

What Matters at End of Life



COMMUNICATE

- Informative, timely and sensitive communication is an essential component of each individual person's care.
- Investing time to provide information, elicit and clarify expectations will improve care experience.
- Conversations about what to expect when someone is dying can improve understanding and expectations.



CARE & COMFORT

- Recognize, anticipate and meet care needs – physical, psychological, social and spiritual.
- Think about actual and potential symptoms and plan ahead to ensure comfort is optimal.
- Consider referral to PCT, spiritual care team, AHPs to ensure individual care needs are addressed in a holistic and responsive way.

USING PRINCIPLES OF END OF LIFE CARE IN CLINICAL PRACTICE.

Ref: Caring for People in the Last Hours and Days of Life. National Statement. Scottish Government 2013.



COLLABORATE & CO-ORDINATE

- Significant decisions about a person's care, including recognizing the possibility of dying are made through MDT discussion.
- Ensure appropriate and realistic decisions about care that will be individualized and goal focused.
- Recommend early discussion with patient and family



COMPASSION

- Relatives and carers need comfort and care too.
- Grief and loss result in many difficult emotions that will necessitate empathy and understanding .
- Spiritual care support may be valuable.
- Ensure general comfort including seating, overnight facilities, Quiet Time signs.
- Always check – "Is there anything else that would help?"
- Do they want to participate in care delivery?