



QUALITY SELF-ASSESSMENT PROGRAMME

3 LOOKING AFTER THE SERVICE USER

3.13 END-OF-LIFE CARE

CARE HOMES FOR OLDER PEOPLE

Page 1 of 2

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OUTCOMES TO BE ACHIEVED:

End-of-Life Care is geared to ensuring that service users' and relatives' wishes are respected and followed with maximum dignity, and minimal pain and discomfort to the service user.

Elements addressed:

- Care of the Terminally Ill Service User
- Staff Training & Involvement
- Involvement of Family and Friends
- Ethnic, Cultural & Religious Issues
- Death of a Service User
- Coping with Bereavement
- Administrative Issues

#	Performance Indicator / Standard	SCORE	Evidence
1	There is a documented strategy for the management of End-of-Life Care for service users within the Home.		
2	This strategy focuses upon the physical, physiological, spiritual and social aspects of life. The service user's End-of-Life Care Plan is constructed around these ideals.		
3	Care Staff are trained in the issues of End-of-Life Care. This training is recorded in Staff Records.		
4	Care Staff are afforded the opportunity to review and discuss in depth each aspect of an End-of-Life Care Plan for a service user.		
5	Care Staff ensure that the type, severity and frequency of pain is constantly monitored, and that appropriate relief is provided by professional, nursing and medical staff.		
6	Care Staff are sensitive to the needs of the service user in terms of understanding, sympathy, discretion and realism.		
7	Care Staff understand that some tasks such as assistance with feeding and continence care will often take longer than normal, and allowances are made for this in Duty Rotas.		
8	Care Staff are responsive to the need of the service user to reminisce and talk about their affairs, and time is allowed for this.		
9	Care Staff are trained in the special requirements for moving / assisting a terminally ill service user.		
10	Terminally ill service users remain in environments which are familiar to them, i.e. they are not switched to another room unless for clinical isolation purposes.		
11	End-of-Life Care Plans demonstrate that every effort is made to ensure that the personal beliefs and wishes of service users are respected and met.		
12	Care Staff are sympathetic to the feelings and wishes of the service user's relatives and close friends.		
13	Care Staff ensure close contact is maintained with the service user's relatives and close friends, and discreetly suggest ways in which they could be of help.		
14	Care Staff have time to support relatives and friends (including other service users who have befriended the dying service user) for discussions / expression of feelings.		
15	Service users are enabled in the grieving process.		
16	Care Staff are trained in awareness of the cultural and religious requirements of a terminally ill service user from an ethnic minority group.		
17	End-of-Life Care Plans clearly identify a service user's appropriate Minister of Religion, and how he / she may be contacted.		

