



NHS England and NHS Improvement

Key messages and updates

New guidance available

Verification of death in time of emergency – published 5 May 2020

<https://www.gov.uk/search/all?keywords=verification+of+death+in+time+of+emergency&order=relevance>

Flowcharts have been developed to support this guidance and are attached. These will soon be added to the Practitioners' Network.

Reminder of NHSE/I PEOLC guidance published so far

Attached is a one-page document which shows the guidance published so far.

Please always ensure you are using live links to download guidance to ensure you are accessing the most up to date versions, as some amendments are being made as circumstances change.

If you have any queries about guidance, please email england.covid-eolc@nhs.net.

Upcoming guidance

The following publications are currently awaiting clearance and we hope to share with you soon:

- Visiting guidance at the end of life
- Alternative routes to symptom management
- Hospice grant funding guidance
- Standard operating procedure for children and young people

Weekly PEOLC sessions

Thank you to everyone who has joined our three weekly sessions, we hope you have found them useful. Q&As have now been issued to those who have joined so far.

This week we discussed palliative and end of life care in care homes, including dementia, and hosted guest speakers National Clinical Director for Dementia in England, Alistair Burns, and Deputy Chief Nursing Officer for England, Hilary Garratt.

Next week's session takes place during Dying Matters Week, and we will be focusing part of the session on DNA CPR, joined by James Sanderson, Director of Personalised Care.

Covid-19 symptom self-management

We have partnered with NHS Digital, and trusted partner organisations to host links to Covid-19 symptom self-management information, from the NHS UK website. People will be provided with expert information and advice on how Covid-19 impacts their specific palliative or long-term condition and how they should manage it during the pandemic.

As the UK's biggest health website, with over 50 million visits every month, a large volume of people will now be directed to trusted external resources from partner organisations.

We have started with some of the conditions below and will expand this as information becomes available.

- [Cancer](#)
- HIV and AIDS - <https://www.nhs.uk/conditions/hiv-and-aids/>
- Alzheimer's disease - <https://www.nhs.uk/conditions/Alzheimers-disease/>
- [Sickle cell disease](#)
- Kidney Disease - <https://www.nhs.uk/conditions/hiv-and-aids/>
- Cystic Fibrosis - <https://www.nhs.uk/conditions/cystic-fibrosis/>
- Motor Neurone Disease - <https://www.nhs.uk/conditions/motor-neurone-disease/>
- Depression
- [End of life care](#)
- End of life Care – changes in last hours and days of life - <https://www.nhs.uk/conditions/end-of-life-care/changes-in-the-last-hours-and-days/>

We would like to thank NHS Digital and our partner organisations for their contributions.

Dying Matters Week 11-17 May

This year's theme is Dying To Be Heard, which aims to promote conversations and encouraging listening, around death and dying.

We are supporting via our @pers_care Twitter account to share NHS E&I and partner resources which aid PEOLC conversations, particularly around COVID-19.

Themes for the week:

- Monday – Traumatic and sudden death

- Tuesday – Carers
- Wednesday – Homelessness
- Thursday – Stillbirth and miscarriage
- Friday – Mental health

Please use these hashtags to join in the conversation: #DyingMatters #PEoLC #PalliCovid #DyingToBeHeard

Dying to be Heard – homelessness webinar, 13 May 3:30pm

As part of Dying Matters week, a webinar is taking place to explore the needs of people who are homeless who may be approaching the end of their life.

We will discuss the needs and experiences of people who are homeless with advanced ill health who may be approaching the end of their lives. This is a challenging and emotive area of work particularly for frontline staff who are often left to support people as their health deteriorates.

We will share learning from areas that have developed ways of working that put people at the centre. By creating a flexible and bespoke service, we can facilitate equitable access to palliative care for people who are homeless and those supporting them.

We are grateful to Dr Caroline Shulman, General Practitioner in Homeless and Inclusion Health, Kings Health Partnership Pathway Homeless team and Honorary Senior Lecturer, UCL; Niamh Brophy, Homeless Palliative Care Coordinator, St Ann's Hospice, Manchester; and Andrew Knee Palliative Care Coordinator for St. Mungo's, for sharing their learning and expertise with us on this webinar.

Join here: <https://bit.ly/2L4GHnj>

NHS Volunteer Responders

Health and social care professionals in England can refer any vulnerable patients who are self-isolating to NHS Volunteer Responders for help with tasks such as collecting shopping and prescribed medicines, driving patients to medical appointments or transporting supplies between sites.

The scheme is already helping thousands of people every day and hundreds of thousands of volunteers are available to help. You can make referrals through the NHS Volunteer Responders referrers' portal or by calling 0808 196 3382.

Now open for self-referrals

The scheme is now open for self-referrals for people who have been advised to shield and those most at risk who are isolating at home from coronavirus. These people can ask volunteers for short-term help by calling 0808 196 3646 between 8am and 8pm. Please pass this number on to patients who could benefit from this support.

You can find more information about the programme at www.nhsvolunteerresponders.org.uk

 **Sharing good practice**

We know there is so much fantastic work happening out there and we wanted to start sharing some of this with you! Attached is an update from Lancashire Teaching Trust about their family liaison service and connections work which has been established in response to COVID-19.

If you have any stories or updates that you would like to share, please send to england.covid-eolc@nhs.net

We're looking forward to hearing lots of stories about our nursing colleagues on Tuesday 12 May, the Day of the Nurse, taking place on the 200th birthday of Florence Nightingale.

Information available from other organisations

Hospice UK – weekly ECHO

The slide deck and information from the weekly ECHO calls are [now available to download here](#) and are listed on the guidance document further up on this email.

Accessible Resources to help communicate COVID-19

- [Signhealth is providing videos summaries of key coronavirus guidance in British sign language \(BSL\)](#)
- Public Health England stay at home guidance, translated and in easy read
- Public Health England guidance on social distancing, translated - <https://www.doctorsoftheworld.org.uk/coronavirus-information/>
- NHS guidelines translated into 32 languages by Doctors of the World
- Easy read information on COVID-19 from Mencap -
- Public Health England resources in accessible formats
- COVID-19 guidance for providers of services for people experiencing rough sleeping

The Personalised Care Group

Palliative and End of Life Care Team