

PWYLLGOR CRONFA ELUSENNOL CHARITABLE FUNDS COMMITTEE

DYDDIAD Y CYFARFOD: DATE OF MEETING:	18 June 2019
TEITL YR ADRODDIAD: TITLE OF REPORT:	Update on Cancer Psychological Support Project (CaPS)
CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:	Joe Teape, Deputy CEO/Director of Operations
SWYDDOG ADRODD: REPORTING OFFICER:	Gina Beard, Lead Cancer Nurse

Pwrpas yr Adroddiad (dewiswch fel yn addas)

Purpose of the Report (select as appropriate)

Er Gwybodaeth/For Information

ADRODDIAD SCAA SBAR REPORT

Sefyllfa / Situation

This report gives an update on the Cancer Psychological Support Project (CaPS) following Charitable Funds Committee approval to utilise oncology charitable monies to support a 24-month pilot project. The CaPS Project will provide psychological support to people affected by cancer within the health board population, and the associated cancer workforce. This appropriation of funds was supported by the Charitable Funds Committee in March 2018.

While providing a pilot service, the project will also be a scoping exercise with ongoing, concurrent evaluation to measure the need that exists and the effectiveness of the interventions. This will in turn inform future service design and provision and support any commitment made by the health board and/or the Charitable Funds Committee, towards an ongoing sustainable service, and its benefits.

Cefndir / Background

Background to the project

Historically within the health board counselling was provided for cancer patients and their families from the cancer charity Tenovus. This service was provided free to the patient and to the health board and was approved by Dr. Kerry Donovan, Health Board Lead for Psychology, Counselling and Psychotherapy.

The service from Tenovus, was withdrawn nationally in 2017. Since that time there has been no provision for psychological support for the cancer patient within Hywel Dda except that which is provided in the community by independent charities.

The CaPS Project aims to achieve the following:

1. **Improving the patient experience** by providing a robust counselling service to people affected by cancer (cancer patients).
2. **Development of clinical skills and sustainability** by providing psychological support to the cancer workforce within Hywel Dda, by way of training, support and supervision, therefore enhancing their own psychological skills in daily encounters with cancer patients. Supporting the emotional burden of the cancer workforce through one to one support, team work and innovative approaches that support

resilience.

The project objectives are to:

- Provide a specialist counselling service that is available to people affected by cancer.
- Provide a resource of specialist cancer knowledge, advice and education in psychological aspects of care, promoting positive coping skills for the person affected by cancer and the cancer workforce.
- Provide and participate in the organisation and delivery of appropriate education and training programmes for the cancer workforce, linked to psychological support (enhancing levels 1-2 psychological support).
- Enhance the skills of the cancer workforce to provide collegial, peer based psychological support in the everyday, and promote innovations that build reflective practice, clinical supervision and support into clinical practice.
- Provide higher level clinical supervision to members of the cancer workforce who have encountered clinical events which have been particularly distressing.
- Promote a robust service and practice development in conjunction with evidence based-practice, audit and research.
- Collaborate with existing service to provide psychological support from cancer diagnosis, through to end of life care, pre-bereavement and bereavement.
- Collect data throughout the life of the project that captures referral rates, demonstrating service uptake, and captures effectiveness of service provision through service user engagement (person affected by cancer and the cancer workforce).
- Provide project evaluation, at points through the life of the project via steering group and at the projects conclusion, disseminating information to all stakeholder groups including Charitable Fund Committee and Patient Experience Sub Committee.

Asesiad / Assessment

The project approved by the Committee in March 2018 included the recruitment of the following posts to deliver the pilot project:

- 3 x part-time counsellors
- 1 x part-time psychologist
- Administration support

Over the past 12 months a considerable amount of time has been spent on the recruitment of the psychologist post for the project. Unfortunately, despite identifying a suitable candidate for this post, workforce issues around an internal candidate accepting a secondment to the psychologist role prevented the successful candidate from being able to take up the position. This has therefore led to a delay in the project launch and required a review of the project's delivery model.

As we have been unable to recruit into the position of psychologist, we have considered the options available to us to deliver the project whilst achieving its original aims. In order to achieve the projects aims, the following changes are being proposed to ensure the success of the project:

- A further 15 hours Band 5 Counsellor will be allocated to Carmarthenshire in recognition of the fact that 50% of newly diagnosed cancer patients live in this region.
- Senior professional support for the project, in terms of psychological services, which would have been provided by the 8b Psychologist, will now be provided for the first 12 months by the existing 8a within the bereavement counselling service. This will be set up via a service level agreement and will be reviewed as the project progresses into year 2.
- See one of the counsellors take over the project lead as a band 6 once the service has been launched.
- Overall project lead and vision, and budgetary management, held by the Lead Cancer Nurse.

Cancer Services and Psychological Service within Hywel Dda Health Board continue to work in collaboration. Senior management teams for both services are aware of the changes in the project model and have given full approval. The project accesses the existing infrastructure within Hywel Dda and the counselling service sits under existing counselling provision that currently meets the needs of the bereaved. This ensures the appropriateness and accessibility of clinical supervision. The administration of the service will be accommodated at Ty Cymorth.

The remodel of the project remains within the original budget approved by the Charitable Funds Committee. By not employing a Band 8b Psychologist more hours have been allocated to providing direct psychological support to cancer patients and has allowed the consideration of creative use of the counsellor role such as support groups for specific points on the cancer timeline, for example post diagnosis.

Any outstanding cost savings from the allocated budget will be used to evaluate the service so that recommendations can be made towards the end of the initial project regarding ongoing service design and sustainability.

Current position

During April 2019 the recruitment process began for administration support and to recruit the first of the Counsellor posts. The administration post was appointed to and two of the 0.4 Counsellor posts were filled, Carmarthen and Ceredigion, with a further two posts currently open to advert. The two counsellors started on May 13th 2019 and are working on referral criteria and visiting clinical staff for introductions etc.

Three focus groups have been set up for staff during June 2019, one per county. These focus groups aim to introduce the project to staff and scope their understanding of the needs of the patient group, and their own education and support needs.

During July 2019 there will be two days of training available for clinical staff around the issues raised at the focus group.

Referrals for counselling for cancer patients will begin in September 2019.

The project proposal continues to demonstrate appropriate use of Hywel Dda Charitable Funds as it involves patient welfare and staff welfare. It will also serve to inform future service provision so that the UHB can make decisions for future services that will be based in real world evidence. The value of the service and the benefits of any future service design will be demonstrated by patient and staff engagement, staff satisfaction and sickness monitoring and

monitoring of referral rates as the project progresses.

Argymhelliad / Recommendation

The Charitable Funds Committee is asked to note the changes outlined above which are being implemented to ensure the success of the CaPS project so that the project is able to achieve its original aims, within the original approved project budget.

Amcanion: (rhaid cwblhau) Objectives: (must be completed)	
Committee ToR Reference: Cyfeirnod Cylch Gorchwyl y Pwyllgor:	11.1 Overseeing the day to day management of the investments of the charitable funds in accordance with the investment strategy set down from time to time by the Trustees, and in accordance with the requirements of the UHB's Standing Financial Instructions.
Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:	A Risk Register is in place and managed by the Cancer Psychological Support Project Group
Safon(au) Gofal ac Iechyd: Health and Care Standard(s):	1.1 Health Promotion, Protection and Improvement 3.3 Quality Improvement, Research and Innovation 7.1 Workforce 3.2 Communicating Effectively
Amcanion Strategol y BIP: UHB Strategic Objectives:	2. Living and working well. 4. Improve the productivity and quality of our services using the principles of prudent health care and the opportunities to innovate and work with partners. Choose an item. Choose an item.
Amcanion Llesiant BIP: UHB Well-being Objectives: Hyperlink to HDdUHB Well-being Statement	Improve Population Health through prevention and early intervention Support people to live active, happy and healthy lives Improve efficiency and quality of services through collaboration with people, communities and partners Develop a sustainable skilled workforce

Gwybodaeth Ychwanegol: Further Information:			
Ar sail tystiolaeth: Evidence Base:	See original SBAR		
Rhestr Termau: Glossary of Terms:	Levels of Psychological Support		
	Level Group		Assessment
	1	All general health and social care professionals (qualified	Recognition of psychological need

		and unqualified)		general support.
	2	Health and social care professionals with additional expertise: i.e, site-specific clinical nurse specialists	Screening for psychological distress	Psychology such as manage crises at patient v
	3	Trained and accredited professionals: i.e, counsellors	Assessed for psychological distress and diagnosis of some psychopathology	Counselor psychology interven anxiety r solution delivered explicit t framework
	4	Mental health specialists	Diagnosis of psychopathology	Specialist and psy interven psychotr
* Recommended model of professional psychological assessment and support				
Partion / Pwyllgorau â ymgynhorwyd ymlaen llaw y Bwrdd Partneriaeth Y Prifysgol: Parties / Committees consulted prior to University Partnership Board:		Director of Operations/ Deputy CEO Head of Health Board Charities		

Effaith: (rhaid cwblhau) Impact: (must be completed)	
Ariannol / Gwerth am Arian: Financial / Service:	£96,170.34 per year approved at CFC March 2018
Ansawdd / Gofal Claf: Quality / Patient Care:	It is intended the patient experience will be enhanced as a result of setting up the new service and their overall care improved.
Gweithlu: Workforce:	The project is expected to assist with recruitment by reducing pressure on the existing workforce and providing support to the cancer workforce
Risg: Risk:	Initial risks have been identified as: funding, recruitment and retention of staff, patient safety etc. Risks are documented via the Project Risk Register.

Cyfreithiol: Legal:	Not applicable
Enw Da: Reputational:	Not Applicable - As the service directly benefits patients and NHS staff there is no likelihood of public/patient opposition.
Gyfrinachedd: Privacy:	Privacy Impact Assessment in place
Cydraddoldeb: Equality:	Initial equality impact assessment has been undertaken and referred to Equality and Diversity Advisor. The Equality Impact Assessment will be monitored by the Cancer Psychological Support Project Group.