

Implementation Plan to support delivery of End of Life Care for Adults in Wiltshire: 2017-2020

Foundation	Outputs and Outcomes associated with the Foundation	Planned Action	Responsible	Date to be achieved	Progress to date
Personalised care planning	<p>All individuals considered to be in the last year of life, will have an opportunity for informed discussion and planning for End of Life Care involving those important to them.</p> <p>Advance Care Plans (ACP) and Treatment Escalation Plans (TEP) will allow individuals to express their preferences for care, set personal goals, and consider appointing a Lasting Power of Attorney.</p>	<p>Each local provider will develop a plan to support implementation of ACP's and TEP's. This should include training for relevant staff groups (GPs, care home staff, community nurses, hospital staff and other professionals). The training will ensure that staff have the necessary knowledge and competence to use these forms in their daily practice.</p>	<p>All EoLC providers and Commissioning Leads</p>	<p>March 2020</p>	<ul style="list-style-type: none"> • ACP/TEP care home training available in 2016. Additional training sessions to be made available during 2017/18 • ACP used by Community Teams • TEP has STP footprint
Shared Records	<p>The ACP and TEP will be available to the individual, their carer and all services involved in care delivery. Locally this also refers to sharing access to SystemOne (also known as EPaCCs). Where records are shared individuals are more likely to have well coordinated care and are more likely to have their EoLC preferences met.</p>	<p>A robust and clinically safe implementation plan for EPaCCs will continue through the Wiltshire Interoperability Programme. The plan will include appropriate education and training for all relevant staff groups and will secure full collaboration from providers across Wiltshire.</p>	<p>Wiltshire Interoperability Board</p>	<p>March 2019</p>	<ul style="list-style-type: none"> • Adult Community Services, 50 GP practices, Out of Hours services, now all using SystemOne. • A SystemOne EoL template screen implemented has been rolled • Wiltshire Interoperability Board commenced 2016, key objectives include joining up information sharing across health and between health and social care via SystemOne and the national Enriched Summary Care Record

Evidence and information	<p>Service providers will participate in an agreed range of metrics to collect robust anonymous data, to support quality improvement. As a consequence more comparable information will be available about local services and about the individuals who are accessing the services (and by default information about who are not accessing services)</p> <p>Local health and social care commissioners and providers will sensitively collect and use a wide range of information, including seeking feedback from service users.</p>	<p>There are a range of voluntary national audits and surveys that need to be considered with a view to local organisations contributing data.</p> <p>The CCG will complete the EoL Self Assessment tool to share with EoL Board members to discuss opportunities for improvement which should be adopted locally.</p> <p>The EoL Commissioner Lead will continue to work with the regional EoL SW Reference Group to participate in data collection tools.</p>	EoL Providers and CCG EoL Lead	March 2020	<ul style="list-style-type: none"> • Providers have revised service specifications (where WCCG is lead Commissioner), relevant KPI's and metrics • EoL Programme Board will include patient stories to evidence patient/family/carer experience of services
Involving and supporting carers	<p>The carer will continue to be acknowledged as part of the caring team, as appropriate.</p> <p>Outcomes for carers should include increased health and wellbeing, reduced isolation and involvement in planning their loved one's care.</p> <p>All population groups should experience improved access to support depending on their specific needs.</p>	<p>Carers now meet eligibility criteria for assessment and support if they have needs arising from providing care to another adult, which poses a risk to their own health or wellbeing. This includes support to:</p> <ul style="list-style-type: none"> • carry out their caring responsibilities; • maintain a habitable environment; • develop and maintain relationships; 	Social Care EoL Lead	March 2020	<ul style="list-style-type: none"> • Carers EoL information available through Your Care Tour Support website • Carers handbook is in development and will include hard copy information on EoL services/organisations in Wiltshire
Education and training	<p>Every professional will be competent to play their part in the delivery of good EoLC. Local commissioners and providers will seek the support of and use existing training opportunities and develop new training programmes (as appropriate).</p>	<p>The core system-wide training to be provided to different staff groups will be defined by the EoL Programme Board. The providers will then consider how they will deliver this training. This work needs to link into wider workforce development planning processes.</p>	EoL Board and providers	March 2019	<ul style="list-style-type: none"> • Each provider has internal EoL Training to include statutory training • Providers leading with accreditation schemes
24/7 Access	<p>Every patient will have access to 24/7 services responsive to their needs; this is a system-wide expectation.</p>	<p>Commissioners will, working with their partners, review 24/7 access and develop a plan to address any shortfalls.</p>	CCG EoLC Lead and providers	March 2020	<ul style="list-style-type: none"> • All 3 hospices in Wiltshire provide Hospice at Home

	<p>Patients and their carers should receive more timely access to services, symptoms should be better controlled and unwarranted hospital admissions should be avoided.</p>	<p>The approach and format of this plan will be consistent with the wider strategic approaches being adopted by WCCG. The plan will be expected to demonstrate the extent to which there is equity of provision on a 24/7 basis and the extent to which the provision meets demand. The plan should include access to:</p> <ul style="list-style-type: none"> • community nursing • medication • specialist palliative care • equipment • carer support • access to non-acute beds 			<p>services</p> <ul style="list-style-type: none"> • Dorothy House Hospice delivery an additional Enhanced Discharge Service through BCF/CCG funds • Hospices provide advise lines • Medvivo deliver an Urgent Care at Home Service to include care for palliative patients
Informing Co-design of services	<p>Commissioners and providers will involve and seek feedback of those with personal or professional experience of EoLC to inform plans. All health and social care systems will involve people who have personal experience of death, dying and bereavement.</p> <p>Through this process services should be more reflective of service users needs and be more easily accessed.</p>	<p>All providers and commissioners will provide evidence that the local population, professionals and other stakeholders have been involved in planning processes as appropriate.</p>	<p>CCG and WC EoLC Lead, provider organisations</p>	<p>March 2020</p>	<ul style="list-style-type: none"> • Engagement work with providers and patients during the development of the Adult EoL Strategy • Healthwatch carried out an evaluation of the 72Hour Service, Better Care Fund pilot schemes to support a change in the models pathway to Enhanced Discharge Service, provided by Dorothy House Hospice • Each provider offers networks/forums for opportunity to provide feedback on their services
Leadership	<p>WCCG and WC will create the circumstances necessary for action to improve EoLC. They will further develop plans to support cross-organisational</p>	<p>EoLC will remain a CCG priority.</p> <p>There should be consideration of the need for an annual EoLC forum, enabling</p>	<p>CCG EoLC lead, Social Care leads, provider</p>	<p>September 2018</p>	<ul style="list-style-type: none"> • TEP has an STP wide footprint • Principle of an EoL STP summit agreed

	<p>leadership and collaborative commissioning with the expectation of continued integration of EoLC providers.</p> <p>Commissioners and providers will ensure that clinical leadership for EoLC is at the heart of individual provider organisations.</p> <p>The role of programmes to promote public discussion of dying, death and bereavement (eg compassionate communities) will continue for local implementation.</p>	<p>all relevant partners to share emerging plans and identify opportunities for system-wide working.</p> <p>All organisations will confirm to the EoL Board that they have an executive lead and a named clinical lead for EoLC. These individuals will be accountable for the plans and processes related to EoLC within their organisation.</p>	<p>organisations</p>		<p>by CCG's and supported by Wiltshire's EoL Programme Board</p> <ul style="list-style-type: none"> • Provider Strategic Partnership commenced to progress with practicalities of delivering strategy
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