

#StartTheConversation

New Quarter, New Resources!

What can we DISCUSS?

We know that **ACP conversations** can cover a lot of different topics. Using information from our staff survey we have developed a new **aide-mémoire** to help everyone understand all the different things we could talk about.

The list is not exhaustive and there may be times when it is inappropriate to discuss a certain theme. Remember these interactions are person-centred so let the person guide the conversation.



Remember!
All these resources are available on our website.

What goes where?



The ACP Summary is a useful tool to help us share information with colleagues across many services. We have created a guide to help staff know **what** information would be useful to document and **where** on the form this information should be written.

There might be other information you think would be useful to note in the ACP Summary, please do this! The more information we can share, the more prepared and informed staff can be.

Do you have what it takes to be a Champion?

We are on the quest to find more **ACP Champions**. From developing QI projects, to encouraging colleagues to think about ACPs, this role can be whatever you want it to be! Our network of champions will come together to share best practice and help create an environment where everyone feels comfortable and confident to **#StartTheConversation**.

This is a great **PDP opportunity** and our team is standing by to help you make the most of your talents. You can find more information on our website and if you would like to join us please speak to your Line Manager.



Spotlight on Training

[Link to Training Hub](#)

Over the last year, we have issued

557
ACP eModule
Certificates

to Health and Social Care Staff.



The ACP eModule now available on:

- the ACP Website
- NHS Learnpro

And coming soon to HSCP Learning Platforms

20 ACP
Information Sessions
across all sectors and
Refresher Sessions
direct to staff teams.

Our **ACP Communication Skills Training** has been gathering pace - the training is still open to all plus extended sessions to staffing groups. So far we have trained nurses, doctors, AHPs, Social Work, Support Workers, Care Home Staff, Carer Support Workers, Housing Staff and Students.

In the last 6 months,
207
Health and Social
Care Staff have
participated in
ACP Face to Face
Training.

during ACP training

The training was interactive. Information was given and then questions and discussions were asked to consolidate the information given. The trainer used a case study example to highlight how ACP conversations can be undertaken which was very helpful.



influencing staff practice



100%

Trainers were knowledgeable on topic

98%

Content was organised and easy to follow.

100%

Participation/interaction were encouraged.

after ACP training

The topics covered were relevant to me.

97%

Would recommend this training.

97%

This training will be useful in my job role.

96%



It was a very comfortable environment to engage in discussion and have supportive conversations.

It was very well informed and also a bonus of showing how to complete an ACP using clinical systems.



improving staff confidence