation of Anticipatory Care Plans in Care Homes in East Ayrshire

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Aim
Twenty care homes in East Ayrshire were given the opportunity to participate in a test of change initiative which aimed to increase the number of Anticipatory Care Plans (ACPs) implemented within East Ayrshire H&SCP care homes. The initiative intended to test the use of ACP documentation (Life, My Health, My Plan) in care homes, in addition to delivering training in relation to ACPs and holding difficult conversations, with the key objective of offering all patients an ACP within the first month of admission. Eight care homes identified an interest in this test of change and designated appropriate staff to attend the training. A range of valuable information was obtained from this exercise to inform future practice and ACP implementation in East Ayrshire.

Methodology
Quantitative and qualitative information was used to measure the impact and success of the initiative. The number of residents who had an ACP in place in each participating care home was recorded in July 2016 to obtain baseline figures for comparison. This exercise was repeated over a 12 month period following implementation of the highlighted interventions and both recordings were compared at a care home level to determine variation.

Care home staff were asked to comment on the current ACP documentation in relation to content and effectiveness during the training and feedback was recorded for consideration. In addition, an evaluation questionnaire was distributed to delegates to determine the usefulness and likely impact of the session on future ACP implementation.

Eight care homes agreed to provide data in relation to residents with an ACP in place prior to and after delivery of the interventions. Three care homes reported a significant increase in ACP implementation following the intervention and one care home maintained a 100% rate of residents with an ACP within the reporting period. Unfortunately four care homes were unable to provide accurate follow up information due to a change in management.

Staff feedback in relation to ACP documentation highlighted that the current document is “easy to understand”, fit for purpose and an effective resource for keeping important information in one place. However, it was suggested that an electronic version of the document would be a better alternative to paper copies in terms of practicality and security.

An evaluation of the training delivered revealed that staff perceived the session to be a useful exercise, with attendees describing the training to be: “very informative”, “excellent”, “interesting”, “worthwhile” and “very helpful”. Furthermore, staff commented that they felt more confident with paper work and with holding difficult conversations following the training, which suggests that the objective of the exercise was achieved.

Outcome / Results
Significant improvement in relation to ACP implementation was recorded at Howard House, Thornourt Estate and West Park Residential Home following the intervention.

The number of residents with an ACP at Howard House increased from 6 (13%) to 40 (87%), representing almost a six-fold increase. A similar result was found at Thornourt Estate with the number increasing from 18 (25%) to 52 (71%), marking an increase of 189%. Notable improvement was also recorded at West Park Residential Home, where the number rose from 8 (50%) to 16 (100%) following the initiative, representing an increase of 100%.

The percentage of residents with an ACP in place at Dean House remained at 100% following the delivery of training.

Conclusion
The evidence gathered from this test of change indicates that the interventions delivered had a positive influence on ACP implementation and staff confidence towards the ACP process.

The numbers of individuals with an ACP in place increased significantly following the engagement with staff in three care homes, with the rate remaining at 100% at the fourth care home. 81% of service users across the four participating care homes had an ACP in place at the conclusion of this initiative, compared to an initial 30% prior to implementation.

Staff feedback in response to key questions relating to ACP documentation provided valuable information to inform future practice and delivery of ACPs in East Ayrshire, with a key theme being the use of electronic copies of ACP documents.

Finally, participant feedback suggests that staff found the training to be very useful in terms of communicating with service users and completing ACP documentation. These factors may have contributed towards the increase recorded in ACP implementation across the care homes.

In January 2018 follow up evaluation of the educations sessions identifies all residents in EAHSCP have been offered an ACP within one month of admission to care home and there is a remarkable increase in completed ACP but most importantly this is person centred care at the heart of care delivery ensuring that their wishes are recorded and shared. That equates to 685 residents across East Ayrshire health and social care partnership are now offered an ACP. This is a positive outcome for all residents, Figures gathered below identify 76.5% have an ACP with the other 23.5% in progress.

What is important to me!

We took a truly integrated approach to ACP. Two heads were better than one.

“Sharing is caring”
“What an amazing response many care homes had not previously engaged in ACPs”

“Record my views accurately”

Engagement, Involvement and Inclusion

References