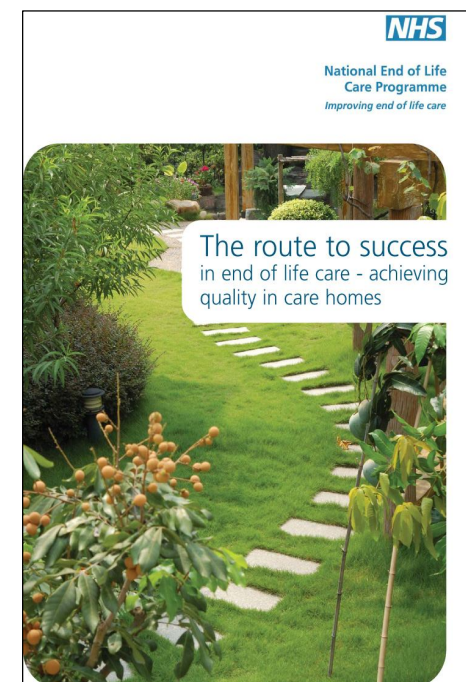
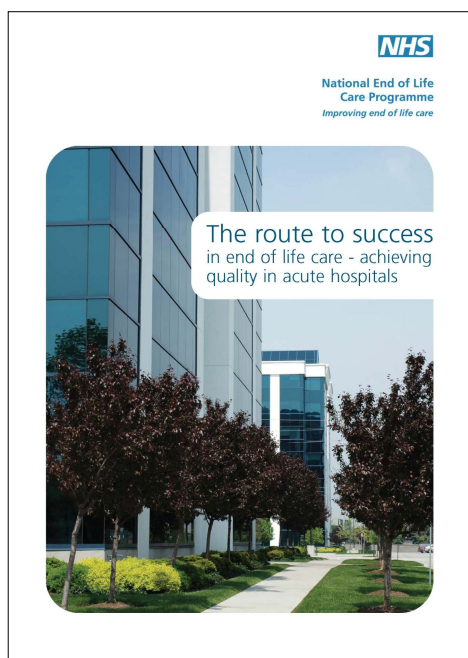


# How do we address the practicalities in the implementation of the end of life care strategy ?



**Claire Henry, Programme Director  
National End of Life Care Programme**

# It's about real people

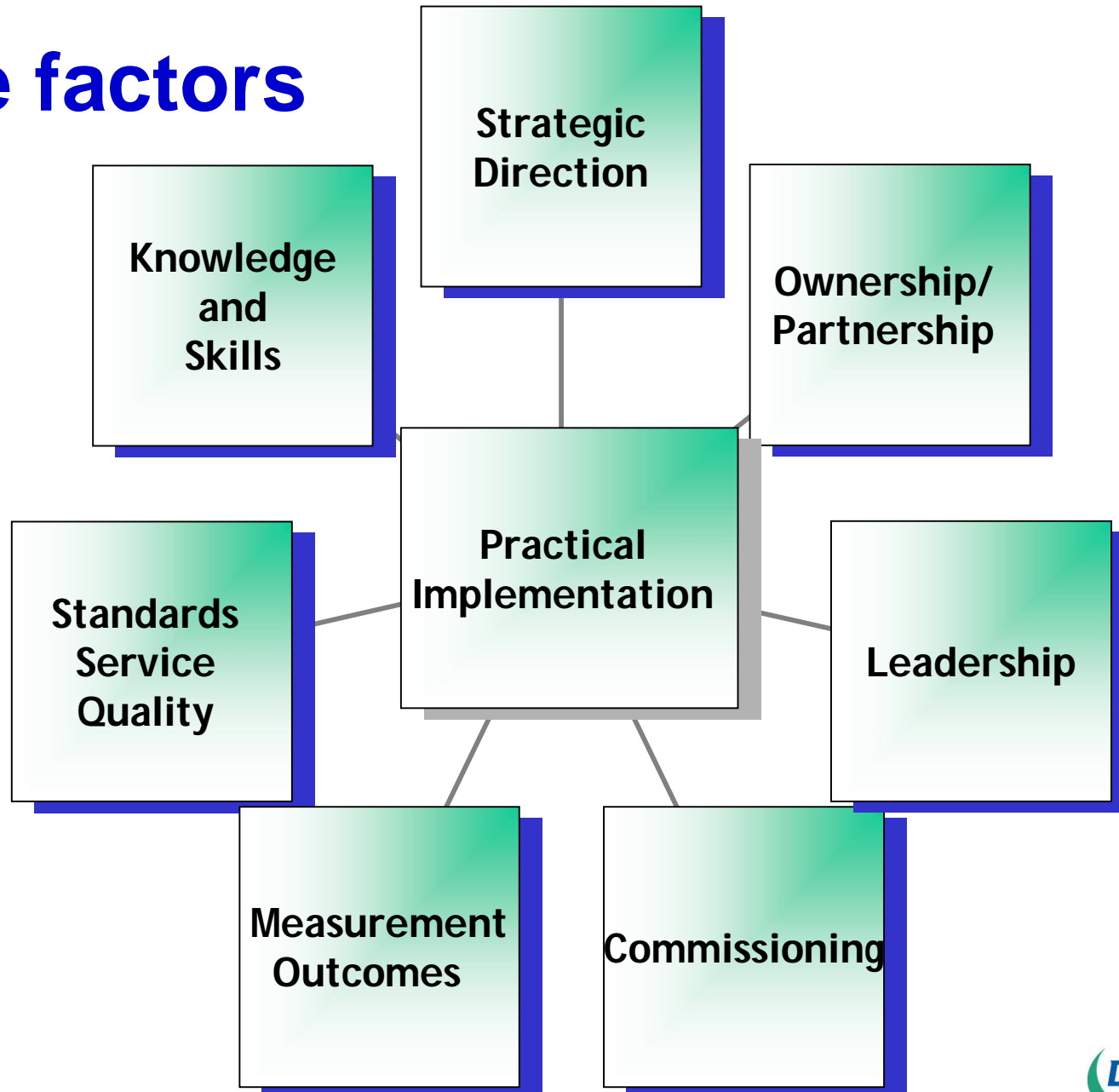


- Financial climate
- Aging population
- Uncertainty
- Rapid changing policies
- Speed for implementation
- Skills and knowledge required

## Challenges ahead

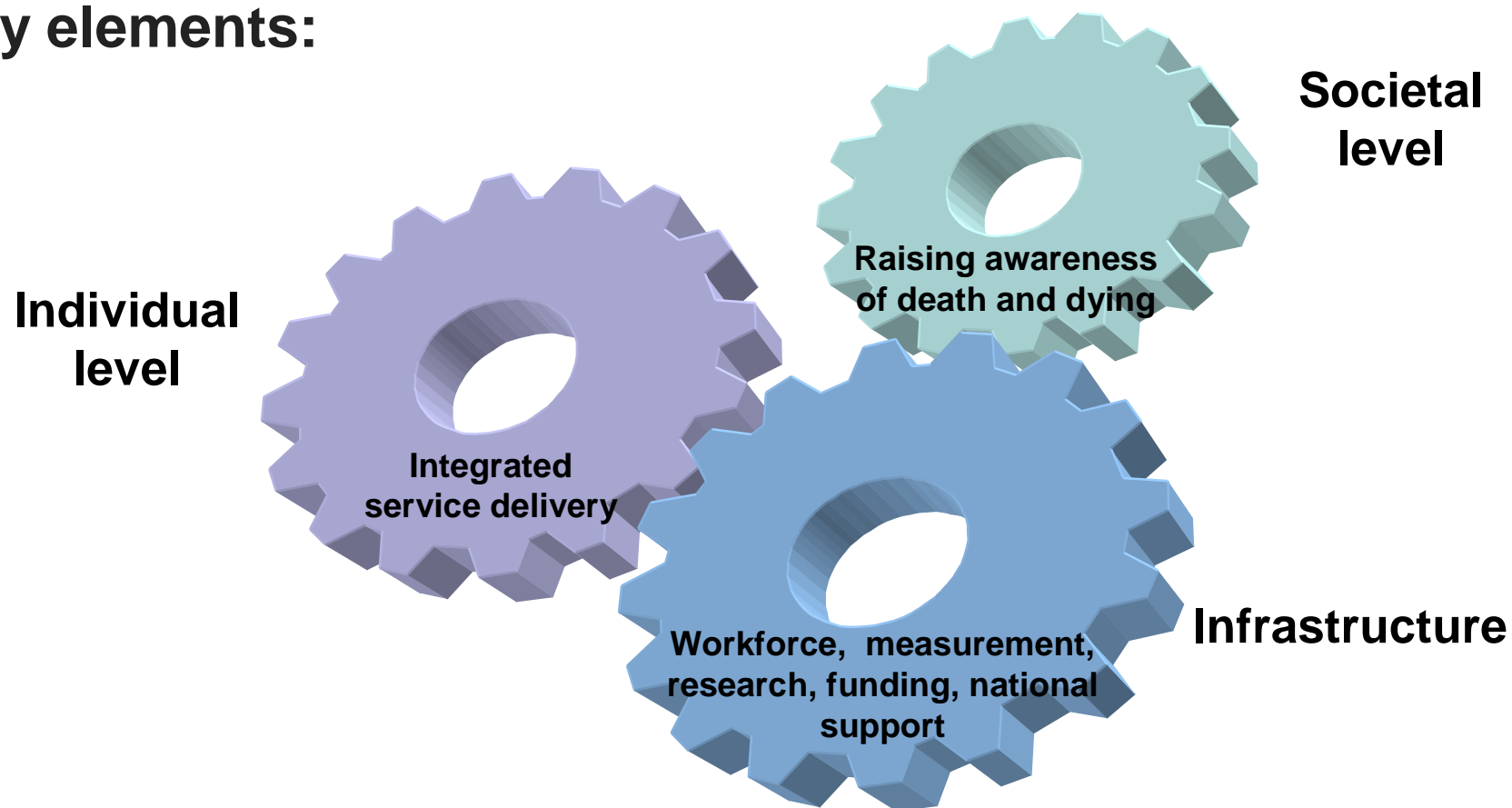
- Professional boundaries
- Leadership
- Proposed changes to the NHS
- Intelligence “what makes the difference” how do you measure
- Silo working – NHS LAs Third sector

# Core factors



# End of Life Care Strategy England

Key elements:





## Improve outcomes

- Improve individuals experience and quality of care
- Support and enable people to die in a place of their choosing
- Skilled workforce with higher morale and improved retention
- Access to specialist palliative care team
- Put control in the hands of individuals “no decision about me without me” potential cost benefits from reducing unnecessary costly interventions
- Reduce complaints, increase compliments
- Improve the care settings reputation





## What's sources are available?

- Place of death (from death certification) and national indicator (vital sign)
- National End of Life Care Intelligence Network will bring together different datasets e.g. HES, ONS, GPES and social care
- VOICES – surveys of bereaved relatives will provide a proxy for quality of care given to patients at the end of life
- National Care of the Dying Audit Hospitals
- After Death Analysis
- Quality Innovation Prevention and Productivity (QIPP)



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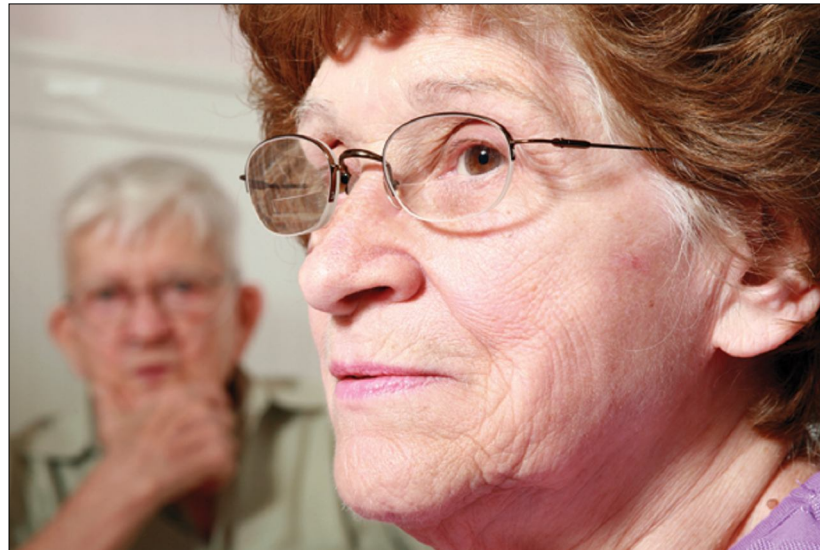
## Six key levers for improving end of life care

- Co-ordinated care based on assessed need by working in partnership
- Good communication and access to all relevant services
- Senior clinicians making decisions close to the person and intervening early
- Use recognised support tools such as advance care planning and the Liverpool Care Pathway of the dying
- Strong oversight and support from senior management
- Training and education appropriate to each team member's role





## Step 1: Discussions as the end of life approaches



- Open, honest communication - competences/framework
- Identifying triggers for discussion - condition specific, change in care setting, death of a spouse, episode of uncertain recovery, surprise question, prognostication is very inexact



## Step 2: Assessment, care planning and review



- Conduct a holistic assessment - programme guide
- Agreed care plan and regular review of needs
- Advance care planning including PPC, ADRT, DNACPR



## Step 3: Co-ordination of care



- Strategic co-ordination with primary and community health services, social care and ambulance/transport services
- Co-ordination of individual patient care - locality registers
- Fast track continuing health care



## Step 4: Delivery of high quality care in all care settings



- Dignified environment
- Access to generalist and specialist support 24/7
- Access to spiritual care
- Access to appropriate information





## Step 5: Care in the last days of life



- Identification of the dying phase - good practice care pathway e.g. LCP
- Review of needs and preferences for place of death
- Support for both patient and carer
- Recognition of wishes regarding resuscitation and organ donation





## Step 6: Care after death

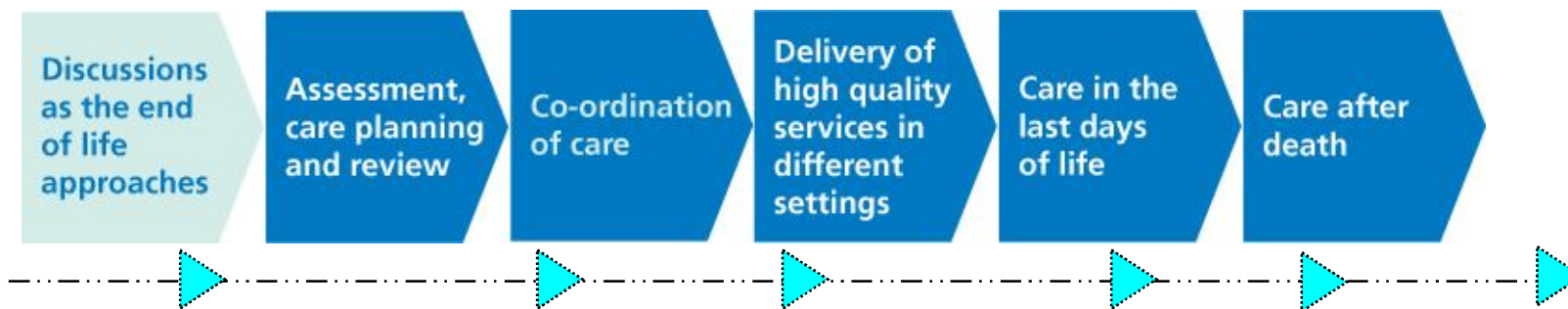
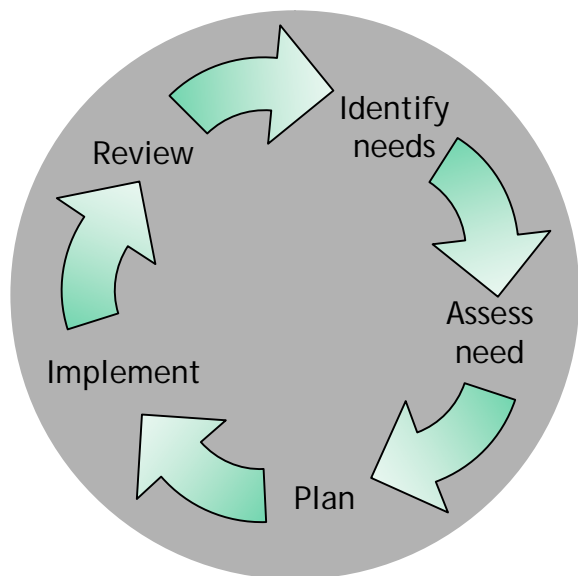


- Recognition that end of life care does not stop at the point of death
- Timely verification and certification of death or referral to coroner.
- Care and support of carer and family, including emotional and practical bereavement support.

# End of life care pathway



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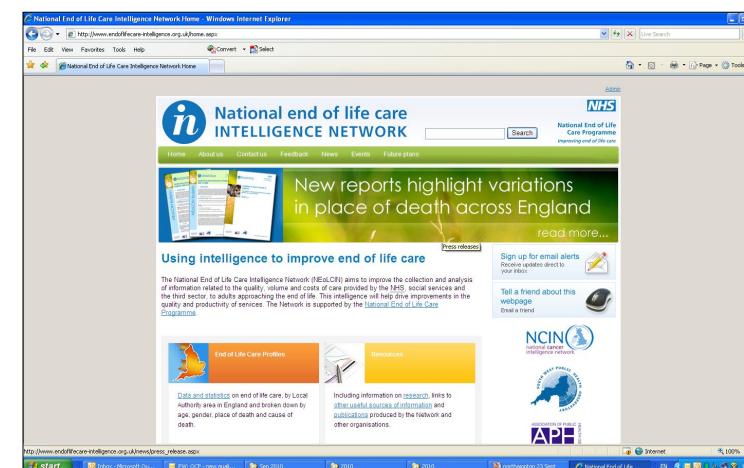
**Workforce/support for carers and family/ information/  
social care/ spirituality**

# Support for implementation

## Publications

www.endoflifecareforadults.nhs.uk

The National End of Life Care Programme aims to support the implementation of the Department of Health's End of Life Care Strategy for England by sharing good practice in collaboration with local, regional and national partners.



# Information and Support

- 17 practical single sided “how to” guides e.g. local contact directory, assessment, EoLC tools, MCA
- Technical guidance e.g. ACP ADRT
- Patient Information: Planning for Your Future Care
- eLearning – e-ELCA Project
- Social care framework
- Intelligence Network [www.endoflifecare-intelligence.org.uk](http://www.endoflifecare-intelligence.org.uk)



## Summary

- RTS practical setting specific guide allows you to assess where are you now?
- What's working well and how can you evidence this?
- What does best practice look like and what resources can help?
- Focus on clinical teams, individuals, managers, Boards
- EoLC – everybody's business
- Making connections, building relationships
- Build on what works well
- Feedback: build the evidence base/case studies





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# Contact us:

**Website**      [www.endoflifecareforadults.nhs.uk](http://www.endoflifecareforadults.nhs.uk)

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**Telephone**      0116 222 5103

**National End of Life Care Intelligence Network**

[www.endoflifecare-intelligence.org.uk](http://www.endoflifecare-intelligence.org.uk)

**NEoLC Programme newsletter**

