

## **All Staff END OF LIFE CARE. TRAINING RESOURCES TO HELP IMPROVE CARE**

The following Training films are now available to watch and are stored on your own memory stick.

- 1. [Coordination of Care](#)

This film looks at improving end of life care through the effective co-ordination of health and social care services,

### **Key messages for practice**

1. It is vitally important to keep the person who is dying at the heart of communication between health and social care services.
2. Social care can be overlooked when medical care takes preference.
3. People at the end of life who do not have family and friends to support them are particularly vulnerable to receiving poorly coordinated care.
4. Clarity about coordination – who is responsible for doing what – creates an environment of trust and security around the person who is dying.
5. Having a single point of contact for the person who is at the end of life helps to coordinate care packages and communication.

### **What is the video about?**

Effective co-ordination of a range of services is a crucial aspect of care for people moving towards the end of life, but achieving it can be difficult. End of life care often involves a number of health and social care services and if these fail to work together successfully, the result is likely to be an unsatisfactory standard of care and distress for the person and their family. This film looks at an innovative pilot scheme run by the South of Tyne and Wear Palliative Care Coordinating Centre from Marie Curie's Newcastle Hospice. The Centre offers people at the end of life a coordinated care package and keeps everyone involved in their care fully informed of the person's changing health and social care needs. So far the results of the scheme are promising and there are plans to extend it to other parts of the country.

### **Who will find this useful?**

Nurses, Care Assistants and Allied Health Professionals working within this service.

- 2. [Personalisation - the need to discuss death and dying](#)

For people moving towards the end of life a personalised approach gives them a voice and influence over their care. This film looks at how personalised care can be achieved through the Living Well tool, which involves creating a simple one page profile to record a person's needs and wishes.

## **Key messages for practice**

1. Personalised care for people at the end of life requires a planned and coordinated approach to care.
2. Recording the likes, dislikes and preferences of a person at the end of life in one place is a simple but important step towards achieving personalised care, whether from health or social care services.
3. People who receive care which reflects what's important for them helps to make them feel more in control and more secure.
4. An understanding of what's important for a person at the end of life means staff will have better ideas of how to support and reassure them.
5. A simple tool which records people's preferences is also useful if they have to change care setting and can facilitate better working between health and social care.

## **What is the video about?**

For people moving towards the end of life a personalised approach gives them a voice and influence over their care. This film looks at how personalised care can be achieved through the Living Well tool, which involves creating a simple one page profile to record a person's needs and wishes. It is shared by everyone involved in their care so that they can quickly get to know and understand the person, even if they have communication difficulties. The film shows how the scheme is used in settings in Stockport and in Hull and features case studies showing how profiles work successfully in practice.

## **Who will find this useful?**

Nurses, Care Assistants and Allied Health Professionals working within this service.

### **[3. Holistic Assessment](#)**

This film describes the meaning and importance of holistic assessment in ensuring people at the end of life are treated with dignity and respect

## **Key messages for practice**

1. Holistic assessment is about the physical, social, psychological and spiritual needs of a person at the end of life.
2. Holistic assessment can result in a plan which records the wishes and decisions of a person at the end of life. This may be useful for family and everyone involved in their care.
3. Holistic assessment is an ongoing process which can be updated and changed as the person's choices and preferences change.
4. The process of making a holistic assessment may increase the confidence and trust of a person at the end of life.

## What is the video about?

A palliative care specialist nurse from St Joseph's Hospice, London, defines holistic assessment as an on-going process involving the physical, social, psychological and spiritual care of a person at the end of life. Through an interview with a woman with a chronic health condition, holistic assessment is shown working in practice; we see how she is supported to develop a plan which states her wishes about her end of life care. This provides clarity for the family of the person as well as her health and social care team. There is also an interview with a woman who was initially reluctant to make plans about her end of life care but, with the help of a social worker, has now done so and feels more confident and in control because she feels supported.

## Who will find this useful?

Nurses, Care Assistants and Allied Health Professionals working within this service.

- 4. [End of life care: Supporting staff in care homes](#)

This film focuses on how care homes support their staff after the death of a resident. It features Amberleigh House in Liverpool where a priority is put on helping staff through the loss of people they have cared for.

## Key messages for practice

1. When a resident in a care home dies, care staff are very likely to feel affected and bereaved.
2. Good practice lies in acknowledging staff may be affected by a death and need time to reflect on and deal with feelings of bereavement.
3. Staff need to be able to talk openly about their feelings and emotions. Managers can support staff to do this in one to one meetings as well as group settings.
4. This acknowledges the importance of staff to the care and confirms how important and valuable is their contribution to good care.
5. It is important to recognise that grief may take some time to surface in staff following a death.

## What is the video about?

This film focuses on how care homes support their staff after the death of a resident. It starts by showing a memorial service at Amberleigh House, a care home in Liverpool, during an annual event that celebrates the lives of residents who have passed away. The service is one of the ways that helps staff to come to terms with the loss of people that they have cared for. When a resident dies, there is a staff team meeting where people can speak openly about their feelings. Bereavement support is also a key feature of one-to-one performance reviews. Liz Mumford, the manager of the home says that in the past the needs of staff were rarely considered following the death of a

resident, but by ensuring that they have plenty of support they are much better able to cope with the loss.

## **Who will find this useful?**

Nurses, Care Assistants and Allied Health Professionals working within this service.

- 5. [End of life care](#)

A film about supporting people with dementia to die well, where and how they and their family wish.

## **Key messages for practice**

1. People with dementia need support to die well, where and how they wish.
2. Care staff need the knowledge and skills to provide good dementia care and good end of life care.
3. Recognising the signs of end of life and avoiding unnecessary interventions is important.
4. Advance care planning can help make sure the individuals' wishes are respected at a time when they may not be able to express them.
5. The Gold Standards Framework helps care staff look holistically at the needs of the person and their family.
6. The Liverpool Care Pathway provides an outline of best practice in care during the final days and hours of a person's life.
7. The reassurance that someone will be helped to die well with dementia is an important aspect of living well with dementia for both the person and their family.

## **What is the video about?**

This film illustrates the steps involved in supporting a person with dementia to die well, through the experience of Mairead Smart and her family. It is crucial to recognise when a person with dementia enters the final weeks and days of their life and to respond with support that avoids unnecessary interventions and reflects the wishes of the individual and their family. Person centred care, advance care planning, the Gold Standards Framework and the Liverpool Care Pathway can all help care staff to deliver good dementia care and good end of life care.

## **Who will find this useful?**

Nurses, Care Assistants and Allied Health Professionals working within this service.

- 6. [Dying at home](#)

This film looks at services that enable people to die at home and includes interviews with care professionals who work in people's homes at the end of their lives.

## **Key messages for practice**

1. Good domiciliary care is crucial if people are to be able to die at home with dignity and respect.
2. Listening and communication skills are needed to achieve quality personalised palliative care at the end of life.
3. Establishing good relationships with family members is a key part of the role of those providing domiciliary care.
4. A person at the end of life may have physical, social, financial and spiritual needs which need to be identified and supported.

## **What is the video about?**

Most people say they would like to die at home, but we know that only about 20 % get their final wish. Good domiciliary care is crucial if people are to be able to die at home. In this film a palliative care social worker is interviewed about the skills and understanding that are needed to make sure people can die with dignity and respect. It shows members of the support team in Lancashire discussing care preferences with a man at the end of life and then making sure the practical services he needs are in place. The film also features the Majlish Home Care Service in East London, which provides culturally-appropriate services to people in the Bangladeshi and Bengali communities who choose to die at home. The care workers employed are all from the same communities as the people they work with.

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