

# COVID-19 Palliative and End of Life Care Weekly Update 14<sup>th</sup> May 2020

Ambition One: Each person is seen as an individual  
& Advance Care Planning

@Pers\_Care  
#Pallicovid

The webinar will be starting shortly.

Please remember to **mute your phone** and **introduce yourself** in the chat box – where are you from, what is your role?

NHS England and NHS Improvement



# House keeping

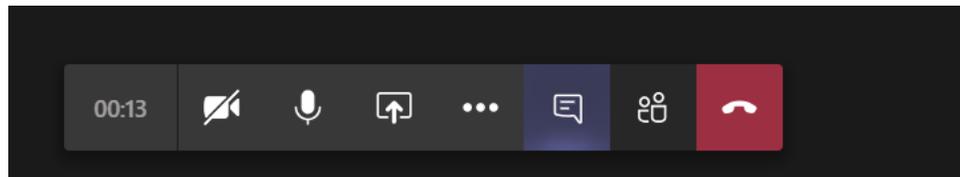


**Mute** – *All attendees are muted on entry to avoid background noise but please ensure that you **mute your own phone too***



**Questions** – *Please send your questions to the presenters via the CHAT box by selecting '**Everyone**' on the bottom right-hand side of your screen.*

**Questions may be posted by attendees throughout this section. To access chat**



**Introduce yourself** to everyone in the chat box - *Where are you from, what is your role? (If you are replying to someone specifically in the chat box use **@theirname**)*



# Dying Matters Week



**Personalised Care** @Pers\_Care · 10 May

We're sharing resources this week as part of [@DyingMatters](#) week to help you have conversations around [#EoLC](#) across these themes:

Mon: Traumatic and sudden death

Tues: Carers

Wed: Homelessness

Thurs: Stillbirth and miscarriage

Fri: Mental Health

[@NHSEngland](#) [#DyingToBeHeard](#)



**Personalised Care** @Pers\_Care · 13 May

Today's [#DyingMatters](#) theme is homelessness.

If you're a commissioner, service provider, or help deliver [#PEoLC](#) for people experiencing homelessness - Care Committed To Me is resource designed to help: [bit.ly/2xbS5u6](https://bit.ly/2xbS5u6)

[#DyingToBeHeard](#) [#DyingMatters](#)



**Personalised Care** @Pers\_Care · 4h

Today's [#DyingMatters](#) theme is stillbirth & miscarriage. The National Bereavement Care Pathway aims to improve the bereavement care that parents in England receive after pregnancy or baby loss. It brings together resources offering help: [bit.ly/2L43Ea8](https://bit.ly/2L43Ea8)

[#DyingToBeHeard](#)



**Hospice UK** @hospiceuk · May 12

Caring for someone who is dying can be exhausting and highly emotional. The [@DyingMatters](#) website has a page devoted to resources and links for carers that can help: [dyingmatters.org/page/advice-an...](https://dyingmatters.org/page/advice-an...) [#DyingToBeHeard](#)



**Hospice UK** @hospiceuk · 20h

ICYMI | Today's theme for [@DyingMatters](#) awareness week is homelessness. [@CarolineShulman](#)'s powerful blog on the work being done to support homeless people who need palliative and end of life care: [dyingmatters.org/blog/dying-mat...](https://dyingmatters.org/blog/dying-mat...) [#DyingToBeHeard](#)



**Dying Matters** @DyingMatters · 13 May

Dealing with grief: 7 practical ways to support a loved one who is grieving [ow.ly/5B2g50zELPV](https://ow.ly/5B2g50zELPV) [#DyingToBeHeard](#)

# Agenda



Update	Presenter	Role
1. National Update	Prof Bee Wee	National Clinical Director, PEO LC
2. Covid-19: Personalised approaches to care and treatment	James Sanderson	Director, Personalised Care
3. 'Be Human' – supporting people and families with advance care planning and thinking ahead	Julie Stansfield	CEO, In Control
4. The future is 'Remote' (local approaches to ACP conversations)	Dr Debbie Harvey	PEoLC network GP lead at Cheshire and Merseyside

## Facilitated by

Sherone Phillips- Manager, Palliative and End of Life Care

Carey Bamber - Senior Manager, Partnerships and Leadership Development





## Staying up to date

The following channels are available to keep up to date:

- These weekly MS Teams sessions, every Thursday 6-7pm
- @Pers\_Care Twitter account for regular updates – using #PalliCovid
- A dedicated COVID-19 mailbox for all queries relating to PEOLC – [england.covid-eolc@nhs.net](mailto:england.covid-eolc@nhs.net)
- Future NHS End of Life Care Practitioners Network - contact [Sherree.fagge@nhs.net](mailto:Sherree.fagge@nhs.net) to join
- Weekly FAQs following the sessions
- Weekly emailed updates – to be added to the distribution list email [england.covid-eolc@nhs.net](mailto:england.covid-eolc@nhs.net)

# Six ambitions to bring that vision about

- 01 Each person is seen as an individual
- 02 Each person gets fair access to care
- 03 Maximising comfort and wellbeing
- 04 Care is coordinated
- 05 All staff are prepared to care
- 06 Each community is prepared to help

*"I can make the last stage of my life as good as possible because everyone works together confidently, honestly and consistently to help me and the people who are important to me, including my carer(s)."*



National Palliative and End of Life Care Partnership  
[www.endoflifecareambitions.org.uk](http://www.endoflifecareambitions.org.uk)

NHS England and NHS Improvement





## Produced by NHSE/I

[Clinical guide for supporting compassionate visiting arrangements for those receiving care at the end of life](#) Published 13 May 2020 **\*NEW\***

[Advance Care Plan guidance and editable template](#) Published 13 April 2020

**\*updated 11 May 2020 with further guidance notes**

Hospice grant funding

- [Funding arrangements for bed and community care capacity in the hospice sector](#) **Published 7 May 2020**
- [Hospice funding announcement letter](#) Published 16 April 2020

[Verification of death in times of emergency](#) Published 5 May 2020

- Supporting flowcharts now available on the Future NHS EoLC Practitioners' Network – email [Sherree.fagge@nhs.net](mailto:Sherree.fagge@nhs.net) to request access.

[Primary care and community health support care home residents – letter from Nikki Kanani, Matthew Winn and Ed Waller](#) Published 1 May 2020

[Running a medicines re-use scheme in care homes and hospices](#)

Published 28 April 2020

[Clinical guidelines for children and young people with palliative care needs in all care settings](#) Published 17 April 2020

[Community health services, Standard Operating Procedure](#) appendix 5, Advice on support for people with palliative and end of life care needs in the community.

Published 15 April 2020

[Update on anticipatory medicines at the end of life](#) Published 10 April 2020

[Letter from Steve Powis and Ruth May re: maintaining standards and quality of care in pressurised circumstances](#) Published 7 April 2020

[GP standard operating procedure](#) appendix 7, Advance Care Plan guidance and template. Published 6 April 2020

[Clinical specialty guide for palliative and end of life care in secondary care](#)

Published 28 March 2020



## Resources developed and/or shared by other organisations

[Priority medicines for PEOLC during a pandemic](#)

Published by APM on 30 April 2020

[Slide deck and information from Hospice UK Weekly Clinical Covid ECHO](#)

[NICE Rapid Guidelines – Managing symptoms \(including at the end of life\) in the community](#)

Published 3 April 2020

[Discussing Unwelcome News: a framework for communication](#)

Published 2 April 2020 on HEE

[Macmillan Courageous Conversations Resources](#)

[Helix Centre end of life care toolkits for carers at home](#)

[Joint statement on advance care planning](#)

Published 30 March 2020

[Community Palliative, End of Life and Bereavement Care in the COVID Pandemic](#)

Published 30 March 2020 by RCGP and APM

[RCGP COVID19 Resource Hub](#)

[Association of Palliative Medicine - COVID-19 and Palliative, End of Life and Bereavement Care in Secondary Care - Role of the specialty and guidance to aid care](#)

Regularly updated – use APM homepage to access latest version

[COVID-19 Adult Social Care Action Plan](#), pg.23 ‘Supporting people at the end of their lives’

Published 15 April 2020 on gov.uk



## Publications and activity in progress

We are working on a number of further publications:

- Alternative routes to symptom management
- Standard operating procedure for children and young people
- Letter to clinical system leaders re: PEOLC in the community
- 3 x care homes products – versions of PEOLC guidance, but tailored for care homes
  - Medication
  - Verification of death training
  - Visiting guidance to suit all settings



# Questions and Discussion





# Covid-19: Personalised approaches to care and treatment

James Sanderson

NHS England and NHS Improvement





# Questions and Discussion





# **‘Be Human’ – supporting people and families with advance care planning and thinking ahead**

Julie Stansfield

NHS England and NHS Improvement

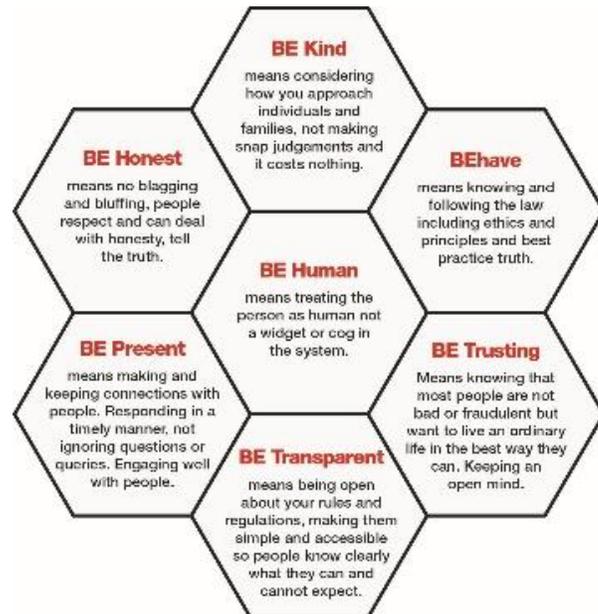




# Be Human Register



- The 'Be Human' movement (hosted by Disability Rights UK and In Control) want to make sure that the response to the crisis does not undermine the human rights of disabled people and/or people with long-term health conditions based on our principles which are:



## Objectives

1. To record experiences of health and social care support during the COVID – 19 pandemic and beyond
2. To identify what went well and what not so well
3. Where appropriate and practical to intervene and help to improve experiences
4. To learn from experiences and develop best practice
5. To inform future strategy particularly plans for future similar episodes



# Be Human Register



**We have set up a register to record the experiences of disabled people and people with long-term health conditions in accessing health and social care and treatment for Covid-19 during the time of the Pandemic. We want to hear about the experiences of the people you work alongside, both good and bad, so that we can help and mediate if appropriate and learn for the future. We will not record names or personal details unless requested for practical support.**

- **Report your experience of getting care or treatment during the Coronavirus (COVID-19) Pandemic**
  - <https://puttingpeoplefirst.limeask.com/949771?lang=en>
  - <https://be-human.org.uk/register-of-covid-19-experience/>
- For more information contact
- [admin@be-human.org.uk](mailto:admin@be-human.org.uk)
- [sue.bott@disabilityrightsuk.org](mailto:sue.bott@disabilityrightsuk.org)
- [Julie.stansfield@in-control.org.uk](mailto:Julie.stansfield@in-control.org.uk)



# Questions and Discussion





# The future is 'Remote' (local approaches to Advance Care Planning conversations)

Dr Debbie Harvey, PEoLC network GP lead at  
Cheshire and Merseyside

NHS England and NHS Improvement



# What has changed as a result of COVID19?



## Potentially Greater Advance Care Planning activity:

ACP completed 'at pace' in part due to the **Guidance and standard operating procedures:**

### **General practice in the context of coronavirus**

Publications approval reference: 001559 Date: 6 April 2020, Version 2.1

***Patients at increased risk of severe illness from COVID-19 should be encouraged to consider having such conversations in advance***

Though there is significant educational resource on line with respect to ACP, particularly for primary care (following the EOL QI QOF module 2019/20), GPs locally didn't necessarily take the opportunity to avail themselves of these resources due to the rapidly changing situation with COVID19 and time pressures, so we missed the opportunity to equip colleagues with great comms skills and fundamentally focus on the 'conversation' rather than the SOP 'template'

However, ACP does now have a captive audience and we should use this to improve what happens in the future.

## The new world is 'remote':

- We have ALL been encouraged to work remotely, including clinically, and this is not likely to change for some time
- The vast majority of ACP in the community in recent weeks have been completed using telephone calls/video
- There is increasing guidance regarding 'remote' consultations from eg GMC, MDU etc but less obviously re ACP though some does exist eg Red Whale, Serious Illness Care Programme etc

# Our Plan over the next 4 weeks

1. Gather best practice regarding remote patient contact particularly re ACP, incorporating GMC guidelines, legal frameworks etc
2. Conduct small group work initially with GPs, specialist nurses, pall care consultants and other relevant colleagues
3. A framework/best practice guide will be produced re 'remote ACP' which will reflect all of the current guidance in one place
4. As a Network we will then ensure that 'remote' ACP guidance is incorporated into all standard ACP education, that this is broadened and that all key professionals are encouraged to engage



# Questions and Discussion





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