



# **YOWSUN CARE**

## **END OF LIFE POLICY**

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**OUTCOME 4 REGULATION 9 (Care and Welfare of people who use services).**

#### **Policy Statement**

YOWSUN CARE seeks to ensure that End of Life Care is a service which meets and supports the needs of its customers, their families and the wider community; we live in an ageing society which is extending and often moving imperceptibly into the dying phase. There are key factors in play which include family structures and different models of family life which mean that services at the End of Life are often provided by social care providers.

This policy clarifies the role of Welcome Independent Living and how it will work in conjunction with its multi-agency partners in order to ensure that it plays its part when required in delivering a quality person centred End of Life Service.

#### **Aims of the Policy**

YOWSUN CARE with its multi-agency partners will work to ensure that “The Supporting People to live and die well” Framework and its recognised objectives will be at the core of how we deliver the service.

#### **Its Key Aims are**

1. To strengthen the specialism of palliative social care
2. To promote understanding and best practice in the holistic assessment of individuals, their carers and families at the End of Life.
3. To promote early engagement with End of Life care planning
4. To create a supportive work environment that enables social care workers to maximise their contribution to quality End of Life care
5. To educate and train social care staff to deliver high quality End of Life care.

#### **End of Life Care Pathway**

Six steps have been identified which together form a pathway through care at End of Life. Social care can play a key role at each step and in promoting quality of life right up to the point of death.

This policy clarifies the role of Yowsun Care and how it will work in conjunction with its multi-agency partners.

### **Step 1. Discussions**

Discussions as the End of Life approaches are paramount in order to ensure that the needs and wishes of the individual, family and/or friends are clearly documented. These are not easy discussions to undertake and must be open, honest and involve a holistic approach. Staff involved in such discussions must be well supported, trained and liaise with outside professionals as required in order to carry out the task.

### **Step 2. Assessment, Care Planning and Review.**

Assessment, care planning and review mechanisms must take account of where the individual is in relation to the End of Life service.

YOWSUN CARE will ensure that the care planning and frequency of reviews will reflect this to ensure that the care provision is always current. Family and/or friends can be closely involved in the decision process according to the wishes of the customer.

By working closely with our multi-agency partners our aim is to provide the highest quality End of Life Care for the client.

When required, YOWSUN CARE will access outside professional support for the family or friends.

Robust systems are in place to ensure thorough documentation and communication between everybody involved in the process.

### **Step 3 Co-ordination of Care**

YOWSUN CARE will make sure that a robust system is in place for communication and dialogue between staff and our multi-agency partners.

The registered Manager will be responsible for the liaison and communication.

#### **Step 4. The delivery of high-quality services in different settings**

YOWSUN CARE recognises that, End of Life Care for its customers can only be a reality where all multi-agency partners work to a common goal of timescales and organisation of the service. It is the liaising with and the professional working relationships that ensure successful End of Life Care for the customer

#### **Step 5 Care in the last days**

It is crucial that every measure is put in place which enables people to die in their home including a home and avoid unnecessary changes in the care setting in the final stages of their life.

YOWSUN CARE will work to ensure, that a customers' choice to stay in the Home in the final stages of their life is made possible by working with their multi- agency partners.

Where appropriate advocacy services will be accessed to support the customer choice in this.

#### **Step 6 Care after death**

YOWSUN CARE recognises that End of Life Care does not stop at the point of death and that often for family or friends' further support is needed especially immediately after death. It is crucial that discussions take place with the family or friends so that agreement can be reached and documented about the level and need of support required and so that outside professional support and guidance accessed as required or requested.

Policy Date – July 2020

To be reviewed Registered Manager