

## 8 Top Tips for Health & Social Care Professionals

1

### Deliver excellent **CARE** by:

- Identifying people who may be in the last year of their life and holistically assessing their needs.
- Ensuring that the individual is central to the assessment and planning process wherever possible.
- Supporting carers and identifying their needs.
- Ensuring that the individual's wishes and preferences for their care are documented, shared with permission, and acted upon.

2

### Act with **COMPASSION** by:

- Considering the physical and emotional impact that deterioration in health has on the individual and their family.
- Remembering that people may be afraid of dying and might appreciate time to discuss any fears.
- Treating people with dignity and respecting their wishes.
- Supporting staff caring for dying people, being mindful of previous bereavements they may have experienced

3

### Evidence your **COMPETENCE** by:

- Knowing when to seek specialist support in relation to symptom control, spiritual and psychological support.
- Recognising when someone may be in the last year of their life using your knowledge of the individual, tools such as the Prognostic Indicator Guidance and the 'surprise question'.
- Undertaking higher level EOL training
- Knowing how to use appropriate end of life care tools.



## 4

### Uphold excellent **COMMUNICATIONS** by:

- Liaising with other health and social care services to meet the needs of the individual and their family.
- Appointing a “key worker” to improve communication and coordination between services.
- Recognising that greater attention and support may be required for people who struggle to communicate their needs because of dementia, learning disabilities, other health problems or English not being their first language
- Being a good listener and identifying cues that someone might want to discuss end of life care issues, or write an advance care plan.
- Talking openly and honestly about all aspects of death and dying while the people we are supporting are well enough to do so, if this is their wish.
- Have open discussions with relatives, friends and other members of staff to ensure you all know what to expect during the last days of life, and offer support where needed.

## 5

### Show your **COURAGE** by:

- Speaking out if you have any concerns about care standards.
- Engaging in conversations that can sometimes be difficult and not ignoring cues that someone wants to talk.
- Embracing new ways of working to improve end of life care.

## 6

### Demonstrate your **COMMITMENT** by:

- Ensuring that you have End of Life Care Champions in your workplace.
- Attending end of life care training sessions and events, then cascading your knowledge to your colleagues and implementing it in your workplace.

## 7

### Develop the **CULTURE** in your organisation by:

- Reflecting on the care that people received; what went well, what didn't go so well, what can you learn from this?

## 8

### Ensure **CONSISTENCY** for all people you care for by:

- Understanding that end of life care and support is delivered by many different people. Professionals must ensure they work together effectively.

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