

End of Life Care Strategy: Interim Update 2021-23

Sheffield Teaching Hospitals (STH) is committed to delivering high-quality, compassionate and personalised end of life care (EoLC) for patients and those important to them. EoLC is defined as the care provided in the last 12 months of life and also during bereavement.

We believe that every member of staff at STH has a key part to play in ensuring what matters most to each patient is established and honoured in the provision of their EoLC. By working collaboratively with health and social care providers and local community and voluntary services, we strive for co-ordinated holistic care, with the patient and those important to them at the heart of everything that we do.

Over the next 2 years, our aims include:

Personalised End of Life Care

- To collaborate with local providers in the introduction of agreed advance and emergency care plans (including ReSPECT) for patients felt to be approaching end of life, linking this with the work being led within STH Geriatric and Stroke Medicine Directorate.
- To ensure that all patients admitted to STH have a treatment escalation plan in place (including DNACPR decision if indicated) and to record it within the electronic whiteboard handover.
- To complete the roll out of the STH personalised plan of care for dying patients across inpatient areas. This will complement existing Lorenzo nursing care plans.
- To ensure clear documentation and regular review of what matters most to each patient, to include their preferred place of care and death.
- To continue to provide 24-hour access to specialist palliative care advice and support, including face to face assessment if needed.



Staff Engagement and Support

- To identify, provide and evaluate EoLC training required for all staff groups.
- To improve staff confidence in recognising and acknowledging a person is approaching end of life and having honest conversations about this, using clear language including the word dying.
- To improve and support staff use of the STH-approved care plans guiding best practice in EoLC (Advance Care Plan, Caring for Dying Patients, and nursing care plans).
- To ensure that all staff are supported in their own personal relationship with dying, death, and bereavement through support from compassionate managers and leaders.
- To stay connected to systems in place that capture staff wellbeing and to signpost staff to available support services.
- To engage staff through the EoLC 'Big Rooms': creating forums to foster involvement in and ownership of EoLC improvement work, whilst building staff capability and peer-support.
- To create a community of staff who are passionate about providing high-quality, personalised EoLC and will champion STH's strategy to the wider Trust.



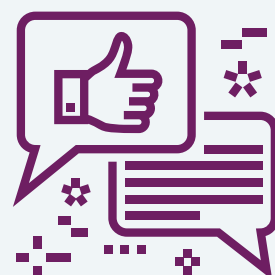
Communication and Information

- To engage with city-wide plans to develop a universal electronic patient record system to facilitate improved information-sharing and co-ordinated care between health and social care practitioners.
- To continue to ensure clear communication between STH and primary care services (through discharge information, SystmOne and Single Point of Access) in order to facilitate seamless transition of patient care and a shared understanding of the person's needs.
- To support patients and those important to them to discuss what matters to them, and to actively participate in decision-making about their EoLC. To ensure they understand advance care planning, DNACPR decisions, and the psychological, social, spiritual and bereavement support available.
- To explore solutions to embed a culture of routine communication with families/carers for inpatients, including using digital media if hospital visiting is restricted.
- To be engaged with developments from the Sheffield Bereavement Collaborative and the outcomes of the Sheffield Psychology Board's work.
- To ensure staff are aware of the STH EoLC Intranet page and to regularly update this with relevant information and support resources.
- To ensure that all communication is accessible and inclusive.



Culture and Environment

- To engage with Trust-wide plans to improve access and support for minority communities.
- To be aware of and promote specific support from other STH departments including Equality, Diversity & Inclusion, Chaplaincy Services, and Bereavement Services.
- To engage with STH's Arts in Health Team to understand how creative activities could be used to improve everyone's experience of dying and bereavement.
- To work with wards to ensure the best possible environment is created for dying patients and their families, prioritising comfort, privacy, and dignity.
- To create an open culture at STH where staff are confident talking about dying, death, and bereavement to remove stigma and normalise these conversations.



Indicators of Success

We believe that it is important to monitor and evaluate the quality of EoLC we provide. This will be done by regular review of:

- Patient and carer feedback, bereavement surveys, patient stories, and complaints
- Datix incidents and Structured Judgement Reviews
- NACEL audit results (including staff surveys)
- Feedback and themes emerging from the EoLC 'Big Rooms'

We will also monitor the completeness of roll out of the STH personalised plan of care for dying patients and job-specific EoLC training.



We are committed to following the National Framework's 'Six Ambitions for End of Life Care' which state that each person is seen as an individual, has fair access to care, their comfort and well-being are maximised, their care is co-ordinated, all staff members are prepared to care, and each community is prepared to help.



Dr Ellie Smith, Clinical Lead for Palliative Care, August 2021

References:

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National Palliative and End of Life Care Partnership (2021). Ambitions for Palliative and End of Life Care: A national framework for local action 2021-2026.

Authors:

Dr Ellie Smith - Clinical Lead for Palliative Care

Rachael Keegan & Dr Danielle Sherman - ODD Improvement Facilitators for EoLC

Executive Sponsor: Dr Jennifer Hill - Medical Director (Operations)

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