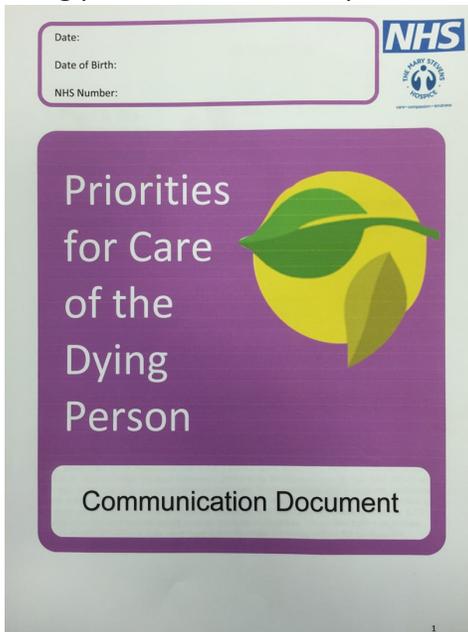


Edition 2 : End of Life Care

Death and dying is very difficult to deal with, but helping patients and their families at their time of greatest need is hugely important. As health care professionals, we must prepare our dying patients and their families for death and we really do only have one chance to get things right .

In response to CQC hospital inspection framework for end of life care we have developed a communication document for patients at end of life. The document has been created to address the holistic needs of the dying person and those important to them.



On July 1st we launched Priorities for Care of the Dying Person, Communication Document.

What we want to achieve?

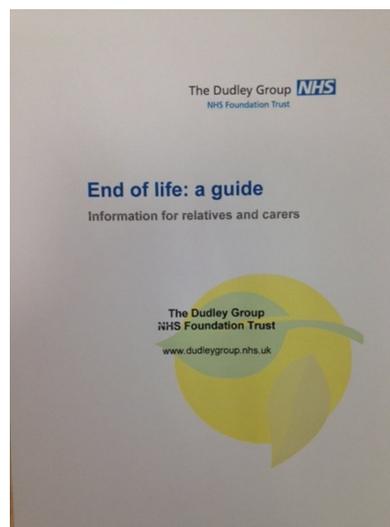
Our aim is to deliver compassionate care every time for patients and their families at this difficult time. Patient stories have been an essential part of our learning process and have helped us to think about the things that affect patients – including the impact on others when the dying process is not managed effectively.

We must ensure:

- We provide equitable care to every patient regardless of place of death across the economy
- We get it right every time as there is only 'One Chance to get it Right'
- Every family gets standardised information about death and care after death, regardless of who delivers the information or place of care. This information is our End of Life: A Guide for Relatives and Carers



- Improvement in bereaved families feedback (VOICES)



EDUCATION

E-ELCA

e-ELCA aims to enhance training and education so that well informed high quality care can be delivered every time by competent and confident staff.

You can access via our webpage or

www.e-lfh.org.uk

All champions need to complete section 09– Priorities for Care Core Sessions for Nurses.

Palliative Care Education

We offer 3 days education to all trained nurses, CSW's and AHP's. These are:

- Symptom management
- Communication and Care of the dying
- Non malignancies and Palliative Care Emergencies

To access or find out more visit our page on the hub:

Departments/Palliative Care

To access the professionals

pages use the password—

PALLIATIVE

SAGE & THYME

Do you feel confident to talk to someone who is worried or distressed?

Would you benefit from extra training?

Contact:

Karen.lewis@dgh.nhs.uk

End of Life Boxes (EOL)

Each ward has now been given an EOL box. You as a champion are responsible for this box. Each box includes:

- **Comfort packs for relatives** (including tissues, tooth brush / paste, razor) are for families staying in hospital with those important to them nearing end of life.
- **EOL property bags and labels.** These bags are to hold personal effects of deceased patients for when personal belongings go to the mortuary. There will be a label attached so patient details can be added.
- **Care after death .** Organza bags / jewellery boxes/ hand printing equipment. The EOL leaflet: A guide for relatives explains that we are able to offer such comfort measure. Staff will only be assisting relatives with these measures if they are asked / approached by a relative.



Patients Stories

B3 —One dying wish.....

Staff on B3 went above and beyond working in collaboration with a neighbouring trust to get a man who expressed a wish to die at home, to his preferred place of care (PPC). OT's, medics and nursing staff arranged discharge within 4 hours , which was brilliant! Equipment had been delivered and everything was in place, but just before the man left the ward he became frightened about returning home and his PPC



changed to hospital. The most important thing to him was his dog, which is why he wanted to go home, so staff changed their focus and arranged for his dog to come in to the ward, his one last wish. He died peacefully

on B3 and his family were left with the memories of him being where he wanted to be having seen his dog for one last time.

Well done to all the staff involved!

LATEST NEWS

Palliative Care Champion Meetings 2016, 11-12.30, CEC:

- 6th July (to collect box only)
- 13th September
- 9th November

Welcome to:

Carol Shaw B2
Isabella Rodriguez B2
Arlinda Lago B2
Abbie Millington C1
Rebecca Turner C1
Stephanie Gordon B4

all joining our Palliative Care Champion Team!

We also have Pat our volunteer working with us! Please ask a member of the team to tell you more!

Update on Mouth Care:

Pink sponges:

It has been recognised that many areas are no longer able to order the pink sponges for mouth care. When patients and families are using their drink of choice at end of life this has been extremely difficult. We recognise this and we are working closely with matrons to look into this issue further. We will update you in due course.

