



AUTUMN 2022



Ask, Share and Do What Matters

University Hospitals Dorset
NHS Foundation Trust

End of Life Care Newsletter

Quarterly newsletter for all staff across the UHD. To help keep staff up to date with information, events & news about end of life care.

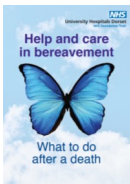
Any suggestions of articles or news for inclusion would be very most welcome. Please email to:

elizabeth.reynolds@uhd.nhs.uk
Pauline.warren@uhd.nhs.uk
megan.lawford@uhd.nhs.uk

Hello.....from the Palliative and End of Life Care Teams across UHD

There's a definite chill in the air and lots of talk about putting the heating on !! The Palliative Care and End of Life teams have been very busy over the past few months as have the wards and departments in the hospital. They have seen a real increase in the number of patients being referred to the teams and some really great care being delivered at ward level. The team really appreciate all the kindness shown towards our end of life patients and their relatives. Keep up the great work.

The practice educators have been developing the timetable for delivery of end of life education to the end of 2022 and throughout 2023. Alongside mandatory trust training they are delivering training sessions to student nurses, health care support workers, preceptorship staff, registered nurses, volunteers, AHPs, and champions. One of the latest sessions was with 20 student nurses learning about delivery of bedside end of life care. They were soaking up the learning and it's great to share knowledge with the future faces of nursing.



The new Bereavement booklet has recently been launched across the site. It has been set out to provide a guide through the processes after the death of loved ones. These booklets are available from the bereavement office on both sites. We would urge all ward areas to ensure any old bereavement packs are now removed and replaced with new stock.

One of the hospital governors, Keith Mitchell, has carried out a survey with the hosts and hostesses at RBCH as part of the ongoing End of Life Care Quality Improvement Project. This project was designed to see what opportunities and barriers there are for hosts & hostesses being able to offer outstanding care for patients on end of life care and their loved ones. The project was also a good opportunity to individually thank the hosts & hostesses for the outstanding work they carry out. Results clearly show the care and compassion that is being delivered and a love of their jobs. There were some themes that came out on improvement ideas such as training, communication, and environment. These are being looked out and work will begin on these. However there were some great comments made which really do reflect the true worth of the role.

'friendly face with tea and coffee'

'Has more time than other staff to engage with relatives'

'If no relatives visit she will go and talk to the patient and hold their hand'

'The ward adds extra items to the patient's side rooms to make them more homely'

'Providing refreshments to relatives -no matter how many'

'Treat patients like family – calm and kind'

'Personal touch – time to chat'

What Matters

A man on ESCU who was 102 was able to have a wonderful hand massage from the massage therapist at RBH.

Ward A4 -Patients wish was to see the family dog and the ward helped to facilitate this.

Sandbanks ward—Everyone worked really hard to get a patient home to die. Her daughter reported "she died over the weekend and had a perfect death in the place she wanted to die"

Ward 7R—Fantastic MDT teamwork in organising a speedy discharge to Jersey which was what mattered to the patient.

TEP/AAND Forms

Documentation for TEP and AAND should now be being completed on EPR. Remember to print a copy of the AAND on red bordered paper and ensure there is a copy in the notes and a copy for discharge.

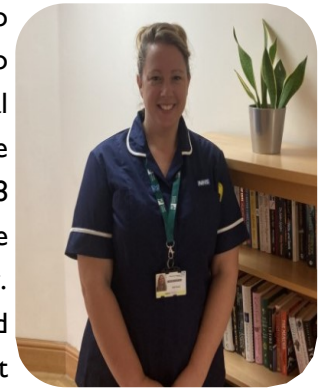
We are **caring** **one team** **listening to understand** **open and honest** **always improving** **inclusive**

News from RBCH



The Palliative and End of Life team at RBH have welcomed Pauline Warren into the position of End of Life Practice Educator. Pauline has joined the team with many years experience as a specialist palliative care nurse and is really excited about this post. She's looking forward to meeting the ward teams around the hospital.

News from Poole



We are delighted to welcome Tanya Hoyle who has joined the Hospital Palliative Care Team in the Development Role for 18 months funded by the Forest Holme charity. Tanya previously worked in the Acute Medical Unit at Poole Hospital

Training taking place at RBH

End of Life Champion update

8th December 2022 1-4pm

New End of Life Champion day

9th March 2022 8:30-4:30

Palliative / End of Life Care Study day (RNs)

30th November 2022 8:30-4:30

14th February 2023 8:30-4:30

(This day is for registered nurses from across UHD)

HCSW—End of life

16th November 2022 8:30-4:30

21st March 2023 8:30-4:30



Training taking place at Poole

End of Life Champion update

25th October 2022 8:30-12:30

9th February 2023 8:30-12:30

New End of Life Champions

2nd February 2023 8:30-4:30

Palliative / End of Life Care Study day

19th October 2022 8:30-4:30

29th March 2023 8:30-4:30

(This day is for registered nurses from across UHD)

HCSW—End of life

11th April 2023 8:30-4:30

RBCH site:-

End of Life Care Specialist Nurse

0300 019 6021 / Bleep 2546

Hospital Palliative Care Team (HPCT)

0300 019 6021

End of Life Care Practice Educator

0300 019 6021-

Email bookings for either site to:

elizabeth.reynolds@uhd.nhs.uk

pauline.warren@uhd.nhs.uk

Poole site:-

End of Life Care Specialist Nurse

0300 019 2457 / Bleep 0575

Hospital Palliative Care Team

0300 019 8102 Bleep 0028 / 0830

End of Life Care Practice Educator

0300 019 3152



Have you got a **WINGS** contact card ?

Get one from the **HPCT** team or

End of Life specialist nurse

The 'Palliative & End of Life Care' intranet page has lots of information and resources.

Covid-19 Information

Referral to Specialist Palliative Care

Symptom Advice

Care in the last days of life

Rapid Discharge Home to Die

Syringe Drivers

Education and Training

Patient Information

Our Hospices and Charities

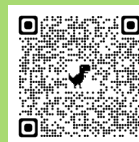
Resources and information

End of Life Care Dashboard

Treatment Escalation Plan

Knowledge Zone

Great programme aired on Channel 5 called Cause of Death. Check it out here: <https://www.channel5.com/show/cause-of-death/season-1/03229bed-855f-4c37-91f8-888614c29b96>



Comfort packs

are now available for the relatives & loved ones of end of life patients. Please contact the team if one is required.

