A Practical Guide to
Improving
End of Life Care

One chance to get it right
Implementing the Priorities for Care
of the Dying Person

Wednesday 23 September 2015   ICO Conference Centre  London

Chair & Speakers include
Pauline Mountain MBE
Founder
Hearts of Positive Energy

Veronica Snow
Representative
The National Council for Palliative Care
& End of Life Programme Lead for Wales

Supporting Organisations:
“Our investigations have found that patients have spent their last days in unnecessary pain, people have wrongly been denied their wish to die at home, and that poor communication between NHS staff and families has meant that people were unable to say goodbye to their loved ones.” Health Service Ombudsman, May 2015

“The five priorities for end-of-life care we brought in emphasise that doctors and nurses must involve patients and their families in decisions about their care, regularly review their treatment and share patients’ choices to make sure their wishes are respected. NHS England is working on making these priorities a reality for everyone who needs end-of-life care” Department of Health May 2015

“Actions for End of Life Care: 2014-16 – sets out NHS England’s commitments for adults and children. It is one component of a wider ambition to develop a vision for end of life care beyond 2015. This can only be achieved in partnership with all those in health and social care. We now need to ensure that living and dying well is the focus of end of life care, wherever it occurs. This is the challenge: together we can and must achieve it... The End of Life Care Strategy needs to be revisited and refreshed so that national actions align with both the current needs of the population and arrangements in the health and social care system following the Health and Social Care Act 2012. But improving end of life care involves a wide range of people and organisations, across the health and social care, professional and public, and statutory and voluntary, spectrum. Over the next year, we will work with colleagues and individuals across that spectrum to develop an ambitious five year plan for end of life care beyond 2015.” Bee Wee, National Clinical Director for End of Life Care, NHS England 11 November 2014

This conference focuses on improving end of life care and delivering the priorities for care of the dying person. The conference will update delegates on national developments in end of life care, and advice delegates on monitoring implementation of the five priorities of end of life care at a local level. There will be a national update on the developing evidence base for end of life care including the new national individual-level data collection from specialist palliative care services. Practical case study sessions will focus on developing competence and training for end of life care professionals, delivering individualised care plans for dying people, developing the end of life care narrative with patients and families, improving compassion at the end of life and monitoring progress against the five priorities of care. There will also be a session learning from the CQC inspections in end of life care and identifying what organisations must do to improve services.

“As a front-line clinician, I know that in the real world, it is difficult to achieve perfection for everybody every time. There can be a mismatch between what services can offer, what professionals hope to achieve and what the person, and their families, carers and those close to them seek or expect. Finding out what really matters to them – you can almost ‘hear’ the voices in this report – has to be a fundamental starting point for all of us, and establishes a proper partnership in care.” Bee Wee, National Clinical Director for End of Life Care, NHS England 2015

Follow this conference on Twitter #EndofLifeCare
<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Speaker/Role</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>10.00</td>
<td>Chairman’s Welcome and Introduction</td>
<td>Veronica Snow&lt;br&gt;Representative The National Council of Palliative Care &amp; End of Life Care Programme Lead for Wales</td>
<td></td>
</tr>
<tr>
<td>10.10</td>
<td>Putting personal experience first</td>
<td>Pauline Mountain MBE&lt;br&gt;Founder&lt;br&gt;Hearts of Positive Energy</td>
<td>• ensuring engaged, informed individuals and carers&lt;br&gt;• improving information about what to expect at the end of life</td>
</tr>
<tr>
<td>10.40</td>
<td>Implementing the new Actions for End of Life Care 2014-16</td>
<td>Veronica Snow&lt;br&gt;Representative The National Council of Palliative Care &amp; End of Life Care Programme Lead for Wales</td>
<td>• one chance to get it right: moving forward with the five priorities of care&lt;br&gt;• improving choice in end of life care&lt;br&gt;• moving forward: Implementing the Actions for End of Life Care 2014-16</td>
</tr>
<tr>
<td>11.10</td>
<td>Question and answers, followed by coffee and exhibition</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11.45</td>
<td>Developing the evidence base for end of life care</td>
<td>Katie Lyndsey&lt;br&gt;Programme Manager&lt;br&gt;National End of Life Care Intelligence Network</td>
<td>• developing the evidence for end of life care&lt;br&gt;• promoting efficient and effective data collection throughout the end of life care pathway&lt;br&gt;• the new national individual-level data collection from specialist palliative care services to support improvements in palliative and end of life care&lt;br&gt;• creating intelligence from data to improve quality and productivity in end of life care</td>
</tr>
<tr>
<td>12.15</td>
<td>End of Life care- developing training and competence</td>
<td>Prof Keri Thomas&lt;br&gt;National Clinical Lead for Gold Standards Gold Standards Framework Centre&lt;br&gt;University of Birmingham</td>
<td>• supporting organisations to improve care in the last days of life: resources that can help support staff to deliver their duties and responsibilities&lt;br&gt;• education and training&lt;br&gt;• developing and mapping competence&lt;br&gt;• transforming end of life care in hospitals</td>
</tr>
<tr>
<td>12.55</td>
<td>Question and answers, followed by lunch and exhibition</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13.00</td>
<td>Improving compassionate care at the end of life</td>
<td>Sue Crossfield&lt;br&gt;Lead Nurse Bereavement&lt;br&gt;Birmingham Heartlands Hospital&lt;br&gt;Heart of England NHS Foundation Trust are working with Dying Matters on a 3 year programme compassionate care training programme to support people at the end of life</td>
<td>• learning from Francis: embedding compassion into the workforce&lt;br&gt;• delivering a compassionate care training programme to support people at the end of life&lt;br&gt;• measuring patient experience at the end of life&lt;br&gt;• the programme and our experience at Heart of England</td>
</tr>
<tr>
<td>14.00</td>
<td>Developing individual care plans and goals for every person at the end of their life</td>
<td>Dr Carol Davis&lt;br&gt;Lead Consultant in Palliative Medicine&lt;br&gt;and Clinical End of Life Care Lead&lt;br&gt;Southampton NHS Foundation Trust</td>
<td>• how individualised care plans differ from the Liverpool Care Pathway&lt;br&gt;• developing and monitoring care plans for every patient and communicating with family and carers&lt;br&gt;• ensuring the care plans reflect the five priority areas&lt;br&gt;• ensuring the individual plan of care, which includes food and drink, symptom control and psychological, social and spiritual support, is agreed, coordinated and delivered with compassion&lt;br&gt;• setting individual goals with patients&lt;br&gt;• our experience</td>
</tr>
<tr>
<td>15.00</td>
<td>Informing and engaging with individuals and their loved ones to plan for end of life: implementing every moment</td>
<td>Don Redding&lt;br&gt;Director of Policy&lt;br&gt;National Voices</td>
<td>• coordinated care using the National Voices narrative for end of life care&lt;br&gt;• ensuring effective implementation of every moment counts&lt;br&gt;• developing competence in effective narrative for engagement</td>
</tr>
<tr>
<td>15.00</td>
<td>Question and answers, followed by tea</td>
<td></td>
<td></td>
</tr>
<tr>
<td>16.00</td>
<td>Learning from the new inspection process for end of life care?</td>
<td>Professor Ursula Gallagher&lt;br&gt;RGN Deputy Chief Inspector of General Practice and Integrated Care (London)&lt;br&gt;Care Quality Commission</td>
<td>• how will we assess and inspect end of life care in hospitals, adult social care, hospices, community health services and general practice?&lt;br&gt;• inspecting against the five priority areas for end of life care&lt;br&gt;• providing the public with a clear picture of the quality of care, exposing poor and mediocre care and highlighting services providing good and excellent care&lt;br&gt;• the inspection regime and lessons from the inspections to date</td>
</tr>
<tr>
<td>16.30</td>
<td>One chance to get it right: monitoring progress against the five priorities of care</td>
<td>Carole Mula&lt;br&gt;Clinical Director Palliative Care, Manchester Cancer and&lt;br&gt;Macmillan Nurse Consultant&lt;br&gt;The Christie NHS Foundation Trust</td>
<td>• monitoring progress against the five priorities&lt;br&gt;• outcomes and guiding principles&lt;br&gt;• education, training and professional development&lt;br&gt;• setting up a ward accreditation programme&lt;br&gt;• our experience at the Christie</td>
</tr>
<tr>
<td>17.00</td>
<td>Question and answers, followed by close</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Improving End of Life Care

Wednesday 23 September 2015  ICO Conference Centre London

> How to book
Book with credit card and receive a 10% discount*
www.healthcareconferencesuk.co.uk

Fax the booking form to
0208 181 6491
Post this form to Healthcare Conferences UK,
8 Wilson Drive, Ottershaw KT16 0NT

> Your Details
PLEASE COMPLETE A NEW FORM FOR EACH DELEGATE.
Photocopies are acceptable.

Dr  Mr  Mrs  Ms  (Please Circle)

First Name
Surname
Job Title
Department
Organisation
Address
Postcode
Telephone
Fax
Email

Please write your address clearly as confirmation will be sent by email. If you prefer confirmation by post please tick this box.
Please also ensure you complete your full postal address details for our records.

This form must be signed by the delegate or an authorised person before we can accept the booking.
(By signing this form you are accepting the terms and conditions below)

Name
Signature
Date

> Payment

<table>
<thead>
<tr>
<th>Option</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>By Cheque</td>
<td>A cheque for [is enclosed]</td>
</tr>
<tr>
<td>By Invoice</td>
<td>Please send an invoice to</td>
</tr>
<tr>
<td>By BACS</td>
<td>For Payments in £: Sort Code 40-46-22 Account No. 21553690</td>
</tr>
<tr>
<td>By BACS</td>
<td>Please send your BACS remittance form as confirmation of payment</td>
</tr>
<tr>
<td>By credit card</td>
<td>Please debit my Visa/Mastercard/Switch</td>
</tr>
</tbody>
</table>

Cardholder's Name
Card No.
Valid From
Expiry Date
Issue No. (switch only)

You will be contacted during the processing of your booking for your card security code (this is the last three digits of the number printed on the back of your card).

Signature
Card billing address

Promotional Code

The PDF will be sent out after the conference, please fill in the 'Your Details' section above for delivery, and the 'Payment' section.

Conference Documentation

I cannot attend the conference but would like to receive a PDF containing the conference handbook material, which includes speaker slides, at £49 each.

For more information contact Healthcare Conferences UK on 01932 429933 or email jayne@hc-uk.org.uk

Venue
ICO Conference Centre, 22 Berners Street, London, W1T 3DD. A map of the venue will be sent with confirmation of your booking.

Date
Wednesday 23 September 2015

Conference Fee
£365 + VAT (£438.00) for NHS, Social care, private healthcare organisations and universities.
£300 + VAT (£360.00) for voluntary sector/charities.
£495 + VAT (£594.00) for commercial organisations.

The fee includes lunch, refreshments and a copy of the conference handbook. VAT at 20%.

> Card Discount
10% discount when you book with credit card. This offer is exclusive to card bookings and cannot be used in conjunction with any other Healthcare Conferences UK offer.

> Group Rates
A discount of 15% is available to all but the first delegate from the same organisation, booked at the same time, for the same conference.

Terms & Conditions
A refund, less a 20% administration fee, will be made if cancellations are received, in writing, at least 4 weeks before the conference. We regret that any cancellation after this cannot be refunded, and that refunds for failure to attend the conference cannot be made, but substitute delegates are welcome at any time.

Accommodation
On confirmation of your booking you will receive details of accommodation.

Confirmation of Booking
All bookings will be confirmed by email, unless stated otherwise. Please contact us if you have not received confirmation 7-10 days after submitting your booking.

Exhibition
If you are interested in exhibiting at this event, please contact Carolyn Goodbody on 01932 429933, or email Carolyn@hc-uk.org.uk

Credits
CPD Certified. Recognised by the Good Governance Institute.
Conference Producer is a member of the Association of British Professional Conference Organisers (ABPCO).

Healthcare Conferences UK reserve the right to make changes to speakers and programmes without prior notice.

Visit our website www.healthcareconferencesuk.co.uk or tel 01932 429933  fax 0208 181 6491

©Healthcare Conferences UK Ltd 2015