

Title: Priorities for Care of the Dying Person; Engage, Embed, Enshrine

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Background/Objectives:

Nationally recognised 'Five Priorities for Care of the Dying Person' (LACDP 2014) were implemented in July 2014. Local Trust audit conducted 23rd July – 17th August 2014 identified a deficit in concordance to these standards. The '*Priorities of Care for the Dying Person – Individualised Care Plan & Communication Record*' was developed to address these issues.

The development of the 'Individualised Care Plan & Communication Record' had very clear objectives in mind. It had to focus on the assessment and delivery of individualised care, be concise, user friendly, avoid unnecessary repetition and follow a strict 'no tick box' culture to care management. The 'Individualised Care Plan & Communication Record' was embedded into practice January 2016 following a structured implementation program.

Methods:

Retrospective case note analysis has been undertaken for inpatient deaths over a three month period annually since implementation of the 'Individualised Care Plan & Communication Record'. Case notes were audited against 11 core standards adapted from national guidelines (LACDP 2014, NICE2017) and national audit (RCP 2016).

Since implementation there has been continual improvement across these standards with evidence to indicate better concordance when the 'Individualised Care Plan & Communication Record' is in place.

Implications:

Implementation of the 'Individualised Care Plan & Communication Record' has led to enhanced standards within care of the dying across our Trust. Notably we have seen significant improvements in mouth care provision, symptom management and assessments for spirituality, preferred place of care and hydration. Teaching and promotion continues to focus on the assessment and delivery of care and we are due to re-launch version 2 of our care plan in 2018.

LACDP. (2014). *One chance to get it right: Improving people's experience of care in the last few hours and days of life*. Available from: http://wales.pallcare.info/files/One_chance_to_get_it_right.pdf [accessed 8 June 2018]

NICE. (2017). *Care of dying adults in the last days of life*. Available from: <https://www.nice.org.uk/guidance/qs144> [accessed 8 June 2018]

RCP. (2016). End of Life Care Audit: Dying in Hospital. Available from:



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