

# HEALTH OVERVIEW AND SCRUTINY COMMITTEE

## 10 JUNE 2022

### UPDATE ON END OF LIFE CARE

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#### Summary

1. The Health Overview and Scrutiny Committee (HOSC) is to be updated on Palliative and End of life Care (PEoLC) and the Recommended Summary Plan for Emergency Care and Treatment (ReSPECT).
2. The importance of end of life planning and better promotion of the ReSPECT initiative was added to the Committee's work programme following its scrutiny of the performance of acute hospital services in Worcestershire, and a 'select style' meeting with representatives of the health and social care organisations across Worcestershire in March 2020. The ReSPECT process creates personalised recommendations for a person'<sup>1</sup>
3. Representatives have been invited from NHS Herefordshire and Worcestershire Clinical Commissioning Group (HWCCG) and Herefordshire and Worcestershire Health and Care NHS Trust (HWHCT) to provide an update following the HOSC's previous discussion in September 2020.

#### Background

4. This report is intended to provide the HOSC with an update on progress within Palliative and End of life Care and Recommended Summary Plan for Emergency Care and Treatment (ReSPECT) within Worcestershire since the September 2020 report, including how the programme is being delivered and monitored, performance, and how this is benefitting Worcestershire residents.

#### Palliative and End of Life Care Programme

5. The Palliative and End of life Care (PEoLC) programme is led by the programme team within HWCCG, and the objectives agreed and delivered in collaboration with colleagues from the Health and Social Care, and voluntary and community (VCS) sectors across Herefordshire and Worcestershire. The programme is governed by the Programme Board, which is chaired by the System Senior Responsible Officer and Managing Director of Wye Valley Trust.
6. The programme team is also held accountable on performance and the delivery of national and local objectives by the NHS England/Improvement (NHSEI) Midlands and East regional team on a 6 monthly basis. The most recent assurance meeting took place in April 2022 and feedback was positive. The regional team felt that the programme team had 'undersold' progress against the regional performance indicators and agreed that the programme team should re-evaluate evidence against indicators prior to the next meeting in September.

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<sup>1</sup> Resuscitation Council UK definition of ReSPECT

7. In September 2020, the HOSC was updated on the refreshed Sustainable Transformation Partnership (STP) Personalised Palliative and End of Life Care Strategy and priorities, which are:

- 24/7 single point of access to timely support and advice
- Education and training focussing on communication and clinical skills to improve timely recognition of dying, promoting personalised care and advanced planning discussions
- Access to hospice at home and transitional services for children
- Shared access to electronic patient information
- Embedded ReSPECT process across all care providers.

8. The Strategy, available at Appendix 1, has been highlighted as an exemplar by NHSEI described as comprehensive and concise with direct alignment to national, regional, and local PEOLC priorities. NHSEI has shared the Strategy via their Strategic Clinical Network as a good practice example.

9. Whilst there has been considerable work across Worcestershire (and Herefordshire) towards the priorities, the COVID-19 pandemic and subsequent waves has disrupted delivery and required temporary change of focus to enable colleagues to respond to the evolving needs due to pandemic. System wide task & finish groups were quickly 'stood up' and were responsible for providing clinical advice and support relating to excess mortality and the management of end of life patients. This in turn enabled rapid system-wide policy implementation such as symptom control guidance and remote verification of expected death. Learning from the pandemic response and rapidly implemented initiatives has been carried forward to inform the future work programme and ensure the consequential benefits realised from working differently are not lost. Working groups to address strategic priorities are established and are beginning to re-group after the latest COVID-19 wave.

## **Strategy Priority Updates**

### Integration Project

10. An in-depth SWOT (strengths, weaknesses, opportunities and threats) analysis has been completed as a foundation to understand how best to integrate services, the aim being to provide a 24/7 single point of access for people (and their carers) identified as being in the Last Year of Life for the provision of advice (generalist and specialist) signposting, and a professional helpline for those caring for people with PEOLC needs. The collaborative work to date has resulted in a test of change which has seen patients who are awaiting discharge with Continuing Healthcare (CHC) Fast Track enabled to go home sooner and be assessed and supported by HWHCT District nursing teams, rather than becoming delayed in hospital due to the capacity challenges within domiciliary care.

11. Age UK Worcester is leading another pilot as part of the integration project and have introduced a 'sitting service' to address inequalities in Redditch and Bromsgrove. The pilot aims to support and enable the wishes of those at end of life wanting to die in their own homes by supporting the families and carers of those at end of life by providing them respite. This pilot will also assess the viability of using staff who are not trained to offer personal care in order to relieve the pressure on health and domiciliary care staff.

12. HWCCG commissioned a 'Strategic Needs Analysis' for Worcestershire PEOLC, which will be used within the integration working group, primarily to support planning for the integration of services both in the short term, and longer term, based on

population predictions and trends in patient preferences which will support commissioning decisions and provider modelling.

#### Education and training focussing on communication and clinical skills

13. A highlight of this work stream is the delivery of the ReSPECT Ambassador ECHO (Extension of Community Healthcare Outcomes) project by the Project Manager. The ECHO Programme is a free, 3-week virtual programme which has primarily been offered to nurses within nursing homes across Herefordshire & Worcestershire. The sessions cover communication skills around caring for people nearing the end of their lives, including role play and case study discussions with a variety of clinicians across Herefordshire & Worcestershire.

14. The programme covers communication skills for having the ReSPECT discussion, the language used, how to have informed conversations, MCA (Mental Capacity Act)/Best Interest decisions, IMCA (Independent Mental Capacity Advocate) involvement, other advance care planning, useful phrasing for documentation, managing expectations, anticipatory medications and responding to a ReSPECT form. The programme also looks at how to complete a ReSPECT form, sharing experiences and other education/network opportunities. Delegates then use the free E-Learning for Health ReSPECT modules to support them to share learning with their colleagues.

15. The aims of the ReSPECT Ambassador programme are:

- Improve the confidence and competence of nursing homes nurses across Herefordshire & Worcestershire with their involvement with the ReSPECT process.
- Improve access and increase the uptake of ReSPECT training for nursing home staff.
- Provide the delegates with exposure to a variety of clinicians from different areas across Herefordshire and Worcestershire, supporting opportunities to share learning, knowledge, and experiences.

16. Five cohorts of 87 delegates have completed programme to date, and feedback indicated that all delegates felt they had increased confidence in 'having the conversation' following the programme. The Project Manager is having active discussions with Worcestershire Acute Hospitals NHS Trust to explore rolling out this model of learning for their staff.

#### Access to hospice at home and transitional services for children

17. It is known from national figures published by children's charity 'Together for Short Lives' that there are 49,000 children and young people (CYP) living with life-limiting and life-threatening conditions in the UK, and 13,000 Young adults, age 18-25 years, are living with a life limiting or life threatening condition in England (data not available for UK). Extrapolation from national figures means that locally, the numbers are likely to be small, which puts this group of children and young people at risk of falling between the gaps of children and adult PEO LC services.

18. The project aims to address the inequalities of access and to promote pro-active transition for CYP with life limiting conditions (LLCs) into adult PEO LC services. The objectives are:

- a. To develop a clear, proactive multi system transition pathway that engages CYP, all agencies and enhances life chances, holistic health, and personalised care.
- b. The creation of a multi-agency toolkit or resource pack to support service delivery and improve patient and families experience during transition care.

19. The HWCCG programme team have recently recruited a Project Manager and Project Officer to lead this project over the next 12 months, supported by some non-recurrent national funding. The project will be clinically led by the Palliative and End of Life Care Clinical Lead (HWCCG) and St Richard's Hospice Medical Quality Lead & Hospice Palliative Care Doctor in collaboration with both children's and adult's PEoLC services, and there is already positive engagement and lots of enthusiasm from providers to be involved and progress the project.

#### Shared access to electronic patient information

20. 'Digital cells' (working groups) are well established and consist of technical, clinical and project advisors. The groups have made significant progress throughout the last 12 months on creating a digital ReSPECT form and digital Advance Care Plan (ACP) bringing the considerable benefit for EOL care that patient information will eventually be accessible to all health and care providers, and to patients. The designs are in their final draft stages, whilst awaiting technical sign off on the current phase of the 'Shared Care Record' implementation. This work remains a key focus for the PEoLC team, as the ReSPECT and ACP digital documents have been agreed as the first digital care plan documents to be tested within Worcestershire.

21. Further information on the shared care record can be found on the HWCCG website and the project group is currently working with colleagues in the Communications and Engagement team to create a public facing video to explain and promote the benefits of the digitalised Advance Care Plan.

#### Embedded ReSPECT process across all care providers

22. Worcestershire was an early adopter of the ReSPECT process led by Worcestershire Health and Care NHS Trust and supported by Macmillan funding for two years. Funding for a further year was agreed by HWCCG and the project team is currently working on the project closure document. Whilst there will no longer be dedicated ReSPECT roles, a robust governance and assurance process for providers has been agreed, and uptake, quality, and learning will continue to be overseen by the PEoLC Project Board.

23. ReSPECT uptake has consistently increased in Worcestershire since implementation in July 2019, however there is more work to be done. The latest data reflects that only 4% of registered patients who are over 65 years of age have a ReSPECT form in place. Therefore, through contractual arrangements, GP practices have been tasked to ensure that all new patients added to the palliative care register have advance care planning discussions to include preferred place of care/death and ReSPECT as appropriate. Further work is underway within Worcestershire towards creating an integrated Frailty Strategy, which encompasses 'Anticipatory Care', this work stream will include a focus on ReSPECT, along with the ongoing digital workstreams.

#### Palliative and End of life Care (PEoLC) Data

24. The PEoLC programme team is working with Business Intelligence colleagues

to refresh the data currently presented in the EoL dashboard, to enable system partners greater transparency and to support services with informed decision making and future service provision planning. For example, the current data view suggests that there is an increasing preference for care and death to be at home, or within care homes, and hospital deaths decreasing, however the current format of the dashboard doesn't give clear enough visibility of trends, natural and special cause variation. Another example is the ability to report on how many people have been offered and decided against having a ReSPECT conversation, rather than just those who have had the conversation. This could lead to further investigation to gain intelligence around why people are choosing not to have the conversation and enable this to be addressed.

## **Purpose of the Meeting**

The HOSC is asked to consider and comment on the information provided and agree:

- whether any further information or scrutiny is required at this time
- whether there are any comments to highlight to the relevant Health Partners or the Council's relevant Cabinet Member with Responsibility.

## **Supporting Information**

Appendix 1: Link to [Herefordshire and Worcestershire STP Personalised End of Life Care Strategy 2020 - 2025](#)

## **Contact Points**

Joanne Hodgetts, Ageing Well & End of Life Care Lead  
Email: [joanne.hodgetts@nhs.net](mailto:joanne.hodgetts@nhs.net)

Caitlyn Adkins: Ageing Well & Palliative and End of Life Care Project Manager.  
Email: [caitlynadkins@nhs.net](mailto:caitlynadkins@nhs.net)

Emma James / Jo Weston, Overview and Scrutiny Officers, Tel: 01905 844964 / 844965  
Email: [scrutiny@worcestershire.gov.uk](mailto:scrutiny@worcestershire.gov.uk)

## **Background Papers**

In the opinion of the proper officer (in this case the Assistant Director for Legal and Governance) the following are the background papers relating to the subject matter of this report:

- Agenda and Minutes of the Health Overview and Scrutiny Committee on 30 September and 2 March 2020 [Agenda for Health Overview and Scrutiny Committee on Wednesday, 30th September, 2020, 2.00 pm - Worcestershire County Council \(moderngov.co.uk\)](#)
- [ProRes-How-Many-Children-Young-People-Affected-By-A-Life-Limiting-or-Life-Threatening-Condition-Factsheet.pdf \(togetherforshortlives.org.uk\)](#)

- <https://herefordshireandworcestershireccg.nhs.uk/our-work/digital/shared-care-record>

[All agendas and minutes are available on the Council's website here.](#)