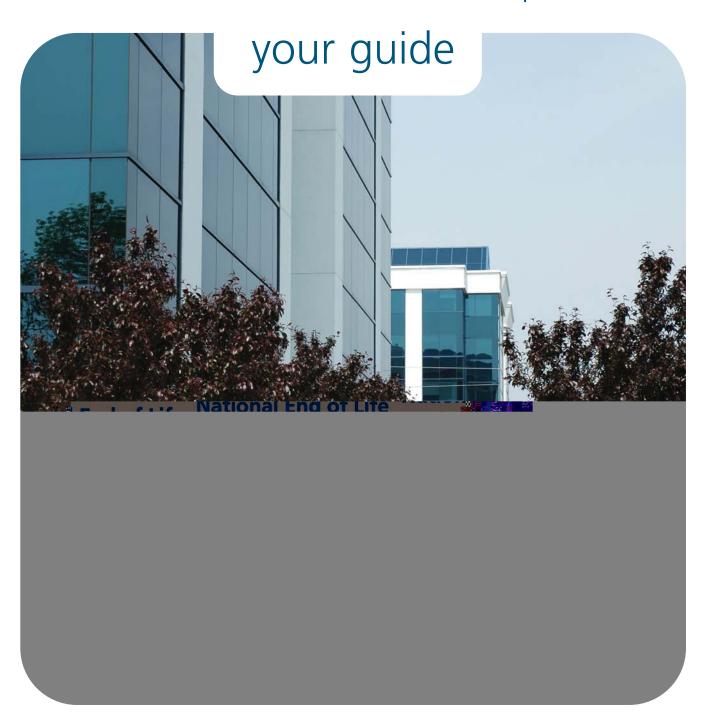
The route to success in end of life care in acute hospitals



End of life care pathway for acute hospitals

Step 1 **Discussions**

Assessment, care planning

Step 2

Step 3

Step 4

Step 5

Step 6

as the end of life approaches

holistic

assessment

Agreed care

plan and

review of

Assessing

needs of

needs and

preferences

regular

- Identifying triggers for discussion
- Advance care

and review

Co-ordination of care

care in an acute

Delivery of high quality hospital

- Dignified environment
- working with Access to specialist palliative care advice around the clock
 - Specialist hospital palliative care • Recognition team
 - Access to spiritual care
 - Access to tailored information.

Care in the last days of life

- Identification of the dying
- phase Review of needs and preferences for place of death
- Support for both patient and carer
- of wishes regarding resuscitation and organ donation.

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.

- Open, honest Conduct a communication
- planning.

 Strategic coordination primary and community health services, ambulance/ transport

services and

- social care carers • Advance care • Co-ordination of individual planning. patient care
 - Discharge planning
 - Rapid discharge home to die
 - Fast track continuing health care.

High quality end of life care making best use of resources



Senior clinical decision-making close to the patient and an appropriately trained and supported workforce



Strong governance including board oversight and senior management engagement

Key documents End of Life Care Strategy DH Improving Outcomes Guidance in Supportive and Palliative Care (IOG). NICE Treatment and care towards the end of life: good practice in decision making. GMC

Delivering end of life care quality and productivity

6 key levers

for rapid progress towards high quality end of life care

- 1 There should be co-ordinated care and discharge planning based on assessed need and by working with patients and families, as well as partners in the community and social care.
- **2** Senior clinicians should make treatment decisions close to the patient, intervening early and managing uncertain prognosis.
- **3** Use recognised tools already developed, such as advance care planning or the Liverpool Care Pathway for the Dying Patient (LCP), and train staff in their use.
- **4** There should be strong organisational governance including trust board oversight and senior management engagement.
- 5 There should be training and education as appropriate to each team member's role, with full use of e-learning and more traditional learning methods while addressing staff attitudes towards death and dying.
- **6** There should be access to a hospital specialist palliative care team seven days a week in line with Improving outcomes guidance (2004).

Delivering improved outcomes

- Improve the patient experience and
- quality of care.Enable people to die in the place of
- their choice

 Allow the trust to manage its resource
- Allow the trust to manage its resources effectively, including by the reduction of inappropriate interventions
- Manage and reduce unplanned hospital admissions
- Develop a skilled workforce with improved staff morale and retention
- There will be fewer complaints and improved reputation for trust.

Care Quality Commission

EOLC 'Prompts' for registration standards and regulations

- Individuals are assessed (by specialists where appropriate) and involved in planning their care and can make choices, particularly around pain management
- Relevant information is provided
- Unnecessary disruption is minimised
- Individuals can have people present as they die
- Staff are respectful of their privacy, dignity and comfort
- The care plan records post-death wishes, including religious sensitivities (see resources page 24).

Useful sources of further information and support

National End of Life Care Programme www.endoflifecareforadults.nhs.uk

National End of Life Care Programme Route to Success series support sheets and information www.endoflifecare.nhs.uk/routes_to_success

National End of Life Care Intelligence Network www.endoflifecare-intelligence.org.uk

e-ELCA (End of Life Care for All): free and comprehensive e-learning resource www.e-elca.org.uk

Guidance about compliance: Essential standards of quality and safety Care Quality Commission (see end of life care 'prompts' on page 68) http://www.cqc.org.uk/_db/_documents/Essential_standards_of_quality_and_safety_March_2010_FINAL.pdf