

End of Life Care in Kent

Adult Social Care

High Level Action Plan

Updated January 2019

This high-level action plan identifies ways to improve the experience of End of Life Care and has been informed through an exercise where Adult Social Care benchmarked current activity against a national framework.

Action	Lead	Timescales
1. Improve the outcomes and experience for people through embedding the ESTHER model in Health, Social Care and the Sector across Kent. - Add content to the ESTHER roll out project plan to reflect End of Life, Mags to discuss with Anna Carlbom. - To check for and add similar models used in DC/LD/MH achieving the same person-centred approach and how it incorporates EOL care and support.	Mags Harrison and Anna Carlbom	On-going
2. Continue to improve the coordination and shared records to better facilitate an efficient flow of people through the system and improve the communication between all organisations by embedding the ESTHER model and adoption of technology through the STP Digital Strategy and Adult Social Care Technology Enabled Programme and ensure that EOL care is identifiable on the new MOSAIC system and that reports can be presented in order to understand how much EoLC is being delivered..	Design and Learning Centre, Alan Day, Linda Harris and Rachael Letchford Performance	March 2019

	lead tbc.	
3. There are a lot of examples of good practice across Kent from an EoLC perspective that could support wider outcomes and improvements at system and provider level. These were collated and shared in one place through an End of Life Care Innovation event in February 2018.	Design and Learning Centre	February 2018
4. Support staff to develop the skills to deliver a well-integrated system through the new operating model (aligning all change work – transformation, Local Care) and ensure EoL is incorporated in new Job Descriptions. - Develop staff in their existing roles through Key Concept and other development opportunities. - Development of generic roles as part of workforce development. - Factor in to outcomes-based care for the new care contracts. - Ensure that EoL care is incorporated in the Learning and Development programmes commissioned for ASCH.	Anne Tidmarsh, Penny Southern, Mags Harrison.	March 2019 March 2020
5. Work towards improving the use of local data on EoLC to undertake quantitative and qualitative analysis on care provided. This will be achieved through collating case studies, effectively using KID and the EoLC East Kent evaluation framework. - Liaise with Public Health with regard to KID informatics to develop a KPI - Case studies to be identified for learning purposes through Good Practice Group and Key Concepts - Develop a repository for case studies within the DLC folders, embed some case examples within the EoL action plan	Anne Tidmarsh and Penny Southern Mags Harrison	December 2018 April 2019 November 2018
6. Services across the health, social care and voluntary sectors work together to meet local needs efficiently and effectively. The innovation event in February 18 brought together Health, Social Care and Providers to share good practice,	Anne Tidmarsh	February 2018

<p>identify gaps and agree an approach for Kent. Ensuring ongoing monitoring through the Clinical and Professional Board.</p>		
<p>7. Ensure that people and staff are supported through training through ensuring effective signposting to what is on offer nationally and locally. Ensure that staff within Adult Social Care are aware of the EoLC overview document and the training that is available and are able to demonstrate this CQC. Work with the Care Sector to ensure that care workers are also able to access relevant training and support.</p> <ul style="list-style-type: none"> - Promote training opportunities through Good Practice Groups, Key Concepts and Care Sector Conference - Develop End Of Life e-learning package, Mags to speak to OD and reference East Sussex work - Continue to link in with Skills for Care of Life work, with Penny Lawlor and Paul Kirrage - Map what is available to support awareness raising and learning support on End of Life - Encourage active participation and refresh membership of the Group from Learning Disability, Mental Health and Disabled Children's 	<p>Anne Tidmarsh and Penny Southern</p> <p>Mags Harrison Mags Harrison Angie Thomas Mags Harrison Anne Tidmarsh</p>	<p>March 2019</p>
<p>8. Further test models of integrated community based care such as Buurtzorg to support and provide care for people at end of life.</p> <ul style="list-style-type: none"> - Add to the Project Board future agenda to test if the model results in any difference in End of Life Care 	<p>Design and Learning Centre – Georgina Walton</p>	<p>September 2019</p>
<p>9. Improve how medication is managed within the community and have clearly defined roles and responsibilities across Health, Social Care and Care Sector.</p>	<p>Design and Learning</p>	<p>March 2019</p>

<p>To be achieved through a medication in the community project.</p> <ul style="list-style-type: none"> - Roles and responsibilities for administering medication for End of Life care to be raised at the Clinical and Professional Board - Operational guidance to be developed for staff - Explore potential to add to the scope of the current Medication project 	<p>Centre Anne Tidmarsh Janice Grant Tamsin Rudolf</p>	
<p>10. Continue to share learning locally and nationally through STP Clinical Board (where EoLC is a priority) other forums and the Academic Health Science Network.</p> <ul style="list-style-type: none"> - Set up End of Life circulation list for distribution of relevant information, conferences etc. 	<p>Anne Tidmarsh and Georgina Walton</p>	<p>Ongoing</p>
<p>11. Reduce health inequalities by ensuring staff are able to effectively support people at EoLC across all protected characteristics through training and development.</p> <ul style="list-style-type: none"> - Include as part of developing KPIs with KID Informatics team - Ensure that the EoLC is part of the Prison support service and that data is collated to support monitoring. - Richard Munn to be asked to look at case studies 	<p>Anne Tidmarsh and Mags Harrison, Richard Munn, Janice Grant</p>	<p>Ongoing</p>