



# Palliative, End of Life and Bereavement Care All Age Strategy

2022 - 2027



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2022-27

## End of Life Care

has been defined as care for people who are approaching the end of life.

This includes people who are dying imminently and also those with any progressive advanced condition who are likely to die within the next 12 months.

## Palliative Care

is an approach focussed on improving the quality of life of patients with life limiting illness and their families.

These patients often, but not always, have a prognosis of less than 12 months.

Good palliative care is integral to good end of life care.

## Bereavement Care

is the provision of help and support to bereaved people as an element of good end of life care, at the time of death and during the grieving process.

# Introduction

The Newcastle upon Tyne Hospitals NHS Foundation Trust aspires to deliver outstanding high quality compassionate Palliative and End of Life Care for all patients of all ages with life limiting illness.

We put patients and those important to them at the heart of all that we do and involve them in planning and decisions about their care.

This Strategy is based on the values of the Trust and the national strategy <sup>(1,2,3)</sup> for Palliative and End of Life Care, along with knowledge of local services and needs based on survey, audit and collaboration with local partners.

Underpinning our Strategy is our Palliative and End of Life Care workplan 2022 – 2027, building on the national strategy and focussing our commitment on Patients, People, Partnerships, Pioneers and Performance.

## Trust values



### We care and are kind

We care for our patients and their families, and we care for each other as colleagues.



### We have high standards

We work hard to make sure that we deliver the very best standards of care in the NHS. We are constantly seeking to improve.



### We are inclusive

Everyone is welcome here. We value and celebrate diversity, challenge discrimination and support equality. We actively listen to different voices.



### We are innovative

We value research. We seek to learn and to create and apply new knowledge.



### We are proud

We take huge pride in working here and we all contribute to our ongoing success.

1. Ambitions for Palliative and End of Life Care : A national framework for local action 2021-2026. (2021) **National Palliative and End of Life Partnership.**
2. The NHS Long Term Plan (2021)
3. NICE Guidelines. End of life care for infants, children and young people with life limiting conditions: planning and management **[NG61]** (2019)

# Patients

## Ensure patients receive high quality individualised palliative and end of life care

### To achieve this, we will continue to:

- Promote fair and equitable access to high quality compassionate care for all, irrespective of diagnosis, age, ethnicity, culture and socio-economic status
- Provide 24/7 generalist palliative and end of life services across Newcastle
- Provide 7 day face to face specialist palliative care services across Newcastle Hospitals and community
- Maintain a system for hospital patients prescribed the 'Caring for Dying Patient' medication to alert the Palliative Care Service and Chaplaincy
- Maintain a designated space at the RVI for the relatives of dying patients
- Ensure good systems are in place to support rapid discharge for patients receiving palliative and end of life care
- Promote and utilise 'A Gift of Kindness Charitable Fund' to provide the little things that make a big difference
- Support personalised advance care plans for Children and Young People



## By 2027, we will...

- Focus on ensuring high quality and personalised care in communities where English may not be the patient's first language and where the patient may have different cultural beliefs and approaches at palliative and end of life care
- Make palliative and end of life care information leaflets available in the most common languages in Newcastle
- Ensure all palliative patients have access to specialist allied healthcare professionals
- Provide fair and equal access to complementary therapies for all palliative patients
- Introduce an agreed symbol to alert hospital staff to the patient's need for sensitivity and quiet
- Improve access to a peaceful dignified environment for all dying patients
- Identify and develop a designated space at the Freeman Hospital for the relatives of dying patients
- Ensure robust systems are in place to document nominated person contact details to support timely communication
- Ensure relatives receive timely and up to date written bereavement information including emotional and practical support
- Identify and develop a designated space in the Great North Children's Hospital for the relatives of Children and Young People receiving palliative and end of life care



# People

**Ensure staff have the skills to provide excellent palliative and end of life care to patients and families**

**To achieve this, we will continue to:**

- Provide palliative and end of life care educational resources and training
- Support communication skills training
- Ensure that staff are confident and competent in holistic assessment
- Ensure staff are confident and competent to discuss individualised care plans for dying patients
- Support provision of supervision for staff delivering end of life care
- Provide 24/7 access to Chaplaincy and Mortuary advice



## By 2027 we will...

- Ensure staff have the skills to identify patients who are in the last 12 months of life, and offer discussions about personalised care planning
- Refresh and update the End of Life Care mandatory training module for staff
- Relaunch the End of Life Link Nurse and Champion programme
- Introduce the opportunity for a ward accreditation programme for Palliative and End of Life Care
- Aim to increase diversity in the Palliative Care Service workforce
- Aim to increase the number of non-medical prescribers in the Palliative Care Service
- Provide staff with an updated Care after Death policy
- Explore the role of the advanced practitioner to support pathologists in post mortems
- Aim to invest in additional Trust paediatric palliative care staffing and education across all settings



# Partnership

## Work with local partners to promote equitable access to Palliative and End of Life Care services

### To achieve this, we will continue to...

- Maintain good links with GPs through joint working, education and regular meetings with GP Palliative and End of Life Care leads
- Work with local and regional pharmacy leads to support timely access to palliative medication in the community 24/7
- Work collaboratively with the Northern Palliative Care Academy and universities on local innovation to improve patient care
- Work with local, regional and national strategic partners to share good practice and innovations





## By 2027 we will...

- Have 24/7 commissioned all age specialist palliative care advice for professionals
- Explore the role of volunteers to support patients and carers
- Explore and promote the role of social prescribing in palliative and end of life care
- Have piloted and introduced a system to manage packages of care to support patients to remain at home for end of life care
- Have improved access to palliative and end of life care for locally identified under-served populations by working collaboratively with local health and social provider organisations



# Pioneers

**To foster a culture of innovation and quality improvement within Palliative and End of Life Care**

**To achieve this, we will continue to...**

- Collaborate with IT to progress digitalisation of Deciding Right documents
- Encourage staff to participate in audit and research, and share outcomes through publication on a local, regional, national and international basis
- Get involved with projects to raise awareness of palliative and end of life care services to the public across all ages, cultures, ethnicities and socio-economic backgrounds.



## By 2027 we will...

- Develop and introduce a digital version of the Caring for the Dying Patient Document in hospital
- Develop and introduce a 'Comfort Observations' electronic system in hospital to improve regular review of dying patients and their relatives
- Have the ability to share personalised care planning documentation digitally with all local providers
- Explore access to CT scanning post mortem



# Performance

## Maintain Outstanding Palliative and End of Life Care across the Trust

### To achieve this, we will continue to...

- Seek and be responsive to feedback from patients, carers and staff
- Learn from incidents and share good practice across the organisation in relation to palliative and end of life care
- Aim be rated as good or outstanding in all domains



### By 2027 we will...

- Complete a project with the Institute of Health Improvement and use the skills gained to engage in further quality improvement work as recognised within the team and the Trust
- Improve collection of data in order to evidence improved access and quality of care for all, irrespective of age, diagnosis and ethnicity



# What makes us proud

## RVI Haven



“Thank you so very much.

“What a lovely room, everything we needed down to a pack of cards.

“We can’t thank the staff enough for the help and support”



## Community Feedback

“Everybody was wonderful! GP, District Nurses, Palliative Care.

“I felt wrapped up in cotton wool and carried it was wonderful”

## Comments from Chapel of Rest services



“It was a big comfort to me and my family, knowing you all looked after my dad when he was in your care”

## Comments from the Children and Young Person (CHIPS) services

“Without the support and input from your team everything would have been different.

“None of it could have happened in the way that we wanted”



# Palliative Care Service

You can find more information and contact details:

[Intranet > Support Services > End of Life Care](#)

[Palliative care service - Newcastle Hospitals NHS Foundation Trust  
\(\[newcastle-hospitals.nhs.uk\]\(http://newcastle-hospitals.nhs.uk\)\)](#)

[Newcastle Hospitals Charity is fundraising for Newcastle Hospitals Charity  
\(\[justgiving.com\]\(http://justgiving.com\)\)](#)



Healthcare at its best  
with people at our heart