

PRIORITIES FOR CARE OF THE DYING PERSON

Core and other useful sessions to support education and training across health and social care



Fig.1 – The 5 Priorities for Care for the Dying Person

INTRODUCTION

'One Chance to Get It Right' (LACDP June 2014) set out the approach to caring for dying people in the last few days and hours of life identifying five Priorities for Care (figure 1). The report also made recommendations on the desired characteristics of education and training programmes including learning objectives, content and educational approaches - see Annex (iii) in http://www.nhs.uk/media/2483141/0138_nhs_england-annex_e_s19.pdf This guide identifies core and other useful e-learning sessions for a range of staff groups to enhance the quality of care for patients in the last days of life and support for their families.

e-ELCA is an e-learning programme which focuses on care patients and families need during the last year of life, and is supported by Health Education England (HEE) and the Association for Palliative Medicine (APM). It is designed for use by health and social care staff, managers and trainers to help achieve learning objectives at a flexible pace and style that suits the intended learner. It can be used as a standalone resource but greater benefits are achieved when included as part of blended learning. More information about e-ELCA can be found at <http://www.e-lfh.org.uk/programmes/end-of-life-care/>. The e-ELCA programme contains over 150 sessions across eight modules to support end of life care in the last year of life, covering:

Assessment	Integrating Learning
Advance Care Planning	Social Care
Communication Skills	Bereavement
Symptom Management	Spirituality

HOW TO USE THIS GUIDE

Part One – A small number of sessions have been identified as 'core' and 'additional' for a range of staff groups, which focus specifically on care in the last few days and hours of life and will be useful to those wanting to include e-ELCA within an existing curriculum or as local mandatory training. Learning objectives for each of the sessions listed can be found in the topic matrix on the e-ELCA website: <http://www.e-lfh.org.uk/programmes/end-of-life-care/>

Part Two - This shows e-ELCA sessions, including those in Part One, mapped to each of the high level learning objectives set out in 'One Chance to Get it Right'. A number of extra sessions have been included as they provide extra content to support those designing training programmes to meet the learning objectives. A number of case studies and scenario sessions that may be useful, including sessions from two other e-LfH programmes covering Dementia (DEM) and Shared Decision Making (SDM), are also included.

A guide for staff to identify their own training needs and how e-ELCA can be used to support their learning has been developed as an e-learning session: <http://portal.e-lfh.org.uk/Component/Details/404448>. A hard copy of the guide can be found on the e-ELCA website: <http://www.e-lfh.org.uk/programmes/end-of-life-care/priorities-for-care-of-the-dying-person/>

PART ONE – RECOMMENDED ‘CORE (C)’ AND ‘ADDITIONAL (A)’ e-ELCA SESSIONS

Click on the session title below to log in and access it on the e-LfH Hub

Session No	Care Staff Groups/ Sessions (C = core to those staff groups dependent on previous experience) and (A = additional sessions recommended for the staff group)	DOCTORS	NURSES	AHPs	SOCIAL CARE - MANAGER	SOCIAL CARE WORKER	HEALTHCARE MANAGERS	HEALTHCARE ADMINISTRATORS
00_02	Relationship between palliative care and end of life care			A				A
01_03	Benefits and risks of ACP to patients families and staff		C	C	C	C	C	A
01_08	Mental Capacity Act in Practice	C	A		A			
02_07	Assessment of spiritual well being	A	C	C	A	A		
02_12	Assessing those with fluctuating mental capacity	A	A		A	A		
02_14	Assessment of dying phase and after death care		C	C	A	A	C	C
03_06	Communication skills for admin staff, volunteers and other non-clinical workers						C	C
03_09	Skills which facilitate good communication		A		C	C	A	
03_22	"Am I dying?" "How long have I got" - handling challenging questions	A	C	C	C	C		
03_26adv	"What will it be like?" - talking about the dying process	C	A	A	C	C		
03_30	Discussing 'do not attempt CPR' decisions	C			A			
03_31adv	Discussing food and fluids	C	C	A				
03_34	Dealing with challenging relatives	A	A	A			C	C
03_35adv	Challenging communication with colleagues	A	A	A			A	
04_23	Recognising the dying phase, last days of life, verifying death	C						
04_25	Managing agitation and restlessness in the dying phase	A	C		A	A		
04_26	Managing distress during the dying phase	A	A	A	C	C		
05_11	Scenario: terminal agitation - patient in care home		A		A			
05_12	Scenario: patient dying in acute hospital: optimising situation	C	A				A	
05_18	Treatment and care towards the end of life: good practice	C	A					
05_19	Care after Death I - Introduction to Care after Death	A	C				C	
05_21	A unified DNACPR policy		C	A			A	
05_22	Using the NHS Continuing Healthcare Fast Track Pathway Tool		A	A			A	
06_06	End of life care in care homes and domiciliary care settings				A	A		
07_01	Talking about death and dying		A	C			C	C
07_03	Practical support after a bereavement	A	A				A	

PART TWO –SESSIONS MAPPED TO ‘ONE CHANCE TO GET IT RIGHT’ LEARNING OBJECTIVES

Dependent on the level of practice, prior knowledge and experience of health and care staff the training is intended for, it may be useful to work through some of the introductory sessions within the modules before progressing to sessions listed within this guide. Not all sessions will be useful to all staff and some sessions may assume that others not listed have been completed before progressing (See e-ELCA topic matrix on the website for a list of all available sessions and their learning objectives including introductory sessions and other related topics). Note: ‘Core’ sessions listed in Part One are highlighted.

Click on the session title below to log in and access it on the e-LfH Hub

‘One Chance to Get it Right’ – learning objectives	e-ELCA Advance Care Planning - Session Title	e-ELCA Assessment - Session Title	e-ELCA Comms Skills - Session Title	e-ELCA Symptom Mgt - Session Title	e-ELCA Integrated Learning - Session Title	e-ELCA Social Care - Session Title	e-ELCA Bereavement - Session Title	e-ELCA Spirituality - Session Title
Learning Objective 1 - Describe how to assess and act upon the needs of a dying person: physical, psychological, emotional, social, spiritual, cultural, religious.		Introduction to the principles of assessment in end of life care 02_01 Assessment of physical symptoms 02_03 Assessment of psychological well-being 02_05 Assessment of social and occupational well-being 02_06 Assessment of spiritual well-being 02_07 Assessing urgent situations with limited information 02_13						
Learning Objective 2 - Explain how to address the dying person’s comfort, specifically in relation to food, fluids and symptoms.			Discussing food and fluids 03_31ADV	General approach to assessment of symptoms 04_01 Influence of transition points and crises on decision-making in symptom management 04_05	Scenario: terminal agitation - patient in a care home 05_11 Scenario: patient dying in acute hospitals : optimising situation 05_12			

'One Chance to Get it Right' – learning objectives	e-ELCA Advance Care Planning - Session Title	e-ELCA Assessment - Session Title	e-ELCA Comms Skills - Session Title	e-ELCA Symptom Mgt - Session Title	e-ELCA Integrated Learning - Session Title	e-ELCA Social Care - Session Title	e-ELCA Bereavement - Session Title	e-ELCA Spirituality - Session Title
				Assessment of pain 04_07 Principles of pain management 04_08 Drug Management of pain – core knowledge 04_09 Management of nausea and vomiting 04_17 Managing death rattle 04_24 Managing agitation and restlessness in the dying phase 04_25 Managing distress during the dying phase 04_26 Use of syringe drivers 04_27 Symptom management complicated by coexisting conditions 04_30				
Learning Objective 3 - Discuss how to approach and implement individualised care planning including shared decision-making.	Benefits and risks of ACP to patients, families and staff 01_03 Advance Decision to Refuse Treatment: principles 01_05	Documentation, communication and coordination 02_17		Agreeing a plan of management and care 04_02 Communicating the plan of management and care 04_03 Individual preferences and cultural influences on symptom management 04_04		Support and care planning at end of life 06_04 End of life care in care homes and domiciliary care settings 06_06		

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<p>Learning Objective 4 - Demonstrate how to communicate about dying with the person, and those who are important to them.</p>	<p>How to handle patients' questions and concerns 01_13 How to negotiate decisions which may be difficult to implement 01_15ADV</p>		<p>Skills which facilitate good communication 03_09 "Am I dying?" "How long have I got?" - handling challenging questions 03_22 "What will it be like?" - talking about the dying process 03_26ADV Dealing with challenging relatives 03_34</p>					
<p>Learning Objective 5 - Describe how to assess and act upon the needs of the dying person's family and those important to the person.</p>		<p>Carer assessment and support 02_10 Identifying the patient's goals and priorities 02_16</p>			<p>Care after death 1 – Introduction to care after death 05_19 Care after death II – providing personal care after death 05_20</p>			<p>Spiritual resources and quality of life 08_04</p>
<p>Learning Objective 6 - Describe the importance of and act upon maintaining own and team resilience through reflective practice and clinical supervision.</p>	<p>Cultural and spiritual considerations in ACP 01_02 Developing your practice, clinical supervision, further reading 01_18ADV</p>		<p>Communication skills for administrative staff, volunteers and other non-clinical workers 03_06 Self awareness in communication 03_07 Challenging communication with colleagues 03_35ADV</p>	<p>Recognising your own limitations in symptom management 04_06</p>	<p>When the dying process is protracted or unexpectedly fast 05_13</p>			<p>Spirituality and the multidisciplinary team 08_05</p>

'One Chance to Get it Right' – learning objectives	e-ELCA Advance Care Planning - Session Title	e-ELCA Assessment - Session Title	e-ELCA Comms Skills - Session Title	e-ELCA Symptom Mgt - Session Title	e-ELCA Integrated Learning - Session Title	e-ELCA Social Care - Session Title	e-ELCA Bereavement - Session Title	e-ELCA Spirituality - Session Title
<p>Learning Objective 7 - Demonstrate understanding of how Mental Capacity Act should be applied when the dying person lacks capacity.</p>	<p>Mental Capacity Act: aims and principles 01_07 Mental Capacity Act in practice 01_08ADV Approaching ACP when capacity is uncertain, fluctuating or likely to deteriorate 01_09ADV</p>	<p>Assessing those with fluctuating mental capacity 02_12</p>		<p>Symptom management in people with learning difficulties or mental health problems 04_29</p>	<p>Initiating conversations about EoLC: dementia 05_03</p>			
<p>Learning Objective 8 - Demonstrate understanding of the impact of loss and grief, including how to support individuals who are bereaved.</p>							<p>Talking about death and dying 07_01 Assessment of carers' needs 07_02 Practical support after a bereavement 07_03 Sudden death and bereavement 07_04 Emotional support and signposting 07_05 Children and bereavement 07_06</p>	
<p>Learning Objective 9 - Additionally, for clinicians: Describe how to recognise that dying may be imminent, assess reversibility, make appropriate decisions and plans for review, and communicate uncertainty.</p>		<p>Assessment of dying phase and after-death 02_14</p>	<p>Request for organ and tissue donation 03_19ADV Request for euthanasia 03_20ADV Discussing 'do not attempt CPR' decisions 03_30ADV</p>	<p>Recognising the dying phase, last days of life and verifying death 04_23 Assessment and management of agitation 04_35</p>	<p>Treatment and care towards the end of life: good practice decision making 05_18</p>			

OTHER USEFUL SESSIONS, CASE STUDIES AND SCENARIOS

e-ELCA Session Title	e-ELCA Social Care -Session Title	DEMENTIA - DEM 01	SHARED DECISION MAKING – SDM 01
Assessment of physical function 02_04	Palliative care social work 06_02	Palliative Care and Dementia 01_10	Introduction to Shared Decision Making 01_01
Context of assessment cultural and language issues 02_08	Hospital social work 06_05		Developing Shared Decision Making 01_02
Communicating with non-English speaking patients 03_16			
Communicating with people with speech and hearing difficulties 03_17			
‘How dare you do this to me’ – managing anger 03_24 adv			
‘I don’t believe you, I’m not ready to die’ managing denial 03_25 adv			
‘Why me?’ discussing spiritual distress 03_29			
Case study: end stage cardiac disease 05_05			
Case study: motor neurone disease 05_06			
Case study: COPD 05_07			
Case study: end stage renal disease 05_08			
Case study: dementia 05_09			
Sudden unexpected death 05_14			
Dying as a prisoner 05_15			
Dying as a homeless person 05_16			
Dying in intensive care unit 05_17			
A Unified DNACPR policy 05_21			
Using the NHS Continuing Healthcare Fast Track Pathway Tool 05_22			

Note: Session 05_21 has not been mapped against ‘One chance to get it right’ learning objectives, but is suggested as a core session for nurses.