

A Practical Guide to **Improving** **End of Life Care**

*Implementing the Actions
for End of Life Care 2014-16*

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Wednesday 20 May 2015 Colmore Gate Conference Centre Birmingham



Chair & Speakers include

Simon Chapman

Director of Public

and Parliamentary Engagement

The National Council for Palliative Care

Tony Bonser

Chair People in Partnership

The National Council for Palliative Care

and Dying Matters & Member

Baroness Neuberger's Independent

Review Panel on the Liverpool Care Pathway

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"Actions for End of Life Care: 2014-16 – sets out NHS England's commitments for adults and children. It is one component of a wider ambition to develop a vision for end of life care beyond 2015. This can only be achieved in partnership with all those in health and social care. We now need to ensure that living and dying well is the focus of end of life care, wherever it occurs. This is the challenge: together we can and must achieve it... The End of Life Care Strategy needs to be revisited and refreshed so that national actions align with both the current needs of the population and arrangements in the health and social care system following the Health and Social Care Act 2012. But improving end of life care involves a wide range of people and organisations, across the health and social care, professional and public, and statutory and voluntary, spectrum. Over the next year, we will work with colleagues and individuals across that spectrum to develop an ambitious five year plan for end of life care beyond 2015."

Bee Wee, National Clinical Director for End of Life Care, NHS England 11 November 2014

NHS England has recently published a new document setting out its ambitions for end of life care for adults and children in the coming years. Actions for end of Life Care 2014-16 presents a framework based on the House of Care model with four interdependent components:

1. Engaged, informed individuals and carers – through providing information and seeking feedback and engagement from them.
2. Health and care professionals committed to partnership working – through developing capability and communities of practice.
3. Organisational and supporting processes – through maintaining a focus on developing and refining processes that improve consistent, coordinated care.
4. Commissioning – through development of resources and commissioning approaches which incrementally improves end of life care.

This conference focuses on improving end of life care and delivering the ambitions of this forward looking strategy at a local level.

National Voice and NCPC in partnership with the national clinical director for end of life care at NHS England, Dr Bee Wee have produced Every Moment Counts. Every Moment Counts *"draws on surveys, the testimonies of bereaved carers, the experience of end of life care charities and the reflections of professionals that highlighted failures in coordinating and personalising the different elements of end of life care. One of the challenges highlighted is that individuals working to support and care for the person are often generalists who may not have the confidence – or the training and preparation – to open up conversations about choices and preferences. Yet Every Moment Counts shows these are vital to the people and carers in question."* Every Moment Counts, March 2015

Follow this conference on Twitter #EndofLifeCare

10.00 Chairman's Welcome and Introduction

Simon Chapman

*Director for Public and Parliamentary Engagement
The National Council of Palliative Care*

10.10 Putting personal experience first

Tony Bonser

*Chair, People in Partnership The National Council for Palliative Care
Member, The Leadership Alliance for the Care of Dying People (LACDP)
& Member Baroness Neuberger's Independent Review Panel*

- ensuring engaged, informed individuals and carers
- improving information about what to expect at the end of life

10.40 Implementing the new Actions for End of Life Care 2014-16

Simon Chapman

*Director for Public and Parliamentary Engagement
The National Council of Palliative Care*

- implementing the four interdependent components of the framework
- one chance to get it right: moving forward with the five priorities of care
- every moment counts: incorporating in the narrative on end of life care from the person and carer perspective
- working towards a new end of life care strategy for 2015 and beyond

11.10 Question and answers, followed by coffee and exhibition

11.45 Moving forward with meaningful metrics for population based end of life care commissioning

Prof Keri Thomas

*National Clinical Lead
The National Gold Standards Centre for End of Life Care
Hon Professor of End of Life Care
University of Birmingham*

- principles and priorities for end of life care commissioning
- developing metrics for end of life care commissioning
- moving forward

12.15 Care in the last days of life: developing training and competence

Dr Dee Traue

*Medical Director
Isabel Hospice*

- supporting organisations to improve care in the last days of life: resources that can help support staff to deliver their duties and responsibilities
- education and training
- developing and mapping competence
- transforming end of life care in hospitals

12.55 Question and answers, followed by lunch and exhibition

14.00 Improving compassionate care at the end of life

Dr Dawn Chaplin

*Head Nurse Patient Experience/Clinical Dean for Nursing With
Hazel Gunter Director of Workforce
Heart of England NHS Foundation Trust
Heart of England NHS Foundation Trust are working with Dying
Matters on a 3 year programme compassionate care training
programme to support people at the end of life*

- 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

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

Dr Chris Farnham

*Medical Director Heart of Kent Hospice, Chair, The Education
Committee, The Association of Palliative Medicine & Member
Leadership Alliance for the Care of Dying People*

- 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

15.00 Question and answers, followed by tea

15.40 The new inspection process for end of life care?

Stephen Richards

*GP Regional Advisor
The 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

16.10 One chance to get it right: monitoring progress against the five priorities of care

Anne-Marie Raftery

*Team Leader &
Macmillan Clinical Nurse Specialist in Palliative Care
The Christie Hospital NHS Foundation Trust*

- monitoring progress against the five priorities
- outcomes and guiding principles
- education, training and professional development
- our experience at the Christie

16.40 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

Colmore Gate Conference Centre, DeVere Venues, 5th Floor Colmore Gate, Bull Street Entrance Birmingham B3 2QD.. A map of the venue will be sent with confirmation of your booking.

Date Wednesday 20 May 2015

Conference Fee

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