

Kent County Council Social Care, Health and Wellbeing
Adult Social Care

End of Life Care in Kent

Our progress on implementing End of Life Care against the national framework,
identifying gaps and taking action.

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End of Life Care in Kent

This document sets out how Adult Social Care is working to implement End of Life Care against the Ambitions for Palliative and End of Life Care: A national framework for local action 2015-2020 published September 2015. The framework sets out an agenda for improving the quality and effectiveness of services. KCC plays a key role in delivery of the End of Life Care strategy for clients and carers. This is designed to keep staff informed of our current activities and sign post for further information. By measuring our current activity against the national framework has allowed us to identify where there are gaps and develop a high level action plan.

It is essential that we work with partners in the assessment, support and planning of care for the clients, which delivers choice, control and the care they need to manage End of Life Care as they want.

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Six ambitions to bring the vision about:

- 01 Each person is seen as an individual
- 02 Each person gets fair access to care
- 03 Maximising comfort and wellbeing
- 04 Care is coordinated
- 05 All staff are prepared to care
- 06 Each community is prepared to help

"I can make the last stage of my life as good as possible because everyone works together confidently, honestly and consistently to help me and the people who are important to me, including my carer(s)"



Ambition 1:

Each person is seen as an individual

Building blocks for achieving this ambition:

- Honest conversations
- Clear expectations
- Systems for person centred care
- Integrated Care
- Helping people take control
- Access to social care.

Activity in Kent

- Assessment and eligibility criteria (policies in place)
- Assessment process (policies in place)
- Personalised Care and Support Plans (policies in place)
- Anticipatory Care Plans across Kent
- Helping people take control through Personal Budgets, Personal Health Budgets for Continuing Health Care and Integrated Budgets in South Kent Coast Clinical Commissioning Group
- Exploring and implementing new models of integrated care through the Integration Pioneer Programme
- KCC Continuing Health Care team work jointly with health colleagues and ensure that the individual is at the centre of any assessments completed
- Older Persons Dynamic Purchasing System contract (April 16): providers encouraged to use Share My Care and Electronic Palliative Care Co-ordination System (EPACCs)
- Equipment is prioritised for people at End of Life Care
- Ensuring that the right support is in place for the carer (carer's policy), this policy is currently being revised and End of Life Care will be included
- At Westbrook House Integrated Care Centre, the nursing beds use the Kent and Medway Community Health Trust (KCHFT) End of Life Care pathway policy/procedures are used. On the non-nursing units the care planning process is supported via health care professionals.

Ambition 2:

Each person gets fair access to care

Building blocks for achieving this ambition:

- Using existing data
- Creating new data
- Community partnership
- Person centred outcome measurement.

Activity in Kent

- Contract monitoring on the Older Persons Dynamic Purchasing System contract (April 16) will look for evidence around End of Life Care provision, sensitive conversations, training for staff, good communication practices
- Data is collated on equipment orders for End of Life Care which can be used to inform strategies
- Staff treat all clients equally, therefore following the same process and policies for all clients
- Clear process for End of Life Care referrals.

Ambition 3:

Maximising comfort and wellbeing

Building blocks for achieving this ambition:

- Building Blocks for achieving this ambition:
- Skilled assessment and symptom management
- Priorities for care of the dying person
- Rehabilitative palliative care.

Activity in Kent

- Assessment and Care and Support planning is to ensure that are maximising the person's independence and social participation to the extent that they wish
- Developing new ways of integrating care through the Design and Learning Centre for Clinical and Social Innovation
- In - House services - relatives/friends are able to visit 24 hours a day and are offered meals, offered to stay overnight if appropriate. The centres facilitate access to health care professionals such as hospice team and GP.
- East Kent pharmacists have developed 'just in case' boxes which are to ensure the person's pain management and dignity.

Ambition 4:

Care is coordinated

Building blocks for achieving this ambition:

- Shared records
- Everyone matters
- A system wide approach
- Clear roles and responsibilities
- Continuity in partnership.

Activity in Kent

- Older Person's Dynamic Purchasing System contract (April 16): providers encouraged to use Share My Care and Electronic Palliative Care Co-ordination System (EPACCs)
- Integrated care centres - Due to the nature of the unit, records are both health and social care and the working arrangements and agreement is such that information from both organisations supports shared care
- Shared records where a person has given their consent
- East Kent Patient and Carers information pack (KCC, Health and other organisations)
- East Kent End of Life Care Strategy (KCC, Health and other organisations)
- East Kent End of Life Care pathway redesign group (KCC, Health and other organisations) to ensure joined up care
- End of Life Care work-stream in Medway and Swale to ensure national and local targets are met in relation to End of Life Care and development and delivery of the national and local End of Life Strategy (KCC, Health and other agencies)
- Regular Continuing Health Care meetings between KCC and Health
- KCC Continuing Health Care team is currently working on Nursing Home project in the Thanet area to share information to ensure they understand when a client may need to be referred to Continuing Health Care or when to consider a Fast Track. To ensure they identify clients earlier who may be eligible for NHS Continuing Health Care or Fast Track if evidence suggests end of life palliative care
- Collaborative working and information sharing is all within policies to support staff. Secure accounts for staff to use to share information with Health
- Commissioning is working towards full integration including pooled budgets and above services will be included. This will be part of the next stage of KCC's Transformation work and Clinical Commissioning Group's Strategic and Transformation Planning which includes Vanguard, Integrated Care Organisations and other New Models of Care
- Ellenor Palliative and End of Life Care Pilot : The Care Home Support Team at Ellenor Hospice is being expanded in order to provide palliative and End of Life Care support to all nursing home residents in the Dartford, Gravesham and Swanley area. The team will manage the palliative needs of all residents and produce detailed care plans in liaison with the resident's GP, social care providers and the staff within an individual's own home
- Shared Care Planning – Care Planning Management System – West Kent has started with the End of Life Care pathway
- Clinical Commissioning Groups and KCC have developed plans to integrate which will improve communication
- Community Learning Disability Teams are integrated with health.
- The KCC Commissioning Team is exploring whether ongoing services could be jointly commissioned with the NHS. Urgent Care Boards are made aware of this lack of provision
- The Community Learning Disability Teams have two dedicated staff for End of Life Care who are a contact point for local hospices.

Ambition 5:

All Staff are prepared to care

Building blocks for achieving this ambition:

- Awareness of legislation
- Professional ethos
- Knowledge based judgement
- Using new technology
- Support and resilience
- Executive governance.

Activity in Kent

- Staff utilise technology - telecare
- Director lead for End of Life Care
- KCC End of Life Care steering group set up, which meets on an annual basis
- Access to national information and forums.

Training:

- Integrated Care Centres – Kent and Medway Community Health Trust staff based on site access internal training via their organisation. Kent and Medway Partnership Trust staff based on site access training via the hospice
- The KCC Continuing Health Care Team is currently rolling out webinars and workshops. Plans to upskill KCC staff on Continuing Health Care to ensure they understand when someone may be eligible for Continuing Health Care or Fast Track for those entering a terminal phase
- KCC is supporting the Federate Scheme, developed by the Hospice in the Weald (HitW), to provide Level 3 NCFE (Northern College of Further Education) certified qualification for Care Homes and Home Care agencies in West Kent Clinical Commissioning Group area at zero cost to the provider. Sharing information on End of Life Care events and training resources with Care Homes, Supported Living for Adults and Homecare providers as it arises. Contract monitoring by KCC will look for evidence of staff receiving training in communication and End of Life Care practices.
- Pilot underway in Dover and Thanet called 'Time to Talk', which is facilitated by members of the Community Learning Disability Team. It is dedicated time for members of the integrated team to discuss End of Life Care and go through any cases they may have. .

Ambition 6:

Each Community is prepared to help

Building Blocks for achieving this ambition:

- Volunteers
- Practical support
- Public awareness
- Compassionate and resilient communities.

Activity in Kent

- Health Watch End of Life project: The initial phase of the project has been completed and Healthwatch is about to start the second phase gathering patient, family and carer views of End of Life Care services
- Care Navigators across Kent, in some areas working in GP surgeries
- National Picture
- The Chief Social Worker for Adults is committed to raising the profile of social workers and social care Within End of Life Care provision and leading on improving the delivery of End of Life Care and Bereavement Care within social care
- The Association of Palliative Care Social Workers and the British Association of Social Workers have recently published best practice guidance for social workers in palliative, End of Life Care and Bereavement Care to support raising the standards of practice in social work
- Follow NHS England End of Life Care Programme.

Supporting Documents

- Medway / Swale End of Life Care Programme Board
- East Kent End of Life Care Policy
- East Kent End of Life Care Strategy
- East Kent Patient Pack
- East Kent Carers Pack
- Ambitions for End of Life Care – National Framework
- Ellenor End of Life Care Pilot

NHS Choices - End of Life Care

Link to a short video produced collaboratively between NHS England and the National Council for Palliative Care, The video aims to help patients feel more empowered to make informed choices by encouraging them to maximise the benefits of their consultations with clinicians as well as dispelling myths about palliative and end of life care. The video is also a helpful tool for staff to help them to work with patients in an effective manner so that they feel reassured and confident about navigating a complicated healthcare system.

<http://www.nhs.uk/Planners/end-of-life-care/Pages/what-it-involves-and-when-it-starts.aspx>

Access – OpenAthens

OpenAthens is a service that allows people to access a series of online resources free of charge with just a single OpenAthens account.

Health Education England e-Learning for Healthcare (HEE e-LfH) is adding the e-LfH Hub and its thousands of e-learning sessions to the list of OpenAthens resources to make it easier for certain groups of the health and social care workforce to access e-LfH's e-learning. The OpenAthens eligibility criteria, which are managed by NICE, cover anyone working directly with NHS patients. Anyone working directly on the development and/or delivery of training materials for either NHS staff or NHS patients within an organisation that provides NHS-commissioned care or commissions care for NHS patients in England is also covered.

For more detailed information on the eligibility criteria, and to register, please visit: www.nice.org.uk/about/what-we-do/evidence-services/journals-and-databases/openathens/openathens-eligibility

More information

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