

Wiltshire Council

Health and Wellbeing Board

13 July 2017

Subject: End of Life Care Strategy

Executive Summary

Wiltshire's overarching vision for End of Life Care (EoLC) has remained unchanged for several years, along with our core values, goals and ways of working. We want to ensure that the highest quality end of life care services are available, through integrated services which are personalised, well co-ordinated and empowers patients to make informed choices about their care.

First published in 2014, with a three-year plan for the development of EoLC for Wiltshire residents, it is now considered an opportune time to revisit the strategy, build upon achievements and reaffirm our priorities for the next three years to continue to enhance and improve EoLC services for the local population.

The (draft) refreshed strategy (**appendix 1**) sets out our aspirations for the coming years. It adopts a community approach to end of life care that integrates clinical, psychological, spiritual and social efforts in recognition that death, dying, loss and care take place in everyday life.

Following approval of this Strategy, an Implementation Plan will be finalised by the End of Life Programme Board that will outline the prioritised actions to be implemented within the next three years and will take into account the responses from recent public engagement activities. This will encompass specific outcomes, activities and deadlines to help to ensure that momentum is maintained and that the right progress is achieved in a timely manner.

Proposal(s)

It is recommended that the Board:

- i) support the refreshed Wiltshire End of Life Care Strategy for Adults 2017-2020.
- ii) Agree to an update on the delivery of the implementation plan with attendance from local hospices in the autumn

Reason for Proposal

For some time, End of Life Care has been a key area of focus for Wiltshire CCG and Wiltshire Council. A joint strategy was first published in 2014 and since this time significant progress has been made through working collaboratively with our providers to develop a range of innovative services.

There is encouraging evidence that these developments have contributed to positive outcomes for patients. For example, many people would prefer to die at home, but national data suggest that often this is not achieved. In Wiltshire, an increasing proportion of patients' choices are being met as due to the commitment of our End of Life Service providers, in 2015/16 Wiltshire CCG was ranked 1st in the region for the (lowest) percentage of deaths which take place in a hospital at 38.8% compared to 47% nationally and home deaths were 26.1% compared to a national average of 23.1%¹.

National and local guidelines and policies, best practice models, feedback from patients and insights from health and social care professionals also influenced this refreshed strategy development. The key objectives are to embed the recommendations from the National Palliative and End of Life Care Partnership ambitions framework, which builds on the 2008 Department of Health (DH) Strategy for End of Life Care.

Continuing to learn and enhance work in a joined-up manner across health, social care and the voluntary sector will be fundamental to our approach as we move forward. In an environment where resources are constrained, we are committed to make best use of those available and to deliver value for money. The work, led through Wiltshire's End of Life Programme Board, will continue to be taken forward by making the best use of the collaborative arrangements between the statutory, community and voluntary sector agencies and strengthened further through local and regional strategic planning. The improvement in service delivery that is expected from this strategy will therefore require ownership and leadership from across the system in partnership with carers, patients, families and others that are important to them.

Public Engagement

We are committed to hearing the voices and stories of patients in order to find out what is working well and identify areas for development. They help to reveal how progress in recent years has improved services and the quality of care for patients. This refreshed strategy therefore reinforces our commitment to improving and developing services through listening to the needs, wishes and preferences of our local population.

The draft strategy was shared with members of the Healthwatch Wiltshire readers' panel (volunteers who read and comment on documents) and was used to inform the version of the strategy used in the wider public engagement.

¹ http://www.endoflifecare-intelligence.org.uk/data_sources/place_of_death

The draft Strategy, as detailed in appendix 1, was shared with the following groups:

- Wiltshire Dementia Delivery Board
- Carer Support Wiltshire
- Wiltshire Carers Involvement Group
- Spurgeons
- Wiltshire EoL Programme Board

In addition, Healthwatch Wiltshire facilitated three public events in Salisbury, Royal Wootton Bassett and Bradford on Avon in November 2016 called, 'Starting a Conversation about End of Life Care'. At each event, a representative from NHS Wiltshire CCG explained the strategy and plans for end of life services in Wiltshire and answered questions from members of the public. There was also an opportunity for people to feed their views and experiences into discussions in small groups and a chance to visit information stalls held by different organisations which deliver services and support to Wiltshire people at the end of their life (and their families). The full report is available as **appendix 2**.

In total, 91 people provided feedback which enables us to identify what is working well together with areas for development.

Strategy Delivery and Recommendation

An Implementation Plan is now being developed by the End of Life Programme Board and will be finalised following formal approval of this Strategy. This will outline the prioritised actions to be implemented within the next three years.

By working together to implement this strategy Wiltshire's End of Life Programme Board is confident improvements will continue in end of life care in Wiltshire.

Wiltshire's End of Life Programme Board approved the refreshed strategy, as detailed in appendix 1, with the following recommendations:

- Ensure acronyms are fully explained
- Review sections with white writing on a colour background that can be difficult for some people to read

Wiltshire Council Cabinet, Joint Commissioning Board and Governing Body have additionally supported the adoption of this refreshed strategy.

It is therefore recommend the Health and Wellbeing Board supports the refreshed Wiltshire EoLC Strategy for Adults 2017-2020.

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