

Wirral End of Life Care Charter

Care, kindness and understanding

INFORMATION PACK

Web: <http://wirral.findmehelp.org.uk/>

Twitter: <https://twitter.com/WirralEoL>



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to access: Find Me Help Website

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Why the Wirral End of Life Care Charter is important!

It is kind, humane and professional to reassure patients at the end of life stage, and their families and carers that they can expect to receive the highest standards of care from the Health and Social care providers – and also the other professional groups who serve people at this time.

There has been so much controversy about end of life care. Wirral is seeking to put that firmly in the past, and, instead, look to a set of expectations that, although they cannot lessen grief, can help to give peace of mind about the quality of care available at this difficult stage.

The Charter, with its 12 points, was designed by Wirral's Health and Social care professionals. It is supported by Wirral End of Life and Palliative Care Partnership Group, and Cheshire and Merseyside Palliative and End of Life Care Clinical Network Steering Group.

It is important that everyone involved with end of life care knows of the standards contained within the Charter, and commits to endeavouring to achieve them, so that Wirral residents have the peace of mind that they can rely on good, respectful and dignified end of life care.



Dr Maria Earl
NHS Wirral Clinical Commissioning Group
Cancer & End of Life Partnership Lead



Julie Gorry
Chief Executive,
Wirral Hospice St John's

On behalf of Wirral Palliative and End of Life Care Partnership Group

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You May Expect:

Support by skilled and knowledgeable staff that recognises your situation & who work together to co-ordinate & manage your care.	With your permission that plans, if you have made any, are shared with those involved in your care, so that your wishes may be fulfilled.	That, if you wish, those who are important to you are involved in decisions about your care & treatment.
Care which includes what you eat & drink, control with your symptoms, and support with your emotional, social, cultural, and spiritual needs.	Regular reviews of your individual care plans that will meet your needs and include decisions & actions that are made to best fit your wishes.	The possibility that you may die within the next few days or hours is communicated clearly & sensitively, to you & those who are important to you.
The support of trained staff, who will help you to think & plan ahead, if you want, to discuss your preferences & wishes for your care.	Support to help keep your independence as long as possible by caring staff, respecting your dignity & sense of control throughout your illness.	The needs of your family & others important to you are respected & met, as far as possible.
That you, & others important to you, will be treated with compassion & respect towards the end of your life.	That your body will be treated with dignity & respect after your death.	That during your illness & after your death, those important to you, receive practical, emotional & spiritual support.

End of life care:

- Is the **total** care of a person with an advanced, progressive, incurable illness or frailty;
- Is not just about dying;
- May last a few days, or for months or years;
- Begins when, and continues as long as, it is needed.

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HOW YOU CAN HELP

1. Sign the Pledge.

The Pledge, signed by a senior member of your organisation, is intended for display in your place of work alongside the Charter statements, so all your colleagues are aware that your organisation is supporting the Charter and its aims.

2. Make the Charter available to your colleagues and service users.

Explain to them what the Charter means to you, and how it sets the standard for the end of life care your patients or service users can expect.

3. Sign the Supporters' Roll.

You may wish the members of your service to sign this Supporters' Roll in their own right, as this will indicate that individuals are aware of the Charter, and support it and its aims.

4. Publish the Charter on your website, in your newsletter etc.

Please take active steps to inform your service users about the Charter.

5. Spread the word!

The more people aware of the Charter and its aims, the better. Ideally, everyone on Wirral should know that the highest quality end of life care is available here, and is easily accessible.

WHAT ARE THE BENEFITS TO YOU?

You are publicly demonstrating your organisation's commitment to the highest standards.

We encourage you to register your organisation's details on the microsite 'Find Me Help', which will aid patients, families and their carers to access the end of life help and support they are seeking fast and efficiently.

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St George's Medical Centre


Pledges to support the aims of the
Wirral End of Life Care Charter,
thereby ensuring
care, kindness and understanding
for people at the end of their lives.

The signatories to this Pledge undertake that they will:

- Endeavour to meet all the expectations set out in the Charter
- Ensure all their colleagues in their organisation are aware of the Charter and its expectations
- Train and support their colleagues in the delivery of these expectations
- Undertake to inform their service users about the Charter and its expectations
- Provide end of life care service information for the Wirral "Find Me Help" website

Signature:

Date: 20th May 2015



Supporters of the Wirral End of Life Care Charter, and believe it will ensure

Care, kindness and understanding for people at the end of their lives.

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