

## Improving End of Life Care Experience

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## Why the initiative

- The Trust's *Patient, Family and Carer Experience Framework* aims to provide care focussed on what matters most to our service users.
- As part of the national pilot for implementation of *Always Events*<sup>®</sup> we identified End of Life care as a priority area for improvement.
- Feedback showed the need to ensure staff had an awareness of, and easy access to dignity items in order to provide a consistently high level of personal care and information for relatives/carers.

# What we did



- We developed a resource capturing multiple items in one space all based on 'what matters most' to our service users.
- We trialled the items and approach on our Acute respiratory ward (54 beds) where the majority of patients are in the palliative stages of life.
- We had multidisciplinary support - including patients, carers, ward staff, palliative care team, clinical psychology, bereavement services, chaplaincy, communications team, patient experience team.
- We gained the support of our volunteers to make, check and restock items.
- We linked the approach to other initiatives we are undertaking (e.g. Gold Standards Framework, Redesign of rapid EOL discharge process and Environmental improvements).

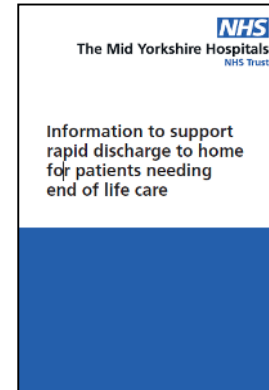
# End of Life care items



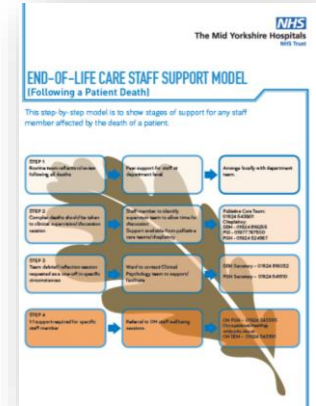
**Syringe driver, ring and property bags**



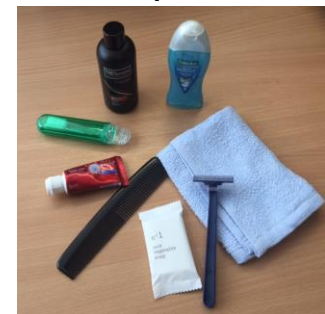
## Posters and Leaflets



**Mouth care**



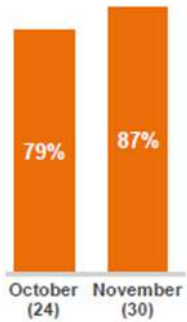
**Comfort packs**



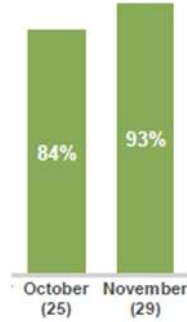
# Outcomes – patient experience

The outcomes of the initiative are monitored by additional questions on the reverse of the ward FFT card:

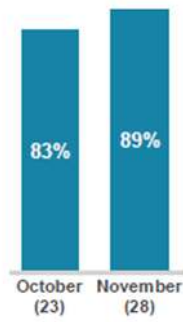
Right amount of information provided



Always had confidence and trust in nurses



Always had enough emotional support



Always treated with respect and dignity



*'The door signs are a really great idea as they will make people think about being loud and noisy outside the room.'*

# Staff and public experience




## Social media comments

*“It’s the little things that make the biggest difference, what a great idea”*

*“So nice to see such well rounded care! Lovely compassionate idea”*

## Staff comments



*It’s a good idea.  
Involves everyone,  
saving time.*

*It’s great having all  
items in one place*

*It acts as a prompt to  
offer other things to  
patients or relatives*

# Additional Outcomes

- Released time to care.
- Well organised ward spaces.
- Reduction in stock levels.
- Standardised approach to End of Life care.
- Developed skills in standardised work & use of visual management systems.
- NHS England DVD on Always Events – helped raise staff morale and motivation.



Thank you for all your care  
and ensuring my ~~wifes~~ last  
wish came true – to pass  
away peacefully at home.

