

Six Steps

Six Steps to Success in End of Life Care

Knowledge, Skills and Confidence

Audit Guidance

The Knowledge, Skills and Confidence Audit has been designed so data can be collected and analysed. It and is undertaken pre-programme to establish a baseline of staff knowledge, skills confidence across specific End of Life Care topic areas. This audit should assist in preparing feedback for the care home and in developing reports to evaluate the implementation of the Six Steps to Success programme.

There are three Knowledge Skills and Confidence audit tools which will support collation and analysis of the data and these are available on the Six Steps webpage www.sixsteps.net under the tab 'Audits' section.

1 Knowledge Skills and Confidence Audit (Paper Copy)

The paper audit tool will allow you to record the knowledge, skills and confidence of the care home staff member pre - and post course. The paper version can be printed and given to the care home staff for completion by hand, if there is limited access to computers. The audit exists in two sections; a Pre-Programme section and a Post-Programme section. Once complete, the information collected can be transferred into the electronic spreadsheet – 'Knowledge, Skills and Confidence Analysis Tool'.

2 Knowledge Skills and Confidence Analysis Tool

This spreadsheet allows data entry of the information collected from the Pre-Programme and Post-Programme Knowledge, Skills and Confidence Audit (Paper Copy). Once the data is entered, the tool will analyse and produce graphs for feedback.

3 Knowledge, Skills and Confidence Cohort Analysis Tool

This spread sheet will allow you to use data collected in the Knowledge Skills and Confidence Analysis Tool to provide feedback on a cohort of care home staff. This tool will use averages to analyse the knowledge, skills and confidence of cohorts of staff members, and details and instructions on the use of this tool can be found in this document.

Knowledge Skills and Confidence Audit (Paper Copy)

This audit will allow care home staff to self-assess their current level of knowledge, skills and confidence around the core end of life care topics which are covered in the Six Steps programme.

The audit is split into two parts which can be found in the Audits section of the Six Steps webpages:

- 1** The Pre-Programme Audit should be completed at the beginning of the programme. This audit provides a baseline of the staff member's knowledge, skills and confidence.
- 2** The Post-Programme Audit should be completed at the end of the programme. This audit is identical to the Pre-Programme version, and asks the staff member to reassess their knowledge, skills and confidence. This will then allow you to track how the staff member feels they have changed over the course of the programme.

Instructions for completion

Each version of the audit is completed in the same way. The staff member should consider their knowledge, skills and confidence for the specified end of life care topics whilst using the comments alongside each section for guidance. They should then place a tick along the scale of 0 to 5 using the following level descriptors:

- 0** This is not applicable to my role
- 1** This is within my role but I have no knowledge/skills/confidence in this area
- 2** This is within my role but I have very little knowledge/skills/confidence in this area
- 3** This is within my role and I have some knowledge/skills/confidence in this area
- 4** I have a good level of knowledge/skills/confidence in this area most of the time
- 5** I have a high level of knowledge/skills/confidence around this topic

Once the staff member has completed the audit, the data collected can be entered into the Knowledge, Skills and Confidence Analysis Tool to provide individual feedback. Details and instructions on the use of this tool can be found in the next section.

Knowledge Skills and Confidence Analysis Tool

This tool will allow you to enter the data you have collected from the care home staff member on the Pre-Programme and Post-Programme Knowledge, Skills and Confidence Audit (Paper Copy). The tool will then automatically convert the data into some simple graphs which will show the development that the staff member has made throughout the programme.

The tool has four main sections which can be accessed by clicking on the tabs at the bottom left of the screen:

Front Page

This sheet contains general information and instruction on the use of the tool.

Section 1

This sheet allows you to enter the data collected from the Pre-Programme and Post-Programme Knowledge, Skills and Confidence Audit (Paper Copy). If the staff member feels confident doing so, they can directly enter their self-assessment into this tool, which will save the entry of the data from the paper version.

Section 2

Once the data has been entered for the Pre-Programme and Post-Programme Knowledge, Skills and Confidence Audits in Section 1, this part of the tool will automatically update to produce a simple table and graph, summarising the data in a way that can be used to feedback to the staff member or used in reports.

Cohort Data

This sheet is only required if you wish to analyse data for a cohort of care home staff. The dotted box automatically populates by pulling through the data you have entered in Section 1. This box can now be copied and pasted into the 'Knowledge, Skills and Confidence Audit Cohort Tool' to create graphs for a group of care home staff members. The box on this page will save you re-entering all the data on to the Cohort Data Tool.

Instructions for completion: Knowledge Skills and Confidence Analysis Tool

Data collected from the Pre-Programme and Post-Programme paper audits should be entered into Section 1 of the tool and instructions for completion are the same for both.

- 1 To begin, enter the name of the care home, staff member and the date in the specified boxes.
- 2 For sections 1 to 15, click on the box under Knowledge and an arrow will appear. Click this arrow and a drop-down box will appear containing the scores 0 to 5.

Pre and Post-Programme Knowledge, Skills and Confidence Audit Data Entry Form

To begin enter the name of the care home and the date. Now, work through the pre-programme and post-programme audit forms and add the scores to the data entry form. Click on the box for each question then click on the arrow and select a score of 0 - 5 for Knowledge, Skills and Confidence. Once you have completed this section proceed to Section 2 where you will find some basic analysis which you can use to feedback to care home staff.

Care Home Staff Name:

Pre-Programme Audit Completion Date:

Post-Programme Audit Completion Date:

	Pre-Programme Audit			Post-Programme Audit		
	Knowledge	Skills	Confidence	Knowledge	Skills	Confidence
1 Identifying residents in last year of life	0					
2 Holistic assessment	1					
3 Communication skills	2					
4 End of life care discussions	3					
5 Advance Care Planning	4					
6 Mental Capacity Act	5					
7 Working within a Multi-Disciplinary Team						
8 Significant Event Analysis						
9 Recognising dying						
10 Care of the dying person						
11 Individualised care plan for End Of Life						
12 Reducing inappropriate hospital admissions						
13 Spiritual needs						
14 Dignity						
15 Bereavement support						

If the staff member themselves is completing the audit using this tool, they should select the relevant number; otherwise, the score should be entered as recorded by the care home representative if using the Pre-Programme Knowledge, Skills and Confidence Audit (Paper Copy).

- 3 A completed Pre-Programme section should look like this:

Pre and Post-Programme Knowledge, Skills and Confidence Audit Data Entry Form

To begin enter the name of the care home and the date. Now, work through the pre-programme and post-programme audit forms and add the scores to the data entry form. Click on the box for each question then click on the arrow and select a score of 0 - 5 for Knowledge, Skills and Confidence. Once you have completed this section proceed to Section 2 where you will find some basic analysis which you can use to feedback to care home staff.

Care Home Staff Name:
 Pre-Programme Audit Completion Date:
 Post-Programme Audit Completion Date:

	Pre-Programme Audit			Post-Programme Audit		
	Knowledge	Skills	Confidence	Knowledge	Skills	Confidence
1 Identifying residents in last year of life	1	2	3			
2 Holistic assessment	2	4	3			
3 Communication skills	4	3	2			
4 End of life care discussions	3	5	3			
5 Advance Care Planning	2	3	1			
6 Mental Capacity Act	3	2	1			
7 Working within a Multi-Disciplinary Team	2	3	2			
8 Significant Event Analysis	4	2	2			
9 Recognising dying	5	1	3			
10 Care of the dying person	3	1	3			
11 Individualised care plan for End Of Life	3	2	4			
12 Reducing inappropriate hospital admissions	1	2	3			
13 Spiritual needs	2	3	2			
14 Dignity	2	4	2			
15 Bereavement support	2	3	3			

- If the Post-Programme audit has been completed this data should now be entered in the same way; otherwise the file should be saved for completion at a later date.

Handy tip for facilitators

It would be advisable to create a Knowledge, Skills and Confidence Audit folder in 'Your Documents' where you can save all the staff member spreadsheets with their permission. This will allow you to store the Pre-Programme data collected at the start of the programme, and then revisit them after the programme to update the tool with the data collected in the Post-Programme process.

- Once the Pre-Programme and Post-Programme sections are completed, the tool will collate this data and present the findings as simple graphs in Section 2. This can be used to feedback to the care home and will show how their self-assessments changed over time. The tool produces this feedback automatically and as long as Section 1 has been completed correctly Section 2 should look like this:

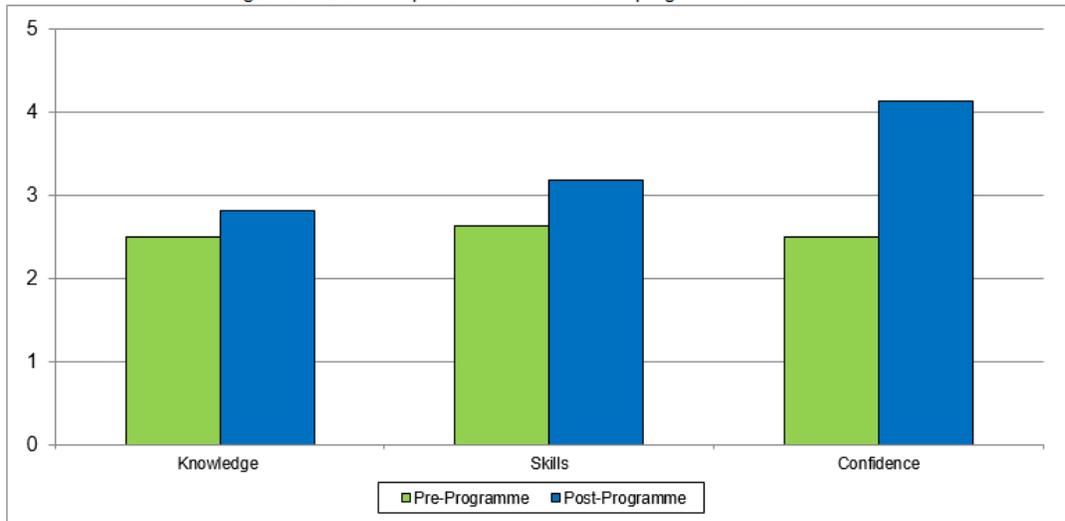


Analysis of Knowledge, Skills and Confidence Audit for Care Home Staff

Care Home Staff Name:	A N Person
Pre-Programme Audit Completion Date:	01/06/18
Post-Programme Audit Completion Date:	18/06/18

Analysis of Pre and Post Programme Section of Audit

1. Graph showing care home staff self-assessment of **knowledge, skills and confidence** as an overall average of the sixteen topics before and after the programme.



Handy tip for Facilitators

To transfer the graphs into a separate document or presentation, right click on your mouse at the top left corner of the graph you wish to transfer. The graph should now be highlighted. Right click on your mouse and a drop-down box will appear. Select 'Copy'. Open the document or presentation you wish to put the graph into and put your cursor where you wish the graph to appear. Right click on the mouse the drop-down box will appear select 'paste'. The graph should now be displayed in your document or presentation.

Knowledge, Skills and Confidence Audit Cohort Tool

This tool will allow you to bring together the data that you have collected from a number of care home staff members around their self-assessments, and to produce some feedback at a cohort level. It will use the data that each home has already supplied in the Knowledge, Skills and Confidence Analysis Tool in Section 1. This data will then be used to produce some simple graphs which will show the average change in care home self-assessment across the EoLC specific topic areas.

The tool has three main sections which can be accessed by clicking on the tabs at the bottom left of the screen.

Front Page

This section provides some brief information about the audit and its uses.

Data Entry

In this section you can input (or cut and paste) data for up to twenty-four care home staff members. This data is copied over from the Knowledge Skills and Confidence Analysis Tool for each individual.

Analysis

Once the Data Entry form has been updated with data from one or more care home staff members, the Analysis section will automatically update to provide a simple table and some graphs to show how the staff cohort has developed in their self-assessment over the course of the programme. These graphs can be copied and pasted for use in any reports.

Instructions for completion

The tool uses the data that has been entered in to the Knowledge Skills and Confidence Analysis Tool for each care home. Once the staff members have completed the Pre-Programme and Post-Programme sections of the tool, a table will be generated in the Cohort Data section (Tab 3) which can be used to add their results to the Cohort Tool. The Cohort Tool has space to input (or cut and paste) the data from up to 24 care homes and this can be achieved by following these three steps.

1 Copy the individual care home data

The first step is to open Knowledge Skills and Confidence Analysis Tool which was completed by the care home in the post-programme phase. In the Cohort Data section there is a table surrounded by a dashed line which contains a summary of the data which has been entered. This is the data which will be copied in to the Cohort tool.

Click in the blue shaded square and, whilst holding your mouse button down, drag the mouse over the cells in the dashed box until all the cells in the box are highlighted, as shown in the image below:

Data for Cohort Analysis

A N Person					
1	2	3	3	2	4
2	4	3	2	3	4
4	3	2	3	3	3
3	5	3	4	4	3
2	3	1	3	3	4
3	2	1	3	4	5
2	3	2	2	4	5
4	2	2	3	4	5
5	1	3	4	2	3
3	1	3	4	3	4
3	2	4	3	3	4
1	2	3	2	2	5
2	3	2	2	3	5
2	4	2	2	3	4
2	3	3	3	4	4

This section is for use with the second Knowledge, Skills and Confidence data entry tool.

You will find more help on this in the Knowledge Skills and Confidence Cohort Analysis Tool Guidance which can be found under the Audits tab on the Six Steps webpages.

Once this box is highlighted, right click and select 'Copy'.

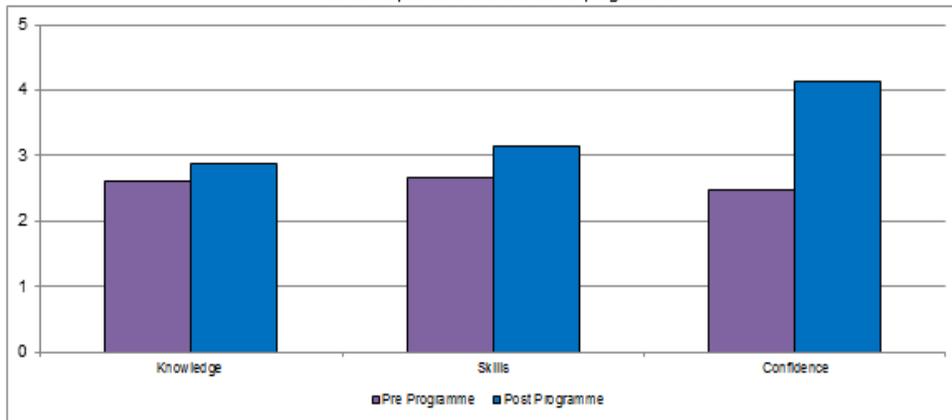
2 Transfer to the cohort tool

The second step is to transfer this copied data into the Cohort Tool. In the Data Entry section of the Cohort Tool right click on the blue cell in the first dashed box. Now select 'Paste Special' from the drop-down list. Select 'Values' and click 'OK'. If you have done this correctly the screen should look like this:

Table summarising the self-assessment of Knowledge, Skills and Confidence from a cohort of care homes using the sixteen topics before and after the programme. Also shown is the average overall change of the cohort over the course of the programme.

	Pre-Programme Audit			Post-Programme			Change		
	Knowledge	Skills	Confidence	Knowledge	Skills	Confidence	Knowledge	Skills	Confidence
1 Identifying residents in the last year of life	1	2	3	3	2	4	2	0	1
2 Holistic assessment	2	4	3	2	3	4	0	-1	1
3 Communication skills	4	3	2	3	3	3	-1	0	1
4 End of life care discussions	3	5	3	4	4	3	1	-1	0
5 Advance Care Planning	2	3	1	3	3	4	1	0	3
6 Mental Capacity Act	3	2	1	3	4	5	0	2	4
7 Working within a Multi-Disciplinary Team	2	3	2	2	4	5	0	1	3
8 Significant Event Analysis	4	2	2	3	4	5	-1	2	3
9 Recognising dying	5	1	3	4	2	3	-1	1	0
10 Care of the dying person	3	1	3	4	3	4	1	2	1
11 Individualised care plan for End Of Life	3	2	4	3	3	4	0	1	0
12 Reducing inappropriate hospital admissions	1	2	3	2	2	5	1	0	2
13 Spiritual needs	2	3	2	2	3	5	0	0	3
14 Dignity	2	4	2	2	3	4	0	-1	2
15 Bereavement support	2	3	3	3	4	4	1	1	1
Average	2.60	2.67	2.47	2.87	3.13	4.13	0.27	0.47	1.67

1. Graph showing the cohort of care home staff self-assessment of **knowledge, skills and confidence** as an overall average of the sixteen topics before and after the programme.



2. Graph showing the cohort of care home staff self-assessment of **knowledge** of the sixteen topics before and after the programme

