



The Walton Centre
NHS Foundation Trust



2019 - 2022
End of Life Care
Strategy



Welcome

We're passionate about The Walton Centre delivering the very best end of life care possible to our patients, and ensuring we provide all the support we can to their loved ones.

We know both from our years in frontline patient care and personally how important it is to get end of life care right. The final months, weeks, or days of a person's life are precious, and we only have one opportunity to ensure this time is as comfortable and dignified as possible, and tailored to their individual needs and beliefs. These are memories that will remain with those left behind forever, and it is our duty to honour this responsibility with the best possible care for both our patients and their loved ones.

This strategy sets out our five core commitment areas for the next three years: Patient Experience, End of Life Resources, Workforce Training, Treatment Escalation Decisions, and End of Life Outcomes. Each commitment area has five objectives, with focused goals and firm completion dates. The stated commitment leads will drive forward these projects.

At The Walton Centre we place great significance on Patient and Family Centered Care, and giving patients and their loved ones as much time together as possible. We do all we can to respect the wishes of our patients and their families.

We have great faith in our staff to deliver on the aims of this strategy, and are proud to be a part of it.



Andy Nicolson
Medical Director and Lead Director for End of Life Care



Lisa Salter
Director of Nursing and Governance

Our Vision

Our vision for end of life and bereavement care is to develop a person-centred, individualised approach to delivering responsive end of life services across all clinical settings, by a workforce who are compassionate, able, responsive, and engaged.

The End of Life Care tree symbol was chosen by patients and staff, and ensures that all End of Life Care documentation is clearly identifiable and visually linked.

Patient and Family Centred Care

Our Trust is committed to patient and family-centred care. This means that we ensure we listen to the feedback and suggestions of our patients and those close to them, and do what we can to put their experience at the heart of everything we do. Being in hospital is often really stressful and worrying, and it's important for our patients' families to be able to be present as much as the patient wishes them to be.

Our Commitments

We have formed five commitments to drive forward positive change. These were guided by extensive engagement with patients, their families, and our staff.





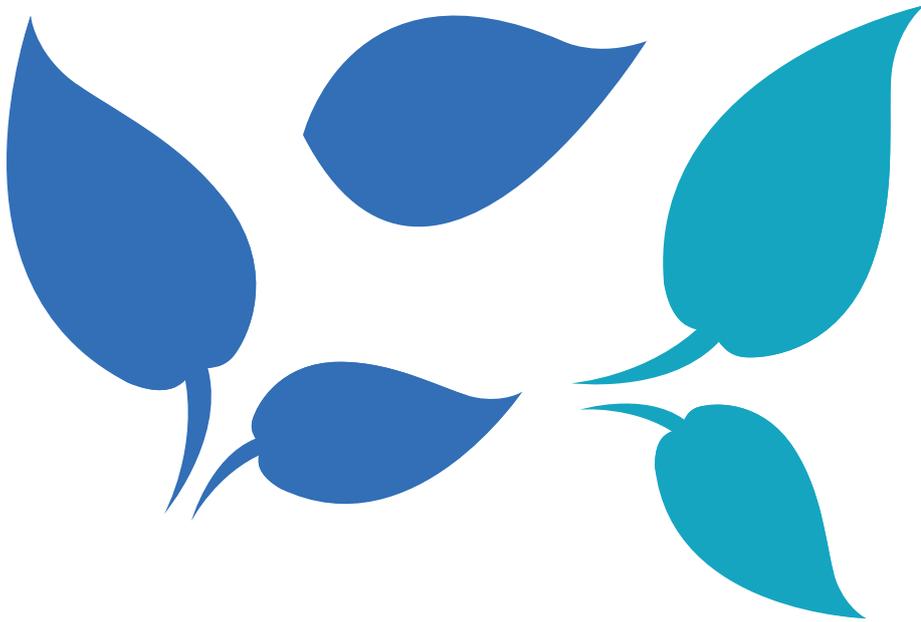
Commitment #1

Patient Experience

(SPCT lead: Palliative Care Nurse Specialist/Link Nurse,
The Walton Centre lead: Head of Patient Experience)

We will ensure patients and those important to them are engaged and involved in the development and delivery of the highest quality individualised end of life and bereavement services across the Trust.

1. Proactively involve staff, patients and those important to them in service development and seek regular feedback about our existing end of life and bereavement services. **December 2019**
2. Actively seek to learn from EoL incidents and complaints, sharing best practice and lessons learned both internally and externally with the wider health care economy. **June 2020**
3. Provide timely and relevant written and online information to support patients and those important to them throughout their end of life care and into bereavement. **March 2020**
4. Ensure the end of life and bereavement care provided by the Trust meets the cultural, spiritual and religious needs of patients and those important to them. **June 2020**
5. Improve the identification and documentation of the individual needs of carers and those important to the dying patient. **March 2022**



Commitment #2

End of Life Resources

(SPCT lead: Palliative and End of Life Project Lead,
The Walton Centre lead: Neurology and Rehab Network Matron)

We will ensure all end of life resources are embedded fully across all wards and departments within the Trust to support staff to deliver the highest quality end of life care.

1. Embed a model of individualised care that supports patients and those important to them for the last year of life and into bereavement, incorporating the Trust end of life tools.
March 2022
2. Embed the tree symbol across all wards and departments as the Trust symbol for end of life and bereavement care. **March 2020**
3. Ensure all end of life decisions and treatment plans are communicated effectively and safely between teams and departments and with external partners where necessary.
March 2022
4. Develop electronic end of life resources which will operate effectively within the new electronic patient record. **March 2022**
5. Develop and implement a safe discharge process supported by the SAFE TRANSFER tool that is clear, timely, and effective for palliative patients who are likely in the last months, weeks, and days of life. **March 2021**

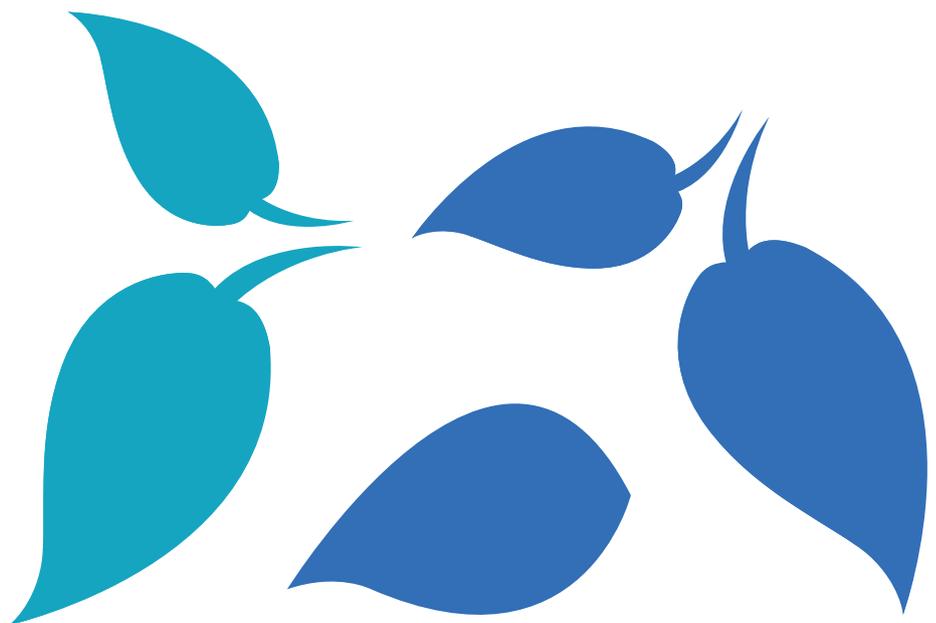
Commitment #3

Workforce Training

(SPCT lead: Palliative Care Nurse, The Walton Centre lead: Practice Educator)

We will develop a competent and confident workforce to deliver safe, individualised palliative and end of life care.

1. Develop a workforce training plan that meets the needs of all staff groups across the trust and promotes equitable provision of end of life education. **September 2019**
2. Work in partnership with the Training and Development Department to develop a workforce training dashboard for palliative and end of life care education that links to the electronic staff record. **December 2019**
3. Implement an accreditation system relating to educational achievements in palliative and end of life care, specific to individual roles/ staff groups, ensuring all staff achieve a minimum level specific to their role. **March 2021**
4. Ensure all ward / clinical areas within the Trust have a nominated palliative care champion who has completed appropriate training for the role and is supported to deliver cascade training in their own clinical area. **March 2020**
5. Ensure all relevant staff receive training on the safe use of syringe drivers and maintain up to date competencies, linked to ESR. **December 2019**



Commitment #4

Treatment Escalation Decisions

(SPCT lead: Clinical Director Palliative Care,
The Walton Centre lead: Consultant Anaesthetist)

We will develop a positive culture for timely treatment escalation decisions and end of life treatment recommendations that involve the patient and those important to them.

1. Ensure that documentation regarding DNACPR and treatment escalation decisions is completed correctly and audited regularly. **March 2020**
2. Deliver education to encourage DNACPR and treatment escalation decisions to be undertaken in a proactive and timely manner, by the clinical team with overall responsibility for the patient. **March 2021**
3. Ensure staff on the ward are aware of those patients with a DNACPR or treatment escalation decision in place. **March 2020**
4. Ensure treatment escalation and DNACPR decisions are communicated effectively to primary care at the point of discharge. **March 2022**
5. Update the trust-wide policy regarding DNACPR and treatment escalation decisions in line with national, regional and local recommendations. **March 2022**





Commitment #5

End of Life Outcomes

(SPCT lead: Clinical Director Palliative Care,
The Walton Centre lead: Advanced Nurse Practitioner/End of Life Lead)

We will ensure there are clear, measurable outcomes to demonstrate ongoing improvement in the end of life and bereavement services we provide.

1. Develop a Trust dashboard for end of life care which monitors activity, uptake and compliance of key end of life services, tools and resources. **December 2019**
2. Participate in local, regional and national audit and research to benchmark practice and support the development of evidence based practice in end of life care. **March 2020**
3. Incorporate and monitor measurable outcomes into the Walton CARES (Communicate, Assess, Respect, Experience, Safety) Accreditation framework and Trust mortality review process. **December 2019**
4. Ensure end of life and bereavement services are developed and comply with best national, regional and local guidance, supported by up to date policies and robust governance frameworks. **March 2022**
5. Oversee the implementation of action plans to address any areas of concern identified through audit, complaints, incidents, feedback, mortality reviews or inspections. **March 2022**





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Brochure produced by the Communications Team.

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