

# End of life care

## What was the issue?

- Ineffective advance planning for End of Life
- Inconsistencies in recognising people approaching the end of their lives
- Confusion and distress for family due to communication and inconsistencies in approach to care
- Residents not spending the end of their life in their desired place.

## How it works

ABC End Of Life training provides advice, mentoring and support for care home staff. Core modules cover assessment and care planning, comfort and wellbeing, communication skills, end of life tools, caring in the last days, advance care planning and overarching principles.

Training is delivered free of charge by hospice staff.

## Case study

St Catherine Nursing Home, Letchworth is a privately owned home providing nursing care for the past 25 years. Management and staff fully engaged with the ABC End of Life programme to increase confidence and ability of staff in supporting residents at end of life and preventing hospital admissions. As a result of the training one of the tools implemented by the home's manager, Claire Greener, is wicker heart door hangers placed on the resident's door to alert all staff that extra quiet and support may be needed.

### ABC programme participant

*“ I feel confident to talk to families now. By clearly explaining myself and my actions I find they are more relaxed. Being able to recognise when residents are nearing end of life helps us all to prepare and feels much better. ”*

## How did we tackle the problem?

Specialist hospice nurses were employed to offer training to care home staff, helping them recognise and plan for end of life among their residents.

## Benefits

- Up skilling staff
- Improved resident experience
- Reduced hospital admissions as people's wishes are respected in terms of dying in their preferred place
- Each module is tailored to the needs of the group being trained in terms of programme timings and frequency.
- GPs have increased trust and confidence in care staff due to multidisciplinary collaboration leading to fewer admissions to hospital at end of life
- Participants in training feeling empowered, capable and re-energised in their roles
- Evaluation and outcome processes include pre and post training audit.



Find out more: [www.enhertsvanguard.uk](http://www.enhertsvanguard.uk)

## Key facts

- ABC End of life training programme has been delivered to 412 care home staff across East and North Hertfordshire CCG.
- 92 care homes are involved in End of Life training
- 79% of people with care plans at end of life, die in their preferred place.