

Improving End of Life Care Experience

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Why the initiative

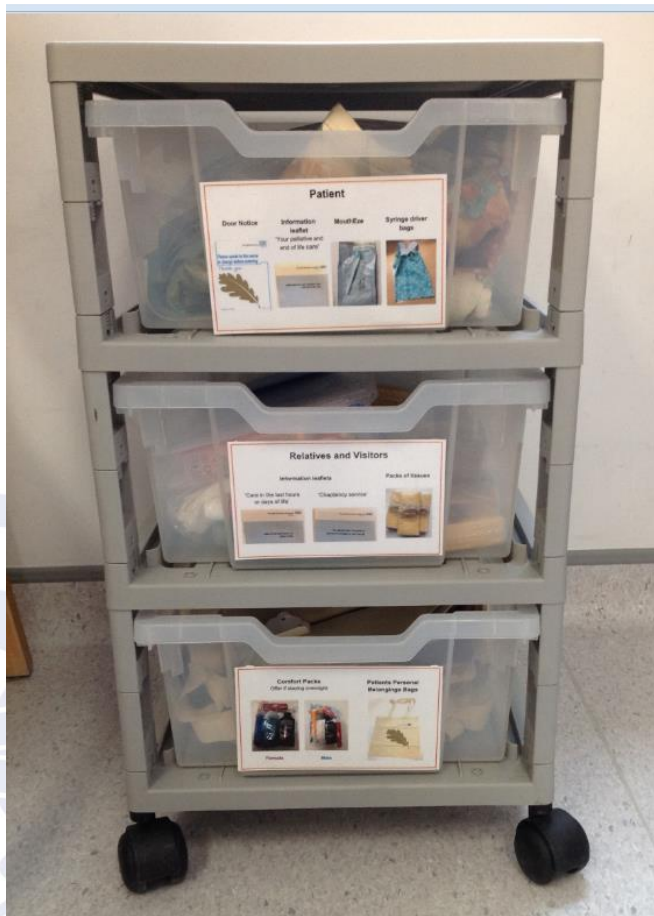
- The Trust's *Patient, Family and Carer Experience Framework* aims to provide care focussed on what matters most to our service users.
- As part of the national pilot for implementation of *Always Events*[®] we identified End of Life care as a priority area for improvement.
- Feedback showed the need 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).

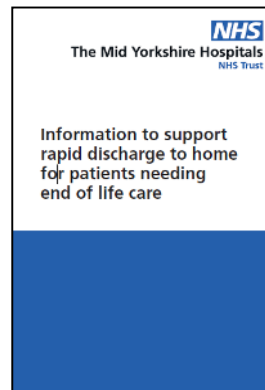
End of Life care items



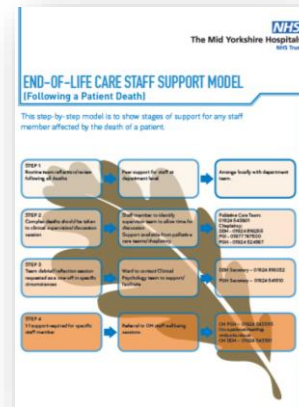
Syringe driver, ring and property bags



Posters and Leaflets



Mouth care



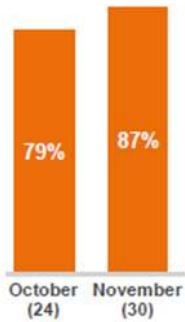
Comfort packs



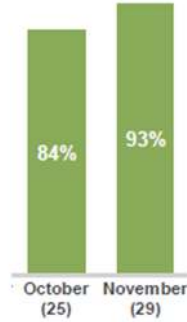
Outcomes – patient experience

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

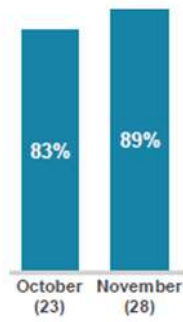
Right amount of information provided



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.

