



End of Life Palliative Care – Staff Policy & Procedure

Director Responsible:	Director of Adult Services
Authors:	Iain Dodds (Learning and Development)
Issue Date:	March 2023
Review Date:	March 2026
Approved by:	SMT

DOCUMENT HISTORY

Date	Author/Editor	Summary of Changes	Version No.
14.08.2018	Adele Houston	1 st version	1
27.05.2019	Robert Krawczyk	Creation of 2 nd version	2
17.3.2023	Iain Dodds	Review of 2 nd version	3

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CONSULTATION AND RATIFICATION SCHEDULE

Name of Consultative Body	Date of Approval
Senior Management Team	17.3.2023

1. POLICY STATEMENT

The purpose of this policy is to define the Policy and Procedure for dealing with staff.

Palliative Care is an approach that improves the quality of life of Service Users and their families facing the problems associated with life-threatening illness, through the prevention and relief of suffering by means of early identification and impeccable assessment and treatment of pain and other problems, physical, psychosocial and spiritual.

The World Health Organisation has also recommended that planning for care at the end of life should be responsive to Service User choice regarding place of care and place of death.

Carers are at their most vulnerable when a person they are caring for is dying or dies:

- Primecare Health LTD is committed to providing a consistent approach to dealing with staff delivering Palliative or End of Life Care.
- Primecare Health LTD is committed to giving consistency of care to reduce stress for Service Users and staff.
- Primecare Health LTD is committed to ensuring staff are educated and trained to a high standard when working with Palliative and End of Life care prior to working with Service Users who fall into this category of care.
- Primecare Health LTD is committed to supporting staff with access to 1-2-1 supervision when working with both Palliative and End of Life Care.
- Primecare Health LTD will commit to improving communication to aid service delivery.
- Primecare Health LTD will keep staff involved to ensure they do not feel excluded.
- Primecare Health LTD will listen to staff as they know the Service User well and will have important information.
- Primecare Health LTD will listen to the concerns of Carers about the treatment Service Users are receiving.
- Primecare Health LTD will appoint a Carer's champion to support staff involved end of life care.
- When a Service User dies, support is offered to staff involved in the delivery of care and where possible, if requested, time off is granted to attend the funeral or service.

Primecare Health LTD will adhere to all guidelines set by SSSC and NHS Lothian.