

NORTH EAST LONDON INTEGRATED COMMISSIONING BOARD

END OF LIFE CARE

EDUCATION AND TRAINING PROGRAMME

Developed by: The TNW End of Life Education and Training Steering group – May 2023

LEVEL ONE END OF LIFE CARE (EOLC) TRAINING – E-LEARNING

1) General Information

All training is accessible on the eLearning for healthcare [E-learning](#)

(End of Life Care for All (e-ELCA) website [e-LfH](#))

All sessions in Blue are suitable for clinical and non –clinical staff

Key:

- [Blue - Suitable for all staff groups](#)
- [Black – Suitable for Clinical groups](#)

2) Training Modules

a) Communication- clinical staff

- The importance of good communication
- Principles of communication
- Communicating with ill people
- Am I dying? How long have I got?' - Handling challenging questions
- [Culture and language in communication](#)

b) Communication – no clinical staff (administrative staff volunteers etc.)

- Communication skills for administrative staff, volunteers and other non-clinical workers

c) What is End of life care and advance care planning?

- [Talking about death and dying](#)
- [Introduction to e-learning for end-of-life care](#)
- [Relationship between palliative care and end-of-life care](#)
- [Introduction to Principles of ACP](#)
- Engaging effectively about advance care planning with people from ethnically diverse backgrounds

d) Recognising dying

- Recognising the last months and days of life and verifying death
- Assessment of dying phase and after-death care

e) Assessment and symptom management

- Introduction to principles of assessment in end of life care: Part 1
- Introduction to principles of assessment in end of life care: Part 2
- General approach to assessment of symptoms
- Agreeing a plan of management and care
- Communicating the plan of management and care
- Spirituality and the philosophy of end-of-life care

f) Bereavement support

- [Practical support after a bereavement](#)
- [Emotional support and signposting](#)
- [Children and bereavement](#)

LEVEL TWO END OF LIFE CARE (EOLC) TRAINING

1) General Information

All participants will have completed the level one End of Life care Training sessions on E-learning for healthcare. [Home - elearning for healthcare \(e-lfh.org.uk\)](http://e-lfh.org.uk)

Key:

- Blue - Suitable for all staff groups
- Black - Registered health and Social care staff E.G RB physiotherapists OT social workers SALT dietician paramedic pharmacist and junior Dr
- Red - Band 6 RN and Above
- Green - Doctors and Prescribers

2) Training Modules

a) **Communication skills**

i) Learning objectives

- Be able to communicate with a range of people on a range of matters in a way that is appropriate to them and their situation being mindful of the need to talk openly and honestly.
- Be confident when listening to individuals and those important to them about their concerns related to end of life care and provide appropriate information and support in response.
- Be able to communicate in a way that ensures information is clear, non-jargonistic so that it can be fully understood by everyone
- Have the confidence to communicate with individuals, and those important to them in a sensitive and flexible manner, demonstrating awareness of the impact of death, dying and bereavement and recognising that their priorities and ability to communicate will vary over time.
- Have the ability to work with colleagues to share information appropriately and clearly taking account of confidentiality to ensure individuals receive the best possible care.
- Have the ability to explain to an individual's family member or friend what to do at the time of the person's death and after the death.
- Be aware of and understand the reach and limitations of local support services that can support individuals and their families through this period and into bereavement.
- Have the confidence and skill to sensitively communicate (taking account of confidentiality) with other residents around the health/death of an individual in a group care setting
- Be able to reflect on your own needs for support when providing EoLC. Identifying a range of things which will support and maintain your own well-being

ii) e-learning for healthcare modules

- Skills which facilitate good communication
- Understanding and using empathy
- Things which block good communication
- Information giving
- Breaking bad news (Band 6 and above and DR)

b) Advance care planning

i) Learning objectives

- Be able to identify a range of prognostic indicators for specific conditions which support the recognition that the individual is in the last months of life
- Be able to describe the signs and symptoms that might indicate that the individual may be entering the last 6-12 months of life
- discuss the person-centred approach and its relevance to advance care planning (ACP)
- describe the role of cultural and spiritual factors within the ACP process
- reflect upon your own core values and how they may impact on how you might interact with patients who have very different wishes and preferences
- analyse case studies which illustrate the influence of personal, spiritual and cultural factors in ACP
- discuss the contribution of the multidisciplinary team in highlighting patients' personal, cultural and spiritual needs
- Be able to describe the legislation related to mental capacity act (2005) and how it impacts on the care you deliver
- Be able to explain the legal and ethical framework for DNACPR decision

ii) e-learning for healthcare modules

- [End-of-life care in care homes and domiciliary care settings](#)
- [Introduction to Living with Dementia/Dementia Awareness](#)
- [End of Life Dementia Care](#)
- Benefits and risks of ACP to patients, families and staff
- Cultural and spiritual considerations in ACP
- Approaching ACP when capacity is uncertain, fluctuating, or likely to deteriorate
- Discussing 'Do Not Attempt CPR' decisions

c) Assessment and Symptom Management

i) Learning objectives

- Be able to perform a holistic assessment, which induces physical, psychical, social and spiritual needs considering the need to work in a person-centred way which recognises the person as an expert in their own life.
- Be able to use appropriate tools to assess a range of symptoms or potential symptoms
- Understand a range of therapeutic opinions for symptoms commonly experience in the last weeks or days of life
- Be able to describe the key principles of the five priorities for EoLC identified by the Leadership Alliance for Care of Dying people (2014) and how this influences practice.
- Be able to in partnership with others implement, monitor and review a EoLC care plan to address the five priorities for care identified by the Leadership Alliance for Care of Dying people (2014).
- Demonstrate and awareness of cultural issues that may impact on symptom management
- Demonstrate an understanding of the rational for or use off : just in case medication, the need to rationalise medication and the indications for a syringe pump to deliver medication

- Describe sources of support and information that you can access to support you to manage symptoms as required.

ii) e-learning for healthcare modules

- Carer assessment and support
- Assessment of dying phase and after-death care
- Managing distress during the dying phase
- Assessment of spiritual wellbeing
- Assessing those with fluctuating mental capacity
- When the dying process is protracted or unexpectedly fast
- Recognising your own limitations in symptom management
- Discussing hydration
- Symptom management in people with learning disabilities
- Symptom management for the dying adult: pain, and nausea and vomiting (Band 6 RN and above DR Paramedics and Prescribers)
- Symptom management for the dying adult: respiratory symptoms, diabetes control and anticipatory prescribing (Band 6 RN and above DR Paramedics and Prescribers)
- Principles of pain management
- Dying in acute hospitals
- Using syringe drivers (all participants must have formal competency training prior to using syringe pumps)
- Drug management of pain: core knowledge
- Drug management of breathlessness
- Management of nausea and vomiting
- Treatment and care towards the end of life: good practice in decision-making
- Symptom management complicated by coexisting conditions

d) Bereavement support

i) Learning objectives

- Describe the purpose of assessment of bereavement needs
- Discuss what helps people in bereavement
- Discuss factors that may increase vulnerabilities in bereavement
- Apply a framework for assessing bereavement
- Recognise ways of supporting people in bereavement
- Be aware of and understand the reach and limitations of local support services that can support individuals and their families as an individual approach the end of their lives and into bereavement

ii) e-learning for healthcare modules

- The Role of the Medical Examiner (band 6 and above)
- Bereavement assessment and support