



Best care by the best people

# MDT Awareness Training in MND for Environmental Control Engineers

North Thames Regional Environmental  
Control Equipment Service (NTRECES)



# What is Environmental Controls?

- Funding from NHS England under Specialist Service
- Regional service
- Referral
- Type of equipment provided
- Who we work with



# What was the challenge?

## Why we ran an engineer training day on MND

- Identified that the Engineers we work with do not have clinical training yet work with our clients on a one to one basis.
- They may not be aware of the global impact of MND eg pain and fatigue
- To identify how to help them to deal with challenging situations they could encounter



# Who attended?

- Engineers from Possum, Steeper, PC By Voice
- Managers from Steeper
- Administration staff from Steeper and Possum



# What did we do?

## **Clinical specialist Nurse**

Talked about her role

Talk based around the MND  
Association training videos.

Used videos as a base to provide  
context and real life experiences.

## **Day in the life – presented by Nicky**

Questionnaire to a number of clients to  
give snap shots of their life

Provided a fuller picture for the  
engineers



# The survey

1. How long is your morning routine and what is involved?
2. How many HSCPS or services do you have to deal with?
3. Do you or your family work?
4. How many times do you need to call for assistance during the day
5. How many times do you need to call for assistance at night
6. What issues do you need help with during the day and night?
7. Is there anything else you think it would be useful for us to be aware of?



# Survey results – and applicability to engineers' visits

- A morning in routine of 1-2 hours with many different leaving patient and carer tired
- A total of 27 HSCPs and or services
- Finances can be squeezed due to withdrawal from work
- Assistance needed depends upon the stage of the person's MND journey and can change rapidly
- The assistance needs of a person living with MND are wide ranging and can be challenging
- Comments providing context

# What else should we be aware of?

- Feel house is not own anymore
- Can't relax
- Timing of visits is very important
- If main carer is unwell often nobody to step in
- "I am too busy dealing with the personal care I haven't got time to set up the technology too"
- Time it takes to reply using Eye gaze
- Effort required with eye gaze
- Positioning of eye gaze in relation to lights
- Positioning of wheelchair when talking to wheelchair user
- Talking to the person not about the person when they are there





# Results – evaluation

- Positive feedback from evaluation survey
  - Informative and well structured
  - Shared experience was useful
- Verbal feedback
  - Went on to do more private research and looked at the MND Association website for more information
  - Sought support from their team to help them deal with the impact on them from working with this client group
- We have been asked to deliver the training to other teams!



# Recommendations – what's next?

## Increasing our support offer

- Establish a bimonthly meeting with fellow engineers/admin with in house support
- Bi or tri monthly meeting (Teams) with NTRECES clinicians /referrers



# Other suggestions we are looking into

- Providing engineers with more information about potentially difficult situations more formally before your visits e.g. on equipment request form
- Making engineers aware if they are collecting equipment from a family whose relative has died
- If agreed and appropriate engineers taking along a sympathy card when they collect equipment.
- Collecting equipment as soon as possible if requested by family. No longer than a week to ten days following request.
- Development of forms when requesting equipment to capture additional important information e.g. “please check with referrer before visiting the client.”

# Any questions?

