

Improving End of Life Care

*Implementing the new priority areas,
outcomes and guiding principles for care
at the end of life*

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Monday 15 September 2014 Hallam Conference Centre London

With contributions from:

THE
**NATIONAL
COUNCIL FOR
PALLIATIVE
CARE**



Chair and Speakers include:

Prof Keri Thomas

*National Clinical Lead for Gold Standards
Gold Standards Framework Centre*

Tony Bonser

*Chair, People in Partnership
The National Council for Palliative Care
& Member, Baroness Neuberger's Independent Review
Panel on the Liverpool Care Pathway*

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In response to the findings of the Liverpool Care Pathway Independent Review led by Baroness Neuberger, The National Leadership Alliance for the Care of Dying People on the 26 June 2014 five new Priorities for Care have been developed to succeed the Liverpool Care Pathway (LCP) as the new basis for caring for someone at the end of their life which mean that:

- The possibility that a person may die within the coming days and hours is recognised and communicated clearly, decisions about care are made in accordance with the person's needs and wishes, and these are reviewed and revised regularly.
- Sensitive communication takes place between staff and the person who is dying and those important to them.
- The dying person, and those identified as important to them, are involved in decisions about treatment and care.
- The people important to the dying person are listened to and their needs are respected.
- Care is tailored to the individual and delivered with compassion – with an individual care plan in place. This priority includes the fact that a person must be supported to eat and drink as long as they wish to do so, and their comfort and dignity prioritised.

“The new approach focusses on giving compassionate care and is a move away from previous processes and protocols. It recognises that in many cases, enabling the individual to plan for death should start well before a person reaches the end of their life and should be an integral part of personalised and proactive care. The aim is to promote a stronger foundation for good care and a culture of compassion in the NHS and social care. The priorities put people and their families at the centre of decisions about treatment.” Department of Health, 26 June 2014

NHS England recently stated that “organisations and professionals will, as part of best practice, be expected to review the care they deliver for dying people against these five priority areas, including considering how they will demonstrate delivery of each of them for individual dying people and those important to them.” NHS England Leadership Alliance for Care of Dying People March 2014

Through expert sessions and practical case studies, this important and timely conference will focus on implementing the new priority areas, outcomes and guiding principles for care at the end of life.

Care and Support Minister Norman Lamb, said “The new priorities will mean that care is focused on dying people's wishes – rather than processes. This will make sure that their voices, and those of their families, are heard at all times.”

10.00 Chairman's Welcome and Introduction

Prof Keri Thomas *National Clinical Lead for Gold Standards* Gold Standards Framework Centre

10.10 Putting personal experience first

Tony Bonser

Chair, People in Partnership, The National Council for Palliative Care & Dying Matters & Member, Baroness Neuberger's Independent Review Panel on the Liverpool Care Pathway

10.40 The Liverpool Care Pathway: what went wrong and what are the implications for end of life care?

Simon Chapman

*Director for Public & Parliamentary Engagement
The National Council for Palliative Care*

- moving forward following the Independent Review
- why in some cases did the Liverpool Care Pathway become an excuse for poor care and why was it not implemented properly in these cases?
- the importance of education and training in high quality end of life care
- what are the implications for care at the end of life

11.20 Question and answers, followed by coffee and exhibition

11.45 Learning from the National Care of the Dying 2014 Audit

Marie Curie

representative

- the findings from the 2014 Audit
- changing and improving practice
- improving data and key performance indicators for end of life care

12.15 Implementing the five priority areas, and the outcomes and guiding principles for care at the end of life in practice

Dr Shelley Dolan

*Chief Nurse
Royal Marsden NHS Foundation Trust*

- implementing the five priority areas
- how do we ensure that the possibility that a person may die within the next few days or hours is recognised and communicated clearly, decisions made and actions taken in accordance with the person's needs and wishes, and these are regularly reviewed and decisions revised accordingly
- ensuring the dying person and their families are actively involved in decisions about treatment and care
- implementing outcomes and guiding principles in your service
- how can we monitor outcomes in end of life care?
- how we are delivering the priority areas for end of life care as set out by NHS England

13.00 Question and answers, followed by lunch and exhibition

Afternoon Chair

Maggie Stobbart-Rowlands *Lead Nurse* Gold Standards Framework Centre for End of Life Care

14.00 An update from the Leadership Alliance for the Care of Dying People: Improving End of Life Care

Rev Meg Burton

*Methodist Minister & Head Chaplaincy
Rotherham, Doncaster and South Humber NHS Foundation Trust &
St. John's Hospice, Doncaster
& Member Leadership Alliance for the Care of Dying People*

- ensuring a consistent approach to caring for people at the end of life
- choice and advance care planning: more than just the final days of life
- changing culture and attitudes
- access to 24/7 and free social care at end of life

14.30 Learning from Francis: Improving compassionate care at the end of life

Dr Dawn Chaplin

*Head Nurse, Patient Experience
& Clinical Dean for Nursing
Heart of England NHS Foundation Trust*

- learning from Francis: embedding compassion into the workforce
- delivering a compassionate care training programme to support people at the end of life
- measuring patient experience at the end of life
- the programme and our experience at Heart of England

15.00 Developing individual care plans and goals for every end of life care patient

Dr Dee Traue

*Medical Director
Isabel Hospice*

- how individualised care plans differ from the LCP's
- developing and monitoring care plans for every patient and communicating with family and carers
- ensuring the care plans reflect the five priority areas
- ensuring the individual plan of care, which includes food and drink, symptom control and psychological, social and spiritual support, is agreed, coordinated and delivered with compassion
- setting individual goals with patients
- our experience

15.30 Question and answers, followed by tea

16.00 The new inspection process for end of life care?

Kate Birrell

*Regulatory Policy Officer Strategy & Intelligence Directorate
Care Quality Commission*

- how will we assess and inspect end of life care in hospitals, adult social care, hospices, community health services and general practice?
- inspecting against the five priority areas for end of life care
- providing the public with a clear picture of the quality of care, exposing poor and mediocre care and highlighting services providing good and excellent care
- the inspection regime and lessons from the initial inspections

16.30 Principles and priorities for end of life care commissioning

Dr Denis Cox

*Clinical Champion
The Royal College of General Practitioners
& Member, Baroness Neuberger's Independent Review*

- principles and priorities for end of life care commissioning
- implementing a framework for end of life care commissioning
- moving forward

17.00 Question and answers, followed by close

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The PDF will be sent out after the conference, please fill in the 'Your Details' section above for delivery, and the 'Payment' section.

Venue

Hallam Conference Centre, 44 Hallam Street, London W1W 6JJ. A map of the venue will be sent with confirmation of your booking.

Date

Monday 15 September 2014

Conference Fee

- ☐ £365 + VAT (£438.00) for NHS, Social care, private healthcare organisations and universities.
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