

`Communicating Effectively with Patients and Families`

‘Butterfly Cornwall’



A scheme to enhance end of life care for patients and their loved ones

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What is it?

An approach to delivering **personalised, compassionate care in the acute setting**



Goal to improve end of life care by:

- ◆ Supporting staff confidence, knowledge and skills
- ◆ Encourage effective communication between staff, patients and carers
- ◆ Improve symptom control knowledge



Goal to improve end of life care by increasing staff confidence



- ◆ 50% staff trained before roll-out on ward
- ◆ Short ward based sessions on anticipatory prescribing, completion of end of life documentation, how to use the scheme.

Goal to improve end of life care by increasing staff confidence

Communication

- ◆ Butterfly magnets on whiteboards/side room doors
- ◆ Dignity clips for curtains
- ◆ Letter to patients explaining the scheme
- ◆ Identify what's important to the patient
- ◆ Looking after relatives/carers. What do they need?



Aspiring to provide **Brilliant** care to One + all



Being **Brilliant** is up to us, One + All

Documentation

- ◆ Encourages completion of end of life care plan through ward based teaching
- ◆ TEP/DNAR

Training

- ◆ Short was based sessions that address core issues
- ◆ Extend training sessions offered via training needs analysis





- ◆ Wedding boxes
- ◆ Comfort bags
- ◆ Belongings bags
- ◆ Meal vouchers
- ◆ Pet visits
- ◆ Parking permits
- ◆ Rainbow Days



Improving environments for patients approaching end of life

- ◆ Guest beds for each ward
- ◆ CD Players
- ◆ Crochet and Fleece Blankets
- ◆ Local Artwork





Our progress one year on !





- ◆ Introduced at Mandatory Training
- ◆ All adult inpatient areas at the Treliske site are 'live' and training is ongoing with the other sites
- ◆ Out of Hours comfort boxes available across the site
- ◆ Over 75 staff have been nominated for a Rainbow badge and certificate for providing enhance EOL care



Rainbow Days – adding colour to someone's day



Our Challenges ...

- ◆ Time constraints on team
- ◆ Rolling out change in the acute setting
- ◆ Releasing staff for study sessions



Our lessons learnt ...



- ♦ Working alongside staff in the clinical areas is effective and supportive
- ♦ Recognising the challenges in implementing change in clinical areas – staff shortages
- ♦ Take the education to the staff – tea and cake sessions
Certificates, pens and badges are an initiative !

Staff Feedback

“Great idea to have dedicated side rooms for end of life care, a dream”

“This is what really matters”



“Has really enabled me to provide better support to patients/relatives, fantastic idea”

“Has really enabled me to provide better support to patients/relatives, fantastic idea”





Relative Feedback

“We cannot thank you all enough for the care that my husband Keith received, also for the care taken of us as a family. We all felt that all the staff were there for us and genuinely felt that we could ask anything. It was all very much appreciated.”

“It enabled us to spend precious time with our Mum and be with her day and night. Thank you.”





Sustainability

- ◆ Embedded into End of Life Care Plan
- ◆ Mandatory Training
- ◆ Financial support from Charitable Funds, Macmillan and League of Friends
 - Roll out into Community Hospitals
- ◆ Dying Matters Week
- ◆ Data collection
 - Butterfly Fund



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“You matter because you are you, and you matter to the end of your life. We will do all we can, not only to help you die peacefully, but also live until you die.”

Dame Cicely Saunders





Thanks for listening

