

Somerset End of Life Care

QUALITY | DIGNITY | COLLABORATION

Somerset End of Life Care Education Strategy

Name and Aim of tier	Who is the education aimed at?	Knowledge/skills and behaviours to be developed	Learning aims
Introductory - Tier One 'Raising awareness, strong foundation'	All health & social care staff and volunteers who are infrequently involved within end of life care and need a basic awareness eg. <ul style="list-style-type: none"> Care support staff *General Public* *Patients, Carers, relatives* Volunteers Administration, cleaning and portering staff Ward Clerks PALS Estates Carers/microproviders 	<ul style="list-style-type: none"> An awareness of EoLC Basic Communication skills Listening skills Picking up on 'cues' Signposting to others Knowing boundaries Self-Awareness skills Bespoke person, patient and carer sessions Person Centred Care 	<ol style="list-style-type: none"> Basic communications skills Basic awareness of palliative and EoLC – to include ACP awareness Self-care (emotional resilience) Multidisciplinary/Neighbourhood approach
Intermediate - Tier Two 'Developing skills, building confidence'	All patient facing staff and volunteers within Health & social Care who frequently work within EoLC e.g. <ul style="list-style-type: none"> Generalist staff i.e. not EoLC specialist staff who work within EoLC as their main role <ul style="list-style-type: none"> Doctors Nursing Spiritual care team Mortuary staff Allied Health Professionals Social workers Care home staff Carers/microproviders Funeral Directors Bereavement staff 	As Tier one plus: Knowledge and skills in core competencies <ul style="list-style-type: none"> Intermediate communication including difficult conversations Holistic care assessment and care planning – physical, psychological, spiritual and social Advance Care Planning Symptom recognition and management Using the Shared Care Plan for the expected last days of life Bereavement Demonstrates good EoLC to patients and carers 	<ol style="list-style-type: none"> Communications skills – with patients and other healthcare professionals Holistic care assessment and care planning skills Knowledge of ACP and TEP Symptom recognition and management Bereavement knowledge, practice skills and service/signposting
Advanced - Tier Three 'Expert skills, supporting staff development'	All staff or volunteers that work with EoLC for the whole of their role e.g. <ul style="list-style-type: none"> EoLC leads Specialist Palliative care teams Hospice staff 	As Tier One and Two plus: <ul style="list-style-type: none"> Supporting the development of tier one and tier two Specific specialist symptom/condition management skills Knowledge of specific palliative and EoLC policies (both local and national), theory and concepts as relevant to role 	<ol style="list-style-type: none"> Specific specialist symptom/condition management skills e.g complex manual handling, posture management, syringe driver management, etc Knowledge of current best practice guidelines specific to palliative care/specific condition
Complementary – Tier Developer, Educator, Leader, Visionary (DELV) 'Managing, monitoring and teaching'	All staff that work with EoLC for the whole of their role and have an educational/managerial component to their role e.g. <ul style="list-style-type: none"> EoLC leads Specialist Palliative care teams Hospice staff 	<ul style="list-style-type: none"> Promotes & manages EoLC education resources Project management Quality control & Audits Educates others on palliative care knowledge, skills and behaviours Promotes change culture 	<ol style="list-style-type: none"> Understanding of current best practice for palliative care, including national quality standards and legal aspects Education delivery and design skills Understanding of audit and quality processes Project management skills