

END OF LIFE CARE STRATEGIC GROUP July 2016	
Report title:	The review of the End of Life Care Strategy
Agenda item number:	
Report of:	Hilary Shanahan; Compassion in Care Coordinator and End of Life Care Nursing Lead.
Contact officer:	Hilary Shanahan; Compassion in Care Coordinator and End of Life Care Nursing Lead.
Relevant CLCH priority (delete as appropriate)	1. Quality.
Freedom of Information status	Report can be made public.
<p>Executive summary:</p> <p>The Trust End of Life Care Strategy (2015-2018) was launched in March 2015 and through the End of Life Care Model of Care and work programmes, it sets out plans to improve end of life care and the experience for people and carers using CLCH services at the end of their lives. This encompasses improving access to end of life care services, improving choice and the coordination of services to reduce inequalities of service provision and increasing the proportion of patients who are cared for and die in their preferred place of care.</p> <p>The End of Life Care Strategy includes the provision of end of life care for children and adults with any advanced, progressive or chronic illness regardless of diagnosis. It focuses on generalist and specialist palliative care, including care given in all settings of CLCH (at home, all community based services, in-patient, specialist in-patient palliative care services, day Hospice, specialist community palliative care services, prison health, nursing and residential care).</p> <p>The End of Life Care Operational group is responsible for implementing the Strategy supporting incremental improvements and the continued spread of high quality, competent, compassionate end of life care to all those who need it. The Strategy is supported by a robust programme of work delivered through a number of different work streams. Considerable progress has been made in all of the work streams.</p> <p>The End of Life Care Nursing Lead is now undertaking a review of the End of Life Care Strategy to ensure it encompasses current National guidance, patient and staff involvement and commissioners intentions.</p> <p>This report provides an update on the Strategy and the actions being undertaken within the Operational End of Life Care group.</p>	
<p>Assurance provided: The End of Life Care Strategy is supported by a robust work programme to provide assurance against the delivery of the Strategy; the work programme is reported to the End of Life Care Operational Group, the End of Life Care Strategic Group and the Quality Committee.</p>	

Report provenance:

The Strategy was developed with the involvement of key clinicians, stakeholders and specialist palliative care providers. The Strategy was approved by the End of Life Care Steering Group.

Report for:Decision Discussion Information

Recommendation: For the End of Life Care Strategic Group to be updated on the actions that will be taken for the review of the End of Life Care Strategy.

1 Purpose

1.1 The purpose of this paper is to provide an update on the actions that will be taken for the review of the Trusts End of Life Care Strategy.

2 Introduction

2.1 The Trust End of Life Care Strategy (2015-2018) was launched in March 2015 and through the End of Life Care Model of Care and work programmes, sets out plans to improve end of life care and the experience for people and carers using CLCH services at the end of their lives. This encompasses improving access to end of life care services, improving choice and the coordination of services to reduce inequalities of service provision and increasing the proportion of patients who are cared for and die in their preferred place of care.

2.2 In order to achieve the aims of the Strategy, the Adults work programme currently focusses on six objectives, based on the End of Life Care model and outcomes for CLCH. These are:

- High quality, relationship centred, compassionate care
- Advance care planning/risk stratification
- Assessment and care planning
- Symptom management, comfort and well-being
- Support for families including bereavement care
- Education and training

2.3 The six work streams of the End of Life Care Strategy are led through individual working groups, which report back on the progress of achievement against each of the outcomes, to the newly formed End of Life Care Operational Group.

2.4 The current model for End of Life Care for Children in CLCH is delivered against the core care pathway for children with life limiting and life threatening conditions, which is divided into three stages, comprising of six standards which specify the level and quality of care that every family should expect.

2.5 There is also an End of Life Care Working Group for Children's Services. The working group is representative of staff working in End of Life Care within the Division. The purpose of the group is to take forward the six standards of the End of Life Care for Children. The working group reports to the End of Life Care Operational Group and meets bi-monthly.

3 Adult objective work stream update**3.1 High quality, relationship centred, compassionate care**

3.1.2 The CLCH Compassion in Care model, patient outcomes and staff competencies have been taken

forward through 'Knowing you Matter and 'Leading with Compassion' sessions across the Trust. There were a number of sessions in June and July 2015 for all Trust staff. A specific 'Knowing you Matter' and 'Leading with Compassion' Programme has taken place on Jade ward and with the Quality Leadership Team. The sessions have been extremely well evaluated and a final report and recommendations regarding the sessions were presented to the Compassion in Care Board meeting on January 15th 2016. Further funding from Health Education North West London, to implement a Train the Trainer programme for the delivery of 'Compassion in Care- it starts with us' sessions within the Trust and with other neighbouring organisations to create a Compassion in Care Community Provider Network has been recently approved. The delivery of the Train the Trainer sessions commenced in April 2016 and a number of sessions have taken place. The first Compassion in Care Provider Network meeting is being held in September 2016 in partnership with Chelsea and Westminster Hospital and Trinity Hospice. A Compassion in Care outcomes dashboard has also been developed and is due to be piloted in one of the clinical areas in September 2016.

- 3.1.3 The Patient Experience Team is also introducing the concept of patient stories and dynamic patient stories within palliative care services.

3.2 Advance care planning/risk stratification

- 3.2.1 Two national Advance Care Plan documents are being implemented within the Trust and initial Advance Care Planning teaching sessions took place in July 2015 in each Borough. The sessions have been facilitated by The Royal Marsden Hospital through commissioned education funds.
- 3.2.2 Further Advance Care Planning teaching sessions have taken place in each Borough in June and July 2016, facilitated by The Royal Marsden Hospital. The Advance Care Plan documents have been uploaded onto System One and Cross Care and are also available on the End of Life Care section on the hub.

3.3 Assessment and care planning

- 3.3.1 A review of documentation related to end of life care assessment and care planning has taken place and a working party was convened to re- develop the end of life care assessment and care planning documentation. An individual plan of care and support for the dying person in the last days and hours of life document has been developed for use across the Trust from November 30th 2015. This has been fully implemented at The Pembridge Palliative Care Centre. Care planning guidance and a patient/relative information leaflet has also been developed to be used in conjunction with the individual plan of care and support for the dying person in the last days and hours of life. A Train the Trainer one day education programme for staff, regarding care and support for the dying person in the last days and hours of life, and the use of the individual plan of care and support for the dying person commenced in February 2016. One hundred and sixty staff in the B staff grouping have been trained to date and further training dates are available until September 2016. The individual plan of care and support for the dying person document has been uploaded onto System One and Cross Care. The documents are also available on the End of Life Care section on the hub.
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3.4 Symptom management, comfort and well-being

3.4.1 End of Life Care symptom control guidelines for prescribing/symptom management have been agreed and circulated throughout the Trust. The guidelines will also be presented in a leaflet format for CLCH staff use. The Syringe Driver Policy was approved at the Medicines Management Committee in November 2015.

3.5 Support for families including bereavement care

3.5.1 Staff focus groups have taken place across the Trust to understand the bereavement support that is available for staff and patients. From the focus group findings, Schwartz rounds are now being taken forward across the Trust for all staff. The first Schwartz facilitators were trained in November 2015 and the first Schwartz round took place in March 2016. A specific End of Life Care Schwartz round is taking place in July 2016 at The Pembridge Palliative Care Centre. The bereavement information on the End of Life Care section of the hub has also been reviewed.

3.6 Education and training

3.6.1 Recommended End of Life Care Education Standards document, linked with the Priorities for Care for the Dying Person, for all staff has been approved. This outlines the behaviours, attitudes, competencies and skills for staff who work in any care setting of the Trust where dying people and their relatives receive care. A paper detailing the implementation of the end of life care standards document was presented and approved at the Education Committee in November 2015. Divisional End of Life Care Champions are now in place for each of the divisions to work with the Compassion in Care Co-ordinator and End of Life Care Nursing Lead. They will support the Train the Trainer educational programme for staff regarding care and support for the dying person in the last days and hours of life, and the use of the individual plan of care and support for the dying person. The education programme commenced in February 2016. One hundred and sixty staff in the B staff grouping have been trained to date and further training dates are available until September 2016.

4 Children's objectives update

4.1 The core care pathway for children with life limiting and life threatening conditions, which is divided into three stages, comprising of six standards which specify the level and quality of care that every family should expect are in use within the Trust.

4.2 Recommended End of Life Care Education Standards for staff working within the Children's Division are being developed.

5 Review of the Strategy

5.1 In order to review the End of Life Care Strategy, the following actions will be taken by the end of October 2016 by the End of Life Care Nursing Lead-

- A review of current National End of Life Care policy will be incorporated into the reviewed Strategy
- The current objectives of the End of Life Care Strategy will be benchmarked against the six ambitions of the Ambitions for Palliative and End of Life Care Framework(2015-2020) and incorporated into the reviewed Strategy objectives as appropriate
- Current End of Life Care Strategies from relevant stakeholders will be reviewed and incorporated into the reviewed Strategy objectives as appropriate
- An Adult patient /carer co-design event is planned in September with adult patient group representatives to inform the review of the Strategy
- A Children’s patient /carer co-design event is also being discussed to inform the review of the Strategy
- A staff co-design event is also being discussed to inform the review of the Strategy

Recommendations

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6.1

For the End of Life Care Strategic Committee to be updated on the review of the Trusts End of Life Care Strategy and approve the actions as the process for review.