



# Preparing for the Last Phase of Life

There is only one opportunity to get end of life care right for each person and family for whom we provide care and we therefore need to make sure we get it right, every time. We want to enable our patients to live as well as possible until the end of their life and for them to die with dignity. It is essential that the patients we care for, their families and carers feel engaged in care and treatment plans and feel that they are valued and listened to by our staff.

We want to ensure that every patient at the end of life and in the last days of their lives are treated with dignity and compassion and that staff are able to provide information and support to relatives and carers following death and through bereavement. Good communication is an essential part of this and the value of sensitive conversations and preparing people for what to expect as their loved one's condition deteriorates can never be underestimated.

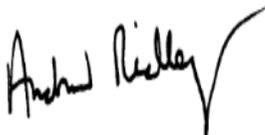
Professor Steve Field, Chief Inspector of General Practice at the Care Quality Commission, said:

"What is important is that everyone receives care based on their individual needs, delivered with compassion and sensitivity by staff with the right skills, and that there is regular and effective communication between staff and the dying person and their family".

This was echoed by the people from Age UK, Kensington and Chelsea Older Peoples Forum and Westminster Senior Citizens Forum who joined our co-design event to tell us what is important to people at the end of their lives. They told us that honest communication which respects the individual needs, wishes and preferences of the dying person and their relatives or significant others is essential in order that individual affairs can be put in order.

They also told us how important it is to have competent and knowledgeable staff who are able to have honest conversations and are able to discuss individual wishes and implement those wishes with compassion, respect and dignity, in partnership with others.

People approaching the end of their life need high quality, accessible care if they are to make genuine choices about how they are cared for and where they wish to die. This strategy aims to ensure each and every patient we serve receives the best possible care and experience at the end of their life.



Andrew Ridley

Chief Executive



Louise Ashley

Chief Nurse & Chief Operating Officer

Dr Joanne Medhurst

Medical Director

**Our vision:** Great care closer to home

**Our mission:** Working together to give children a better start and adults greater independence

**Our values:**

- **Quality:** we put quality at the heart of everything we do
- **Relationships:** we value our relationships with others
- **Delivery:** we deliver services we are proud of
- **Community:** we make a positive difference in our communities

**Our strategy:**

- we will continue to make a difference by providing compassionate and integrated care, responsive to patients' needs
- we will achieve great clinical outcomes and better value by continuously improving how we work
- we will continue to employ only the best staff and give clinicians and managers autonomy to make decisions
- we will grow our organisation by investing in innovation and aiming for excellence

**Our quality campaigns:**

- a positive patient experience
- preventing harm
- smart, effective care
- modelling the way
- here, happy, heard and healthy
- value added care

## Culture of Compassionate Care (The 6Cs)

CLCH promotes compassionate care by encouraging appreciative, relationship-centred and evidence based practice, raising awareness of staff behaviours and encouraging shared ownership and team working.

CLCH commits to making the 6Cs part of everything we do.



**Care** is our core business and that of our organisations and the care we deliver helps both the individual person and improves the health of the whole community.

Caring defines us and our work. People receiving care expect it to be right for them consistently throughout every stage of their life.

## **What does end of life care mean?**

Palliative and end of life care involves care for those with any advanced, progressive or incurable illness. Its aim is to enable each individual to live with the best possible care through to the end of their life; ensuring that the patient, their carers and family have their needs identified and supported throughout the last phase of life and into bereavement. It includes the management of pain and other symptoms and the provision of psychological, social, spiritual and practical support (Department of Health, 2013)

## **Our approach to end of life care at CLCH**

CLCH is committed to ensure that every person at the end of life receives high quality care and is treated with dignity and compassion; staff are able to provide competent care and information tailored to the individual needs and wishes of the dying person and those close to them, through sensitive and open conversations and involvement of key health care professionals

## **What to expect from CLCH end of life care: key Principles and objectives**

We aim to provide high quality, relationship centred, compassionate care in which each person is seen as an individual by putting you, your carers and those close to you at the centre of decision making

We aim to ensure that we develop a care plan that best reflects your needs and preferences. (Advanced Care Planning)

We aim to ensure that your symptoms are assessed and managed appropriately through early identification of those who are at the end of life through regular assessments of your condition tailored to your needs in order to provide timely and appropriate resources

We aim to ensure that your care is coordinated with other Care and Health staff through regular communication with you and those close to you to talk about what is important to you and your hopes and wishes towards the last phase of life

We aim to ensure that all staff are prepared to deliver care with high professional standards, skills, knowledge, competence and experience needed to care for the dying people and those close to them. The Care led by a senior responsible doctor and a lead nurse who can facilitate access to support from specialist palliative services when needed

We aim to have an awareness and recognition of the role of the wider community; signposting and working with others to support you

## **Working in collaboration with other services**

CLCH is an NHS Trust providing a range of public health, prevention and palliative care services across London.

Through its End of Life Care strategy, CLCH seek to continue to ensure that an active, holistic and compassionate approach to end of life care is reflected throughout each of its clinical settings, with respect to the individuality of each patient, their relatives and carers, and is delivered by a compassionate, confident and competent workforce, in partnership with them.

We work in collaboration with other services including General Practitioners, Local Authority Adult Social Care Services, Children's Services, hospices, care homes and Hospitals.

We also work both locally and nationally, with a wide range of Voluntary and charitable organisations.



## **What services are available for you?**

CLCH provides in-patient and out of hospital community based services NHS Healthcare Services and is the largest community healthcare provider in London. The trust provides a wide range of services in the community and also works in partnership with other services.

Your GP has the overall responsibility for your care whilst you are at home. Some of the services provided by CLCH include:

### **District Nursing**

Work closely with your GP, Community Specialist Palliative team, Physiotherapists, Occupational therapists and other services to assess your needs, coordinate your care, monitor and treat your symptoms and support those close to you.

### **Specialist Nurses**

Specialise with specific condition such as cancer, heart failure, renal disease etc.

### **Children Community Nursing**

This service will provide all assessments by a clinical specialist nurse in partnership with other members of the team with the child or young person who has life limiting condition. Emotional needs will also be assessed by the community play specialist

### **Occupational Therapists**

They can help you with specialist equipment, to maintain your independence for as long as possible

## **Physio Therapists**

They can help you with movement as well as advice and support

## **Community Specialist Palliative Care Team**

You may be referred to this team if you need specialist palliative care support for example if your symptoms are difficult to control. The team consists of specialist palliative care nurses and doctors who work closely with social worker, counsellor, occupational therapist, physiotherapist and a spiritual coordinator

## **Hospice Care**

Specialise in caring for people who have a life-limiting condition and may be approaching the end of life. They offer a wide range of services including: symptom management, counselling, respite care, complementary therapies, bereavement support, spiritual care, emotional support etc.

## Contact numbers

**Barnet Single Point of Access: 0845 389 0940**

**Hammersmith and Fulham Single Point of Access: 0300 033 0333**

**Harrow Single Point of Access: 0300 555 8889**

**Kensington and Chelsea Single Point of Access: 0300 033 0333**

**Merton Single Point of Access: 0333 241 4242**

**Wandsworth Single Point of Access: 0300 300 0116**

**Westminster Single Point of Access: 0300 033 0333**

## Local Hospice Contact numbers

**North London Hospice: 020 8343 8841**

**Pembridge Hospice: 020 8102 5000**

**St Luke's Hospice-0208 382 8000**

**St Raphael's Hospice: 0208 099 7777**

**Trinity Hospice 020 7787 1000**

**St John's Hospice: 020 7806 4040**

**For compliments and complaints please contact the  
CLCH Patient Advice and Liaison Service (PALS)**

**Tel: 0800 368 0412**

**Monday to Friday 9am to 5pm**

**Email [clch@pals.nhs.net](mailto:clch@pals.nhs.net)**