END OF LIFE CARE LAS STEERING MEETING

14TH FEBRAURY 2019

This was my first attendance at this group covering for Angela Cross-Durant.

The agenda for the meeting was to review the Macmillan Team Work Streams particularly in respect of staff skills, confidence and culture.

* A staff survey of 300 staff benchmarked staff confidence level, knowledge and needs.
* 150 staff felt confident in recognition of final dying phase and the terminology but not always in respect of the clinical issues and communication with patients and relatives
* All requested more training.

The Education Plan will:

* Conduct a review of EOLC internal and Academy training.
* Update on current and future training includes developing specific training and material for urgent care and critical care for advanced paramedic training.
* There are 14 student paramedics now starting internal placements.
* Mandatory training in May/June will be delivered by Clinical Education Tutors.
* Case studies will be provided on IPads.
* All Australian, new entrants, first responders and 111 have EOLC training.
* There will be ‘learning in action’ facebook.
* On the internal web site there will be a monthly update section – it’s use will be monitored.

The Medication Review highlighted:

* Advanced Paramedics can give all drugs if they are within the home.
* Problems arise when drugs required are not in the home.
* There is a need for 24hr Pharmacists as GP do not prescribe 24hrs
* Looking at working with Hospices as possible units for prescribing even when it is not their patient.

Staff Welfare covered:

* Managers do not have specific EOLC training.
* Only 1/3rd staff felt supported.
* Line managers (Clinical Team Leaders) to attend difficult conversation workshops at the Royal Marsden and bereavement training.
* Staff affected by personal bereavement, children and young people, talking to relatives.

Clinical Lead Network

* Pilot in Harrow CCG area in collaboration with St. Luke’s Hospice
* St Christopher’s would be keen to collaborate with the LAS and local lead programme.
* All events are in the evening and in staff own time.

Complaints by Staff

* Separate email for staff
* Staff not sure about the spreadsheet.
* Main complaint – out of hours services non-existent

Whole System Approach

* Designing guidance on all areas.
* Advanced care Planning Guidance has been signed off by the Medical Director
* Developing access to ‘My Directory’ for services within an area – put in postcode then given maps for Palliative Care services, GP, pharmacy etc. on IPad. Staff to give feedback on its usefulness.
* Care Homes continue to be a problem – 2000 conveyances per month.
* Work to be undertaken to ensure all care planning documents are aligned across London.
* Concerns about what plans are legal.
* Pan London incentives for GP’s to complete care plans.
* Working with the Metropolitan Police re expected/unexpected deaths.

Carer and Patient Framework

* Proposals to focus on patients and carers later in the year.
* Survey and focus groups involving patients in the research design process

AOB

* Question asked about what happens to those in prison
* Future meeting – to request information on cultural EOLC training.