

OVERVIEW: End of Life Care: Tools and Resources



An event was held by Skills for Care on 8th May 2013 aimed at leaders and managers of care services who wished to find out more about workforce development in order to provide quality end of life care (EOLC) services.

It was designed to provide an opportunity for care providers to explore the links between the national end of life qualifications and the Six Steps Programme to encourage the progression of learners through these qualifications.

A mapping tool has been developed to map the Six Steps Programme to the core units in the national end of life qualifications. It demonstrates how learning outcomes in the Six Steps Programme can produce evidence that could be used for assessment towards core units in end of life qualifications.

The event also covered the Common Core Principles for Dignity commissioned by the Department for Health and launched on March 14th 2013 at the Skills for Care National Conference.

Guidance was provided on how leaders, managers, education and learning providers, commissioners and care



and support workers could use the principles to address issues of workforce development, standards and quality.

practical application of the competences and principles.

End of Life Care Tools

A range of tools have been created to support EOLC including the following:

1. Common Core Principles and Competences for End of Life Care

The document has been developed by the Skills for Care team in partnership with the National End of Life Care Programme, the Department of Health and Skills for Health. It is a framework for ensuring workers, whatever their level of expertise and involvement in EOLC, have the training, education, development and support they need and deserve. It uses case studies to highlight

2. Developing end of life care practice: A guide to workforce development to support social care and health workers to apply the common core principles and competences for end of life care

This guidance has been produced jointly by the organisations mentioned in point 1, to ensure that workers involved in supporting someone who is at the end of their life are properly trained to be able to undertake their work effectively and appropriately.

Each section gives an explanation of the area of work and includes important links to further information and resources. There is also a 'practice scenario' to

show how the competences are connected and how they can be used to help in developing services and ensuring that workers are appropriately trained and skilled.

This guide completely replaces the 2010 A framework of National Occupational Standards to support common core principles for health and social care workers working with adults at the end of life and should be read alongside the Common core principles for health and social working with adults at the end of life care.

[Developing end of life care practice](#)

3. End of Life Care Qualifications

In 2012 a range of national end of life qualifications were developed by Skills for Care, in conjunction with; employers, learning providers, awarding organisations and people who use services. This was a direct response to the publication of the National End of Life Strategy in 2008 and the subsequent framework for social care published by the National End of Life care programme in 2010.

The qualifications are aimed at all learners in health and social care with an interest in EOLC and the impact on individuals, their carers and families. The qualifications can be downloaded at www.skillsforcare.org.uk/eolquals

The qualifications available are:

- Level 2 Award in Awareness of End of Life Care
- Level 3 Award in Awareness of End of Life Care
- Level 3 Certificate in Working in End of Life Care
- Level 5 Certificate in Leading and Managing Services to Support End of Life and Significant Life Events

The end of life care qualifications can attract funding from Skills for Care's Workforce Development fund which will help make the delivery of both the end of life qualifications and the Six Steps Programme more

sustainable, promoting good end of life care in health and social care.

For more information visit: www.skillsforcare.org.uk/wdf

There are now new qualifications and units to support staff working in End of Life care: [End of Life Care Qualifications](#)

4. Six Steps programme - a mapping tool to the national End of Life qualifications

The Six Steps Programme was originally developed in the North West as an organisational change programme for care homes to develop awareness and knowledge of EOLC. It has been implemented in other settings including home care services, to much acclaimed success, and is now being adopted throughout the country.

Skills for Care has been working with the original developers and with St. Luke's Hospice, Plymouth to explore the links between the national end of life qualifications and the Six Steps Programme to encourage the progression of learners from the programme into further learning and development through the qualifications.

5. E-learning

Adult social care employers registered with the National Minimum Data Set for Social Care (NMDS-SC) can now access e-End of Life Care for All (e-ELCA) via their user registration code. The code will enable each of their individual employees to self-register for access to e-ELCA at: www.e-lfh.org.uk/nmds-sc

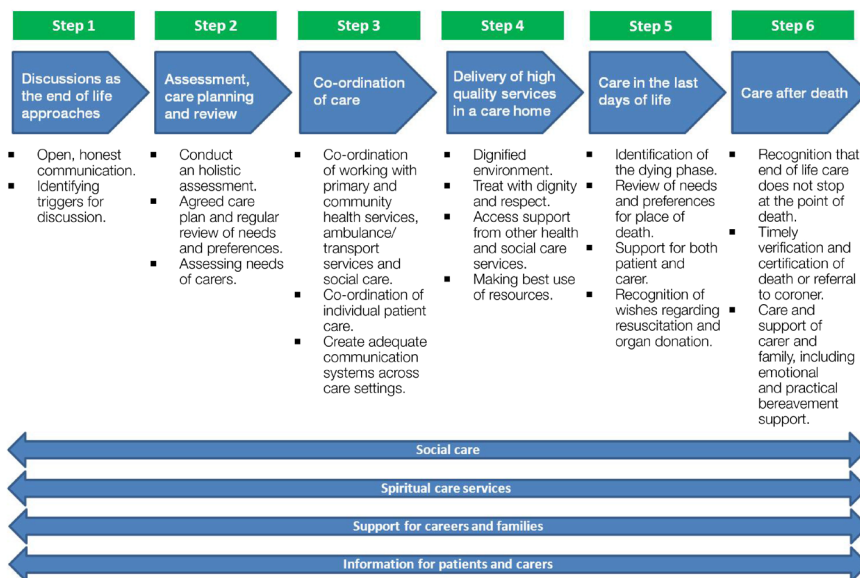
The new access in partnership with the Department of Health e-Learning for Healthcare (e-LfH) is a free and innovative e-learning resource that aims to enhance the training and knowledge of all those involved in delivering end of life care. There are over 150 interactive sessions of e-learning in the following four areas: Advance Care Planning, Assessment Communications Skills, Symptom Management, Comfort and Wellbeing.

6. Involve Me

The tool has been developed in collaboration with the National Council for Palliative Care and the institute for Healthcare Management and it supports the involvement of people with personal experience in end of life care.

The end of life care pathway: six steps

The National End of Life Strategy (DH 2008) produced the following end of life pathway diagram to highlight the six steps required to provide good end of life care. The Six Steps Programme is based on the steps identified below:



This tool is free to use and aims to help organisations assess impact and improve practice by recording all activities in one place and producing reports.

- Record all involvement activities in one place
- Identify which make the most difference
- Map your activities across the end of life care pathway
- Evaluate cost effectiveness
- Provide clear feedback to those involved
- Produce reports to identify strengths and gaps
- Free to use

To start using Involve Me, register at www.involveme.org.uk

7. ELQuA – End of Life Care Quality Assessment Tool

ELQuA is a tool developed to manage local and national priorities and help keep track of progress in delivering end of life care services such as:

- Self-assess and track progress against the NICE Quality Standard
- Plan and monitor your priorities for end of life care
- Share good practice with other organisations
- Enable the best investment decisions for patients
- Gather the information you need to complete CQC and other assessments
- For use by health and social care organisations providing and commissioning end of life care

For more information on End of Life Care please visit: http://www.skillsforcare.org.uk/developing_skills/endoflifecare/endoflifecare.aspx

Common Core Principles for Dignity

The Common Core Principles for dignity build upon the national dignity campaign's ten challenges, and provide real life examples and scenarios for each principle. The seven principles give the workforce, and those who employ and train them, clear guidance and practical tools for understanding how to place dignity at the very heart of quality care and support services.

Dignity focuses on the significance and value of every person as a unique individual. It embodies the belief that everybody has equal worth and is entitled to be treated respectfully. Each individual, regardless of age, ability to consent, gender or disability, should be valued and treated as if they were able to think, feel and act in a way that would uphold their own self-respect and dignity. Providing high quality care and support requires care workers to have specific knowledge and skills, which must include a clear commitment to uphold the dignity of all the individuals they work with.

The seven common core principles of dignity are as follows:

1. Value the uniqueness of every individual.
2. Uphold the responsibility to shape care and support services around each individual.
3. Value communicating with individuals in ways that are meaningful to them.
4. Recognise and respect how an individual's dignity may be affected when supported with their personal care.
5. Recognise that an individual's surroundings and environments are important to their sense of dignity.
6. Value workplace cultures that actively promote the dignity of everybody.
7. Recognise the need to challenge care that may reduce the dignity of the individual.

To access the Common Core Principles Dignity framework click here: www.ccpdignity.com

Further Support

Skills for Care have been running a series of workshops across the country for employers of adult and social care. The workshops address the new common core principles for dignity and the tools available to employers to enhance the quality of EOLC. The topic of end of life care is one that affects us all. As an employer for Adult Social Care, the NHS is committed to providing high quality EOLC and working with partner organisations to promote its significance.

The care provided at all times, and in particular during the end of life, should be presented with dignity.

There are numerous resources that are available for employers to ensure that their workforce is well equipped; many of these are achievements of the National EOLC Programme which is now closed, but existing work streams were transferred to NHS Improving Quality from April 1st 2013.

For more information, contact

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