

NACEL – National Recommendations 2019				
	Recommendation	Is it met?	Action plan	Review date
1	Put in place systems and processes to support people approaching the end of life to receive care that is personalised to their needs and preferences	Partial	For trust staff to have access to Systmone via EPR	Dec 2019
2	Review capability and capacity within primary care, community services and social care, to provide appropriate care at the end of life, and to support families through to bereavement, with the aim of better meeting people's needs and preferences.	N/A		
3	Implement processes to enable rapid discharge to home, care home or hospice, from hospital to die if that is the person's wish	Yes	Accurate recording of reason for delay	Dec 2019
4	Ensure adequate access to specialist palliative care in hospitals for holistic assessment, advice and active management.	Partial	Business case to be submitted for 7 day face to face service	Spring 2020
5	Promote and support an organisational culture which prioritises care, compassion, respect and dignity as fundamental in all interactions with dying patients and the people who are important to them.	Partial	HPCT have agreed a timetable to provide education over the next 12 months	Apr 2020
6	Require and support health and care staff to gain competence and confidence in communicating effectively and sensitively with patients and families in the last days and hours of life.	Partial	HPCT have agreed a timetable to provide education over the next 12 months including use of Electronic End of Life Care for All (e-ELCA) e-learning and learning outcomes.	Apr 2020
7	Ensure systems are in place to assess and address the needs of the families of dying patients in a timely manner. Specific senior, strategic and operational responsibility is required.	Partial	Continue to put Bereaved Carer's Survey results on trust website. Shared Memories afternoon arranged for March 2020. Pilot project looking at Bereavement support for families of those who die in Emergency Department planned Autumn 2019.	Apr 2020
8	As part of a strong governance framework for end of life care, report annually to the Board with a performance report and action plan.	Yes	Provide annual written report (inc action plan) & annual face to face presentation to Board. Quarterly meetings arranged with ED and NED. For End of Life Operational Group to report to Patient Experience Group.	Ongoing

APPENDIX 1

9	Ensure that staff have an awareness of, acknowledge and communicate, as early and sensitively as possible, the possibility or likelihood of imminent death. Ensure that patients who have signs and symptoms that suggest they may be in the last days of life are monitored for changes.	Partial	Await date for last days of life guidance to be implemented on EPR. Education package will be needed to support above	Nov 2019
10	Ensure that priority is given to the provision of an appropriate peaceful environment, that maximises privacy, for dying people and their families. Take into account the wishes of dying people and those important to them, to be cared for in a side room.	Partial	Advise staff to complete datix. Monitor through annual end of life issues report	Nov 2019
11	Ensure that patients who are recognised to be dying have a clearly documented and accessible individual plan of care developed and discussed with the patient and those important to them to ensure the person's needs and wishes are known and taken into account.	Partial	Await date for last days of life guidance to be implemented on EPR. Education package will be needed to support above	Dec 2019
12	Ensure that the intended benefit of starting, stopping or continuing treatment for the individual is clear, with documentation of the associated communication with the patient and/or person important to them	Partial	To highlight importance of clear concise documentation of decision making process for all staff via education sessions as arranged above	Dec 2019
13	Ensure the dying person is supported to eat and drink if they are able and wish to do so	Yes	To continue current practice	Ongoing