



Issue 7 – Fri 22 May 2020

Here is an update of the work we are doing in response to COVID-19 updates, including that undertaken with our partners. We will continue to share information with you regularly via email. If you have any queries relating to any of this content, please contact england.covid-eolc@nhs.net.

Key messages and updates

Joint statement on personalised approaches to care and treatment

As part of an ongoing programme of work to support colleagues across health and social care to maintain and champion personalised approaches to care and treatment, NHS England and NHS Improvement came together on 14 May with a range of leading thinkers from the disabled rights movement, voluntary sector organisations, and specialist clinical directors.

The current pandemic has brought into sharp focus the need for everyone, regardless of background or circumstance, to have the opportunity for their needs, wishes and preferences to be considered.

This meeting was co-chaired by Baroness Jane Campbell and James Sanderson, Director of Personalised Care for the NHS, who have issued [this summary statement](#).

New operational model to help pharmacy and medicines teams implement care home guidance

A [new operational model](#) to help pharmacy and medicines teams implement the NHS England and NHS Improvement [guidance 'Primary Care and Community Health Support for Care Homes'](#) is now available .

It describes the medicines and pharmacy contribution to the work and sets out how teams should collaborate across the NHS system and provides practical advice and resources and a model of service to help local systems reduce the risk of harm during the COVID-19 period by ensuring that consistent medicines and pharmacy services meet the needs of care home residents and staff. It includes an implementation plan to activate the model of service at local level. The work is being led and coordinated in each area by a CCG lead.

Community health, hospital discharge and social care bulletin

The second issue of this bulletin was published on the 16 May 2020, [and is available here.](#)

Reminder of NHSE/I PEO LC guidance published so far

Attached is an overview detailing 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:

- Letter to clinical system leaders regarding palliative and end of life care in the community
- Alternative routes to symptom management
- Standard operating procedure for children and young people

Personal Protective Equipment (PPE)

We are pleased to share that on 7 May 2020 it was announced that hospices will now receive weekly drops of PPE until they are added to the new PPE e-commerce ordering portal. The first of these weekly deliveries took place on 8 May via a number of regional hospice hubs.

We hope this provides the sector with the support they need during the pandemic and continue to work with colleagues in Hospice UK and DHSC to ensure this process is as smooth as possible.

Dying To Be Heard webinar

The #DyingToBeHeard Palliative and End of Life Care for people who are homeless webinar recording and slides are now available [here on Future NHS](#).

Weekly PEOLC sessions

Thank you to everyone who has joined our five weekly sessions so far, we hope you have found them helpful. Q&As from the session on Thursday 14 May have now been shared with all attendees and shared on the PEOLC Practitioners' Network on Future NHS – email Sherree.Fagge@nhs.net for access.

This week focused on bereavement and we were joined by Alison Penny, Shahina Haque and Clare Godden. Thank you to all our guests for taking part. All of the resources discussed and shared will be sent out with the Q&As over the coming days.

Next week we look to Ambition 2: 'Each person gets fair access to care' and will be talking about examples of good end of life care example for all and addressing health inequalities. Keep an eye on our Twitter account @Pers_Care for speaker details and to request an invite email england.covid-eolc@nhs.net.

Social prescribing focus on bereavement

On Wednesday 20 May, the social prescribing (SP) webinar focused on bereavement support. The webinars are weekly and look at resources relevant to different elements of a SP link workers' role in the coronavirus response.

Approximately 450 people attended this week, and the content was well received. The key presenter was an operations manager from Cruse Bereavement Care and a link worker talked about her experience.

Links to bereavement support have been shared previously in the weekly SP coronavirus update, and this week they are including an extended list based on resources shared on the webinar, and the links which our PEOLC team have shared from our Thursday session.

Sharing good practice

We know there is so much fantastic work happening out there and we would like to share this each week and through our channels. You can tag our Twitter account, @Pers_Care in any tweets, and also send any stories or updates that you would like to share to england.covid-eolc@nhs.net

The Personalised Care Group
Palliative and End of Life Care Team