Improving End of life care
Southampton General Hospital

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Our PFCC Team

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Our Set-up

- Large University Hospital
- Medicine for Older People (MOP) department consists of:
  - 5 acute MOP wards
  - 1 transition/ready-for-discharge ward
  - 11 Geriatricians
  - 10 Older Person Practitioners
  - Locality-based working

- Input from Specialist Palliative Care Team and End Of Life Team
Treat me well

Treat my family well

Treat the staff well

Individualised tailored care
Symptom control
Spiritual care
Preferred place of care discussions

Fully and regularly updated
Overnight facilities
Parking facilities
Open visiting
Bereavement support

Adequate staffing levels
Good understanding of current issues in patient care
De-brief sessions
Support from specialists
Good ward leadership

Good end of life care
Identifying areas for improvement

- Patient Shadowing
- Staff survey
- Junior doctor medication questionnaire
- Relative survey
All team members undertook shadowing with a variety of patients from a variety of wards.

One team member carried out patient shadowing at the local hospice.

Themes

- Relatives often visited and left without input/discussion with a health professional
- Relatives weren’t aware of the IEOLCP as a tool for communication
- Patient’s were universally perceived as comfortable by the observer
- Some patients were not in side rooms
- Some patients had ‘Nil by Mouth’ signs up in error
- Inappropriate catering provision
Staff Comments

Did you feel prepared?

- Difficulty speaking to family
- Not comfortable, or confident having difficult conversations about EOL
- Talking about death and what to expect
- Didn’t feel comfortable, giving an increased dose of anticipatory medication

What could be improved?

- Provide teaching for Nursing Staff “most nurses/HCA’s do not know anything about end of life”
- Relatives could be better informed about how people are at the end of life
- Staff need training on EOL care conversations and what to expect
- Talking about Death ‘remove the taboo’
- Parking, places to stay drinks and food for relatives
- Individualised end of life care plan
- De-brief sessions
14 doctors completed survey (mix of grades)

21% didn’t know any anticipatory medication doses

36% didn’t know what medications were considered anticipatory medications

When asked how confident they felt about anticipatory medication prescribing (with confidence scoring from 1=least to 10=very confident) all doctors scored themselves between 3–9 with most doctors choosing 7.
Relative Feedback

“I was informed of how unwell my mother was and that the plan was to keep her comfortable, on her day of admission in AMU. Once she was admitted to a ward and the bad news had sunk in I felt like I needed more information about what happens next and what to expect over the next few days, but I wasn’t sure who to ask on the ward and the nurses seemed so busy and did not provide us with any further information on my mother’s medical condition.”

“Watching a relative pass away is awful – but having a bit more knowledge of what’s happening would have lessened the stress levels even though it is a very upsetting time for me and my family”

“It would have been useful having access to food nearby as I did not want to leave my father for too long, having to go all the way to the canteen or main entrance worried me he could of passed away without me there, and was also too far for my 91 year old mother to have to go for food”

“Noise and lack of privacy on wards to have private and sensitive conversations”
Driver Diagram – Treat my Family Well

Communication
Keep me informed
- Well informed nursing staff
- Completed Individualised Care Plan
- Easy access to medical team
- Regular team catch-ups with family

Looking after me
- Free meals for family members
- Accessible comfortable relatives room
- Access to overnight facilities

Getting to my relatives
- Freely available parking space
- Open visiting hours

Good end of life care
Relatives:

- Refurbished Family room with sofa bed
- Vending Machine within department
- Free meals for relatives.
- Information leaflet
- Allocated Parking Space
Staff:

- Teaching sessions for Nursing Staff
  - Build Confidence
  - More Frequent updates to relatives, especially out of hours.
  - Become experienced at breaking bad news
  - Feeling more confident in giving anticipatory medications/syringe drivers

- Teaching sessions for Junior Doctors
  - Build confidence
  - Improve EOL drug prescribing
  - Improve confidence in breaking bad news

- End of Life Medication Bundle
Parking Space
Relatives Room
Chaplaincy

There is a 24-hour chaplaincy service available at University Hospital Southampton. This service is available for all faiths. If you, or your relative, would like to use the chaplaincy please ask the ward staff to contact them.

There is a multi-faith room located on D level, off the stairwell of Centre Block which is available 24 hours a day. Again, this is available for persons of any faith to use. Male and female Muslim prayer rooms can also be located there.

Further information on the chaplaincy service can be found on the website (www.uhs.nhs.uk).

Leaving Feedback

If you would like to provide feedback on the practical help provided, or if you have suggestions of other things that would be helpful to the relatives of patients receiving end of life care, please inform the nurse in charge of the ward.

Useful Numbers

Ward Telephone Number
02380 777222 Ext

Bereavement Office
02380 204587
bereavementcare@uhs.nhs.uk
Victoria House, Southampton General Hospital

Accommodation Key Code

Parking Space Key Code

Information for the Relatives of Patients Receiving End of Life Care

Department of Medicine for Older People

Accommodation

There is a room available for you use called ‘The Belinda Smith Relative Room’. It has a sofa bed and can be used overnight if required. The room is located on G level West Wing, on the left hand side of the corridor heading to G7 (Room Number WG114). It can also be identified by the butterfly motif. The room has a coded lock, the number to which can be obtained from the nurse in charge of the ward your relative is on.

Food

The nearest café to G level West Wing is the League of Friends Oasis café on F level West Wing (open 9.30am – 3.15pm, Monday to Friday).

There is also a 24-hour Costa coffee on C level Centre Block and the Spice of Life Restaurant B level Centre Block (open 7.30am – 7.30pm, Monday to Friday and 8am to 7pm at weekends).

Parking

There is a single dedicated parking space available to the relatives of patients receiving end of life care.

Parking in this space is free of charge. It can be located in front of the Blood Transfusion building, by the West Wing (please refer to the map below) and can be identified by the butterfly motif. The space is reserved for use using a key code. The code to which can be obtained from the nurse in charge of the ward your relative is on.
Future Plans

- Application submitted for funding to support ongoing refreshments in newly refurbished family room
- Application for further designated parking spaces
- Roll-out of teaching programme
- Further integration with palliative care team
- Re-evaluate