



York Teaching Hospital
NHS Foundation Trust

York Trust End of Life Care Strategy

2019 - 2022

York Trust's overall mission is;

'Start well, live well, age well' for all that live in our localities.

Building on aging well, our end of life strategy aims to ensure we live well until we die.

To achieve our End of Life Strategy we have been guided by the national work presented in the Ambitions for Palliative and End of Life Care that outline six ambitions of care.

1. Seeing you as an individual
2. Ensuring that you get fair access to care
3. Maximise your comfort and wellbeing
4. Approach your care in a coordinated way
5. All staff are prepared to care
6. Work with the local community to promote care for the dying

The ambitions align with our Trust values and as a community Trust we are committed to being involved in your local services working to enhance local community services and awareness of the needs of the dying person. Although our focus is on you and your experience, our concern is broader. Our ambitions include your carers, families and those important to you. To achieve this we are committed to ensure our staff are supported to have the right skills and training, are confident in their work and provide compassionate care to you when you need it.

Ambition 1

Each person as an individual

We pledge that all of your personal needs and wishes will be explored through honest conversations about dying, death and bereavement at a time when you feel ready to have them; this will include you and the people that are important to you.

Our staff will deliver care that is person centred and will ensure that choices about your care are recorded, supporting you to retain as much control as you wish to have.

We will provide you and those important to you with information, advice and support to enable you to make timely decisions about your care.

Your care will be coordinated to incorporate your personal, health, social and social care needs.

We will achieve this through:

- Strengthening our skills in honest and well informed conversations regarding dying, death and bereavement by committing to the training of our staff.
- The development and implementation of an individualised care plan for everyone receiving end of life care in our services.

- We will work with our local partners to ensure access to the best clinical assessment and care delivery in an environment that meets your needs and choice.
- We will work with you and those important to you in preparation for bereavement, signposting to appropriate support. .

Ambition 2

Each person gets fair access to care

You and those important to you have the right to expect services at the end of life that are coordinated and provide you with all of the support you require.

Dying, death and bereavement affects everyone; we will ensure that you get the care that works for you personally.

We recognise there are vulnerable groups and individuals who may find it more challenging to access end of life services. Achieving equity, access and responsiveness will be at the centre of the day to day care we provide.

We are committed to understanding what outcomes are important to you in relation to your care, recognising that these are key in helping us make continuous improvements.

We will achieve this through:

- Using all available data sources to better understand the reach of our services and identify any gaps in the provision of end of life care.
- We will generate and use this data to inform us how we may need to improve care. We commit to using national, regional and local data to further guide and develop services that will improve care for you.
- We will continue to strengthen relationships with other local providers to maintain clear and open communication to facilitate an ease of transition of your care between services, where this is required.
- We will work with you and those important to you to develop a set of measurable, person centred outcomes so that we can continue to improve services in the future.

Ambition 3

Maximising comfort and wellbeing

We know that many people approaching death may be fearful of being in pain or distress.

We will recognise and respond to your concerns, assess the cause and identify what might help you 7 days a week, 365 days of the year.

We know that access to early, good quality palliative care can improve outcomes. We will maintain and develop the existing Specialist Palliative Care service that we provide.

We will achieve this through:

Relating all our specialist education to the Yorkshire and Humber Learning Outcomes framework for all clinical staff; to ensure skilled assessment and symptom management. We will work with and support you to achieve your personal goals whilst maximising your independence.

We will embed the use of Individualised Care Plan for the dying patient

We will equip our staff with the knowledge of how to access expert advice, medicines and equipment so they can respond rapidly to your changing needs.

Ambition 4

Care is coordinated

We know that fragmented and disjointed care can be a source of anxiety and frustration. We are committed, as part of the wider system work, to develop and enable a more coordinated response that is proactive to your needs

We commit to providing services to all communities that sustain excellent care outside of inpatient services. We will work closely with our local partners in social care and the voluntary sector to achieve this.

We will achieve this through:

- Working with our partners to further develop and utilise shared records, with informed consent from you.
- Developing and consistently using patient held information including advance care plans.
- Clear leadership and executive support for excellent End of Life care.
- Clear signposting to locally and nationally relevant services available to you.

Ambition 5

All staff are prepared to care

Our staff are a competent and compassionate workforce that are supported to deliver excellent end of life care.

We remain open to new ways of learning and interacting with the people we support. We are committed to providing our staff with the correct education and skills to help them to best meet your needs.

We will listen to your voice and ensure that any themes or trends identified are reported through governance and reporting structures to enable shared learning across the organisation

Undertaking regular audits, to establish adherence to best practice and making changes to practice where these are required.

We will achieve this through:

- The implementation of the end of life care education for all staff.
- Recruiting End of Life champions across the Trust
- Providing opportunities for clinical supervision and peer support in all clinical teams to allow for reflection and learning.
- Formalising the ward to board meeting structure to ensure that there is a clear process for communication and shared learning for End of Life Care.

Ambition 6

Each Community is prepared to help

As part of your end of life care we believe that it is important to identify and work with the voluntary sector in local areas to help support you and those important to you. We are committed to increasing public awareness of the difficulties faced by those who are dying. In our communities we aim to promote more openness around end of life issues.

We will achieve this through:

- Developing signposting systems through our website, easy read leaflets to enable families, neighbours and communities to help.
- Use all available opportunities to share patient stories with a wider audience.
- Partnership working with national and local organisations who provide support.

Accountabilities and Responsibilities

Delivery of the strategy is overseen by the Director of Nursing. The senior palliative and end of life leads report to Trust Board via the Quality and Safety Committee. The Palliative Care Business Joint Meeting takes responsibility for implementation of the Strategy objectives, for setting out the implementation and measuring progress.