

Norfolk & Suffolk Care Support Ltd

Norfolk Community Health and Care NHS Trust

Six Steps to success

The North West End of Life Care Programme for Domiciliary Care

Funded by Norfolk County Council

Norfolk & Suffolk Care Support Ltd

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This presentation will give:

- Rationale and background of the Six Steps Programme
- Overview of the programme
- Discussion and questions

Getting end of life care right

- The 2008 End of life care strategy;
- Stronger partnerships between the NHS and the independent care sector
- Address the key components of End of Life Care education;
- Improving equity of quality end of life care for all people no matter where they die
- The 2015 Ambitions for Palliative and End of Life Care Framework;

Ambitions for Palliative and End of Life Care Framework (2015)

Six ambitions to bring that vision about

- 1 Each person is seen as an individual
- 2 Each person gets fair access to care
- 3 Maximising comfort and wellbeing
- 4 Care is coordinated
- 5 All staff are prepared to care
- 6 Each community is prepared to help

"I can make the last stage of my life as good as possible because everyone works together confidently, honestly and consistently to help me and the people who are important to me, including my carers!"

National Palliative and End of Life Care Partnership
www.endoflifecareambitions.org.uk

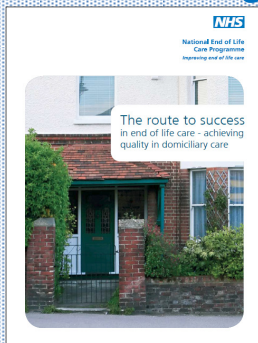
CQC

Care Quality Commission

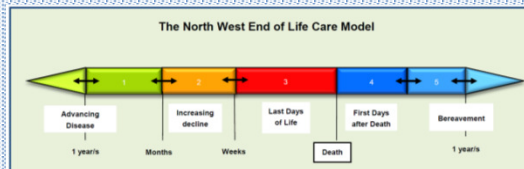
Raising standards, putting people first

Our strategy for 2013 to 2016

Overview of the Programme



The North West End of Life Care Model



The model supports the assessment and planning process for patients from the diagnosis of a life limiting illness or those who may be frail. The model comprises 5 phases and the Good Practice Guide (overleaf) identifies key elements of practice within each phase to prompt the assessment process as relevant to each setting.

Six Steps

- Step 1 Discussions as the end of life approaches
- Step 2 Assessment, care planning and review
- Step 3 Co-ordination of care
- Step 4 Delivery of high quality care in domiciliary care
- Step 5 Care in the last days of life
- Step 6 Care after death

All underpinned by strong multi-professional working

Programme to be flexible to meet individual organisation's needs

Delivery of the programme

- Induction workshop
- Six Steps to Success workshops
- Conclusion workshop
- Support with building a portfolio of evidence

Expectations of an End of Life Representative(s)

- Auditing
- Train the trainer
- Build resource files
- Portfolio to evidence
- Change management
- Link with the local End of Life Care Facilitator

What next...?

- Application process completed 31st August.
- Programme commences 1st November.

**“You matter because you are
you, and you matter to the
last moment 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

Nurse, Doctor, Social Worker and Writer
Founder of the Hospice Movement (1918-2005)