

## **End of Life Care**

### **Adults' Health, Adults Care and Housing**

#### **Overview & Scrutiny Committee**

**Date: 27 September 2017**

#### Dying Well Community Charter

There are five key principles of the Charter:

- Recognition and Respect
- Communication
- Involvement
- Support
- Help us plan and do

These categories provide helpful banners under which to bring together all of the work Swindon CCG and its partners have been involved in over recent years to improve End of Life care (EOL).

The working group has identified a number of local organisation to engage with, setting out the value of the DWCC and looking to secure early sign-up to the Charter before the launch event in May.

In order to support the delivery of the DWCC, the partnership have worked together to:

- Review opportunities to bring the collective knowledge and support provided in Swindon together in one place, making the information accessible to everyone, to support them to support those they care for.
- Raise awareness of the Swindon Advance Care Planning document, it is a really simple and easy to use document so we need to make sure it's available for everyone to access.
- Support GPs and other healthcare professionals to know what services and help is already available
- Provide training & support where needed
- Identify support networks – talking to groups and supporting organisations, raising awareness of the DWCC, its value and what's important to people, as well as getting individuals, groups and organisations to sign up to the Charter and do a little to make a whole lots of difference
- Create an end-of-life care page for the Swindon My Care My Support website
- Hold a stakeholder awareness conference in May 2016

To build awareness and support of the Charter, we held a DWCC stakeholder awareness event on 12 May at Steam in Swindon. At this event, we provided an overview of the aims of the Charter, and suggesting opportunities for local

businesses and organisations to support in this improvement. Steps for consideration included:

- Create a Bereavement or Compassionate leave policy (or adapt someone else's)
- Create flexibility in the workplace for those with a life-limiting illness, family member or carer
- Sign-posting to useful advice and support; communicate what support you have and how to access it
- Highlight My Care My Support website
- Support managers in the work place
- Nominate a single point of contact for key information
- Feed back to us what changes have been made in six months' time and share your learning

The stakeholder event was a real success with over 70 delegates attending from a range of care providers, educational establishments and voluntary and community support groups. This is the beginning of local organisational buy-in to this critical issue and that the ongoing partnership, led by Prospect Hospice, will continue to provide improved awareness and understanding of EOL care and its development in Swindon.