FRAILTY TRAINING FOR ALL
Person-Centred Care
for Older People Living with Frailty

Frailty
360

Frailty360 is an innovative frailty training programme that uses a unique set of resources and an immersive approach to education to deliver key learning objectives in frailty and integrated person-centred care.

A brief history

In 2015, health and social care workforce leaders in **Nottinghamshire** commissioned Fusion48, in partnership with the Primary Care Development Centre to develop the **Frailty & Supported Self-Care Toolkit and training programme**.

The initial focus of the programme was:

- ☑ Enabling **supported self-care;**
- ☑ **Integrated assessment;**
- ☑ **Multi-professional and multi-agency** learning and working;
- ☑ **Consistent** education and training standards;
- ☑ Promoting **learning through innovation**.

The training and toolkit were shaped by older people with frailty and professionals, through:

- Multi-professional, cross-organisational '**Expert Advisory Panel**' and '**User Group**', including local stakeholders and external experts
- A small group of **older people with frailty**, their families and carers.

The initial programme received excellent feedback and achieved **a 33% increase in participant's understanding of frailty** and a 27% increase in confidence in supporting older people to self-care in follow up evaluation. This included senior and experienced cohorts.

Developments

The programme and associated resources have continued to evolve based on **extensive feedback from over 2,000 participants** from hundreds of different organisations across all sectors of health, social care as well as the wider public and voluntary sectors.

The content of programme has also been extended and further developed to reflect deployment across a range of settings and local areas in the North West, North East, Midlands, South Coast and London.

The programme has also incorporated **new national guidance and evidence**, including NICE guidance on Multimorbidity, the introduction of Routine Frailty Management into the Core GP Contract, and NIHR evidence reviews.

During early 2018, further updates have been made to align with the HEE/Skills for Health **Draft Frailty Core Capabilities Framework** which has itself been shaped by the innovative resources developed as part of the programme.

Key innovations

Frailty Fulcrum
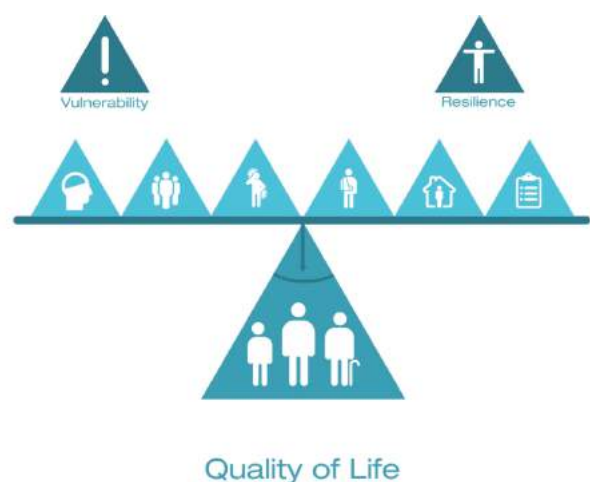
Fusion48's **Frailty Fulcrum** is a multi-dimensional model which highlights the importance of balancing vulnerabilities with sources of resilience. It has been developed as an animation and featured in a guest blog by Dr Dawn Moody for NHS England https://www.england.nhs.uk/blog/dawn-moody/

FrailtySIM - the virtual reality frailty experience, FrailtySIM has also been developed from initial prototype to a complete immersive learning experience through funding from Ufi Charitable Trust as a Voctech 2016 project https://www.ufi.co.uk/projects/voctech-seed-projects-2016

Vic's story is told

Frailty Toolkit

The Toolkit is a web-based application designed to provide quick and easy access to a range of frailty-related resources. It brings together learning resources with practical guides and tools and has a section for localised Directory of Resources.

Underpinning principles

In addition to the innovations of the Frailty Fulcrum, FrailtySIM and the Frailty Toolkit, there are three underpinning principles that Frailty360 promotes: **Person-centred** approaches; Maximising and **supporting an individual's independence**; and **Multi-disciplinary** integrated working.

Person-centred approaches

The real-life stories of Nirmala, Baldev and Victor are used to enhance understanding and enable participants to apply their knowledge and analyse relevant situations and scenarios.

Further case studies support specific elements of the training, whilst participants are also encouraged to apply the tools to their own case examples or current situations.

Maximising and supporting an individual's independence

The Supporting Independence Care Planning template provides a structured approach to understanding what is important to the individual and then exploring what is helping them as well as getting in the way of the person doing what they would like to be able to do. Taking a positive 'can do' strengths-based approach it encourages those involved in supporting older people living with frailty to apply the principles of *empowerment, motivation* and *capability*, whilst also exploring the full range of local capacity to support the person (including family, friends, local community).

Multi-disciplinary integrated working

The vast majority of the training has been delivered to multi-disciplinary groups, with participants frequently coming from different local organisations. The design of the sessions aims to encourage **collaboration and integrated working**, as well as providing opportunities for individuals with different backgrounds to **network** and gain insight into other parts of their health and care systems.

Whilst the training will benefit single discipline teams from one organisation, the impact is greatest when events are run with more diverse groups.

Local Champions & Trainers

Initially established as part of the Nottinghamshire programme the Local Champions and Trainers approach has since benefited from substantial further development to ensure continued alignment with the latest national developments in frailty policy and practice, and to enable it to meet the needs of wide range of organisations and geographies.

By March 2018 there were over 200 "Local Trainers" from a wide range of organisations and geographies with access to the core resources to enable the training to be cascaded.

Person-Centred Care for Older People Living with Frailty

Core Resources for Local Champions & Trainers

Nirmala & Baldev

Victor

Frailty SIM

Frailty Fulcrum

www.frailtytoolkit.org

In addition to receiving familiarisation training, Local Champions & Trainers are provided with both physical and digital training resources to deploy flexibly based on the needs of the individuals undertaking the cascade training.

Module resources include PowerPoint slides complete with speaker notes; videos or other animations; exercise cards or instructions; and answer sheets and templates. The Modules use a range of learning styles from high tech Virtual Reality to low tech role play cards. The aim throughout is to use interactive and immersive approaches to learning, ideally carried out in Multi-Disciplinary Teams.

The current modules are set out in the rest of this overview, along with some tips for cascading the training.

**Module 1:
Introductory Quiz**

The quiz includes multi-choice style questions about the local demographics, frailty and dementia prevalence, and care home residency as well as more general questions related to ageing, the experience of people living with frailty and their care.

The objectives of the introductory quiz include:
- Start discussion about frailty
- Draw out prior knowledge levels
- Promote working together and sharing knowledge
- Provide context for frailty locally

Local Trainer Resources include:
- Question sheet that can be customised to local area
- Facilitators guide which provides key points to highlight during the quiz answers
- Quiz module powerpoint presentation covering instructions, timer and answers.

*Minimum time required:
30 mins*

"Format encouraged collaborative working across the table. Knowledge of facilitators - plugged into national scene. Personalised to our local environment e.g., **quiz**, knew what else was going on locally in frailty. Covered a lot of information in short space of time. Handouts great. Access to toolkit looks fab."

Module 2:
Understanding Frailty

The module includes a concise slide presentation, the Frailty Fulcrum animation and a narrated video of Nirmala's story which is used to explore and assess understanding of the Frailty Fulcrum model.

The objectives of the module are:

• Provide a definition for frailty and how it relates to an ageing population

• Explain what frailty looks like, what it is made up of, and what it means to the individual.

• Introduce the Frailty Fulcrum as a multi-dimensional model for frailty.

• Highlight the impact of acute health events and how they frequently present as one of the Frailty Syndromes.

Local Trainer Resources include:

• Understanding Frailty powerpoint presentation and associated speaker notes

• Frailty Fulcrum animation

• Frailty Fulcrum Domain guidance booklet

• Nirmala's story as a narrated video, slide presentation or handout to suit available technology

• Nirmala's story Fulcrum exercise question sheets (recall and recognition)

• Frailty Fulcrum exercise card for applying to own case examples

• A1 Frailty Fulcrum template

• Participants handouts including Overview of Frailty Fulcrum and Frailty Syndrome & domain summary card.

Minimum time required:
45 mins (including exercise)

Module 3:
Identifying Frailty

The module includes an explanation of the range of validated tools for both opportunistic or reactive frailty identification, as well as proactive tools. Understanding of assessing different levels of frailty is applied through the John, Barbara and Mike case examples.

The objectives of the module are to:

• Explain how improved understanding of frailty has led to development of validated tools for identifying potential frailty and assessing levels of frailty.

• Provide an overview of opportunistic and reactive tools for identifying frailty.

• Introduce the electronic Frailty Index (eFI) as a population-based tool to identify the risk of frailty.

• Provide practical experience of applying the Dalhousie (Rockwood) Clinical Frailty Scale.

Local Trainer Resources include:

• Identifying Frailty powerpoint presentation and associated speaker notes

• Clinical Frailty Scale case studies template and answers

• Clinical Frailty Scale handout

Minimum time required:
40 mins (including exercise)

"Clarification of frailty and the drive to raise awareness of it. Fabulous resources and explanation of them. Very knowledgable course tutors, inspiring. Has consolidated my existing knowledge."

Module 4:
Managing Frailty Overview
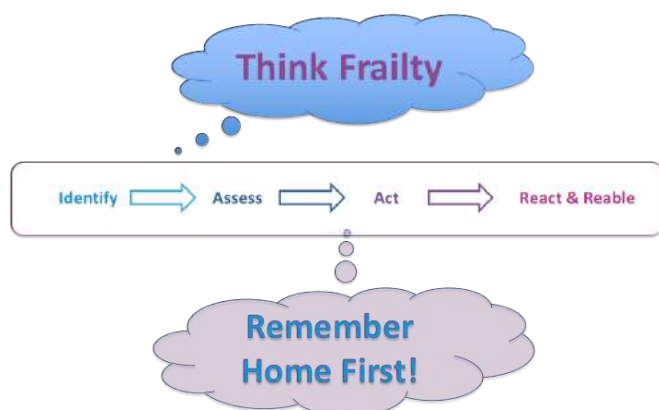
This module highlights the importance and implications of managing frailty as a long term condition. It outlines the range of interventions for different levels of frailty, whilst introducing the growing evidence base.

It can also be used as an opportunity for teams to consider the strengths and vulnerabilities of teams and systems of care, through the lens of the Frailty Fulcrum domains and the Think Frailty model.

The objectives of this module are to:
• Highlight the benefits of considering frailty as a long term condition
• Introduce the "Think Frailty" framework
• Provide an overview of the types of interventions which should be considered for different levels of frailty and why comprehensive and holistic assessment and care planning (Comprehensive Geriatric Assessment or CGA) is the Gold Standard.
• Raise awareness of the growing evidence base, associated guidance and current national initiatives.

Local Trainer Resources include:
• Managing Frailty powerpoint presentation and associated speaker notes.
• Exercise card for Mapping strengths and vulnerabilities of teams and systems of care to Frailty Fulcrum domains.
• Think Frailty handout.

Minimum time required:
15 mins (presentation)
20 mins (mapping exercise)

Module 5:
Supporting Independence
& Person-Centred Care

The module introduces the definitions, principles, skills and a template for person-centred collaborative working. It also allows participants to share their perspectives on what improvements can be made to ways of working.

The objectives of this module are to:
• Provide a common language and definitions of self-care and supported self-care
• Outline the principles and skills required to support independence through person-centred care
• Introduce the Supporting Independence Care Planning template
• Explore what helps and what hinders integrated and person-centred care locally

Local Trainer Resources include:
• Supporting Independence & Person-Centred Care powerpoint presentation and associated speaker notes
• Supporting Independence Care Planning template - A3 booklet (A1 poster also available)
• Integrated Working and Person-Centred Care Help or Hinder exercise card

Minimum time required:
15 mins (presentation)
20 mins (help or hinder exercise)

"Excellent approach in humanising the subject. Great team working and idea generation."

Module 6:
FrailtySIM - Become Victor & Being Jane

Based on a gentleman called Victor, this module provides the user with the opportunity to "walk" in the shoes of an older person living with frailty, and enables the user to experience the vulnerability of differing levels of functional losses associated with frailty and ageing.

The objectives of this module are to:
- Increase awareness of frailty;
- Develop understanding and empathy for older people living with frailty;
- Enhance observational skills;
- Practice deploying assistive technology.
- Apply the knowledge, understanding and skills of modules 2 & 3 to assess Victor's level of frailty

Local Trainer Resources include:
- Set up and trouble shooting guide
- Facilitator's guide and slides
- FrailtySIM Introduction Video and transcript
- FrailtySIM Walkthrough (Clues playback) Video and transcript
- Reflective learning & clues template
- A range of options for accessing FrailtySIM software and compatible VR equipment (additional cost)

Minimum time required:
45 min
(1 hour if sharing equipment in pairs)

The module can also be used to introduce an acute health pathway scenario

Module 7:
FrailtySIM - Walking through Frailty

Walking through Frailty provides experiential learning to build awareness and understanding of the different levels of frailty and how that affects the everyday lives of older people living with frailty. It can be used to support learning associated with: Prevention and Risk Reduction; Understanding Frailty; and Frailty Identification and assessment.

The objectives of this module are to:
- Understand the impact of differing levels of frailty on a person's ability to carry out everyday tasks;
- Apply the knowledge from module 4 to consider the type of support that may be needed for different levels of frailty;
- Increase awareness of prevention and risk reduction opportunities

Local Trainer Resources include:
- Facilitator's guide & instructions
- Walking through Frailty workbook
- Introduction and debrief transcripts for each level of frailty: Fit, Mild, Moderate, and Severe.
- Prompts and ideas for using module to support different learning opportunities.
- A Practical Guide to Healthy Ageing.

Minimum time required:
30 min to explore two levels of frailty
(40 mins if sharing equipment in pairs)

"Fantastic insight into frailty, has had an impact on me, a healthcare practitioner, will change my practice."

Module 8:
Victor's story

The module uses a video featuring role play actors and memorabilia to enable participants to learn more about Victor, his life, what's important to him and his current situation and to meet Kath (Victor's daughter). Victor's story can then be used in a variety of ways to put into practice various aspects from the earlier modules, including observations from FrailtySIM.

The objectives of this module are to:
- Apply the knowledge, understanding and skills of modules 1 - 4 to a community-based case example, including understanding what is important, how to support independence and assessing levels of frailty
- Explore the importance of family carers through the role of Kath
- Work together as a multi-disciplinary team

Local Trainer Resources include:
- Video of Victor's story (USB stick) and Voice of Victor and Kath cards
- What's important worksheet
- Supporting Independence Care planning exercise card
- Supporting Independence Care planning template and examples of output

Minimum time required:
20 mins (What's Important)
30 mins (Care Planning)

"Excellent resources - interactive sessions. Excellent to have real life case studies to apply."

Module 9:
Nirmala's Multi-Disciplinary Team

The module uses scripted role play cards to provide background information about Nirmala's extended stay in hospital following her stroke and fall. The role play cards also introduce the different members of the Multi-Disciplinary Team (MDT) that supported Nirmala.

Once the information has been shared across the team, the MDT is encouraged to combine this information with the understanding gained from Nirmala's video in module 2 and explore a range of topics and apply the breadth of their skills, knowledge and understanding. This includes using Nirmala's story to work on discharge planning.

The objectives of this module are to:
- Apply the knowledge, understanding and skills of modules 1 - 3 to a hospital-based case example, including understanding what is important and how to achieve the principles of supporting independence in a hospital setting.
- Explore the roles and perspectives of different members of the MDT.
- Explore how to involve the family in a hospital setting and to support discharge from hospital.
- Work together as a multi-disciplinary team.

Local Trainer Resources include:
- What's important A5 flash cards
- What's important exercise card
- MDT Role Play Cards

Minimum time required:
30-40 mins

Module 10:
Caring for the carers:
Baldev's story

The module uses a narrated video to introduce Baldev, Nirmala's husband, providing information about his outlook on life, how Nirmala's hospitalisation affected him and his concerns for the future. Baldev's story is then used to explore opportunities to care for the carer and manage changes in the carer's own level of frailty. Participants work together to apply the breadth of their skills, knowledge and understanding the situation.

The objectives of this module are to:
• Apply the knowledge, understanding and skills of modules 1 - 3 to a community-based case example, including understanding what is important, supporting individual journeys of frailty.
• Explore the importance of Healthy Caring for older people caring for others and the support available to them.
• Explore impact of frailty syndromes and consider opportunities for prevention and risk reduction.
• Work together as a multi-disciplinary team.

Local Trainer Resources include:
• Video of Baldev's story (USB stick) and Voice of Baldev card
• Supporting Independence Care planning exercise card
• Supporting Independence Care planning template and examples of output
• A Practical Guide to Healthy Caring

Minimum time required:
30-40 mins

Module 11:
Adapting to live well with frailty:
Nirmala & Baldev together

The module provides participants with the opportunity to explore the potential of Assistive Technology (AT) to support Nirmala and Baldev to continue living in their own home as independently and safely as possible despite advancing frailty. Short video clips are available to highlight the how a range of AT has been used across each of the domains of the frailty fulcrum. Local Trainers are encouraged to join up with local AT leads to increase awareness of the potential of AT locally.

The objectives of this module are to:
• Apply the knowledge, understanding and skills of modules 1 - 3 to a community-based case example of an older couple who are both living with frailty, including understanding what is important and supporting independence.
• Consider opportunities for the use of Assistive Technology across all domains of the frailty fulcrum.
• Increase awareness of the AT services available locally.
• Work together as a multi-disciplinary team.

Local Trainer Resources include:
• Video of Baldev's & Nirmala's story and Voice of Baldev & Nirmala cards (available in other modules)
• Supporting Independence Care planning exercise card
• Supporting Independence Care planning template and examples of output
• Short videos of Assistive Technology across each of the domains of frailty

Minimum time required:
30-40 mins

Module 12:
Introduction to the Frailty Toolkit

Toolkit App

A short module to ensure participants have sufficient awareness and understanding of the online Frailty Toolkit and how to gain access.

The objectives of this module are to:
• Provide an overview of the Frailty Toolkit, its content and functionality
• Support participants to access the Toolkit
• Introduce the resources available for making the most of the Toolkit

Local Trainer Resources:
• Quick start guide
• What's available now and functionality guide
• Overview of "Making the most of the Frailty Toolkit" videos

Minimum time required: 5-10 mins

Tips for Designing Cascade Training

The Frailty360 modules directly support many of the capabilities within the Draft Frailty Core Capabilities Framework. They have been developed for use with both tier 1, tier 2 and in some instances tier 3 practitioners (see next sheet for overview of framework).

Local Trainers are encouraged to familiarise themselves with the Core Capabilities Framework when putting together their cascade training. In particular they should consider what tier their participants represent, the capabilities that need developing and hence the outcomes that they are aiming to achieve.

The Frailty360 resources have been used to deliver a wide variety of training and awareness building sessions, from 30-60 minute immersive introductory sessions using FrailtySIM and/or the quiz, through to whole day events designed for "Local Champions". Two, three and four hour formats have also been used.

Sessions have been run for groups of 2 to around 50, and from care home lounges to large conference facilities. The modular nature of the resources and mix of high and low tech methods means that the approach can be customised to meet the local training opportunity and facilities.

Factors to consider in the design of awareness building and training events

Mix of learners:
• Tier 1 -> Tier 3
• Single staff group -> multi-professional
• Narrow experience band -> wide grade range
• Single organisation -> multi-agency
• Single care setting -> cross-sector
• Local area -> regional

Group size:
• Learner led / solo learning (e.g., 1)
• Team-based or small group (e.g., up to 12)
• Workshop / classroom (e.g., up to 50)
• "Lecture theatre" (e.g., 50 - 100+)
• Conference style (e.g., 100++)

Expected outcome:
• Awareness and knowledge building
• Understanding and application
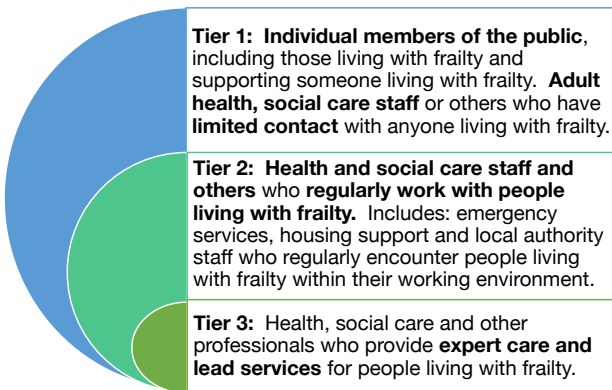• Analysis, synthesis and evaluation

Style, Duration & Facilities:
• "High tech" or "low tech"
• Level and nature of interactivity
• Level of contextualisation or localisation required
• "Drop in" sessions -> whole day events

Trainers & facilitators:
• Number and experience
• Internal or external
• Level of Subject Matter Expertise

Overview of Draft Frailty Core Capabilities Framework

Tier 1: **Individual members of the public,** including those living with frailty and supporting someone living with frailty. **Adult health, social care staff** or others who have **limited contact** with anyone living with frailty.

Tier 2: **Health and social care staff and others** who **regularly work with people living with frailty.** Includes: emergency services, housing support and local authority staff who regularly encounter people living with frailty within their working environment.

Tier 3: Health, social care and other professionals who provide **expert care and lead services** for people living with frailty.

Domain A. Understanding, identifying & assessing frailty
1. Understanding frailty
2. Frailty identification & assessment

Domain B. Person-centred collaborative working
3. Person-centred approaches.
4. Communication
5. Families & carers as partners in care
6. Collaborative & integrated working

Domain C. Managing frailty
7. Prevention & risk reduction
8. Living well with frailty, promoting independence & community skills
9. Physical & mental health & wellbeing
10. Managing medication
11. Care & support planning

Domain D. Underpinning principles
12. Law, ethics & safeguarding
13. Research & evidence-based practice
14. Leadership in transforming services

http://www.skillsforhealth.org.uk/services/item/607-frailty-core-capabilities-framework

Online Facilitator Resources @ www.frailtytoolkit.org/category/facilitator-resources/

Local Trainers have access to the **Facilitator Resources** section of the **Development Zone** where all the latest training resources are available.

Contact: help@frailtytoolkit.org