

Supporting
Palliative
and End of Life Care



Case Study Five: **Supporting Palliative and End of Life Care**

NES supports continuing professional development on palliative and end of life care. This involves a number of different workstreams which support Scottish Government strategies for palliative care, bereavement support and death certification.

Palliative Care

In response to Commitment 3 of the Strategic Framework for Action on Palliative and End of Life Care, the Scottish Government commissioned NHS Education for Scotland (NES) in partnership with the Scottish Social Services Council (SSSC) to develop a framework to support the learning and development needs of the health and social services workplace in Scotland. The two-year work stream (which commenced April 2016) will support the workforce to deliver high quality care, facilitate a consistent approach to workforce learning and development, and enable sharing of practice across Scotland.

Cultural competency is enacted through the framework being underpinned by three sets of underlying principles: *The World Health Organisation definitions of palliative care*¹⁶ *Scotland's National Action Plan for Human Rights*¹⁷ *The National Health and Social Care Standards Principles*¹⁸. These are intended to be used as frames of reference for workers in guiding their actions in the delivery of palliative and end of life care.

An inclusive approach to education is supported through approaches to encourage workforce participation in the co-creation of the framework. A national consultation enabled triangulation of information from a range of different groups and sources - relevant literature, focus group discussions, a national online survey, expert groups and 14 Scotland-wide feedback events. Involvement of carer organisations ensures the framework is centred on the outcomes that matter to people with palliative care needs, their families and carers. The consultation has shaped the framework content around

five domains of: Fundamentals of Palliative Care; Communication and Conversations; Loss, Grief and Bereavement; Care Planning and Delivery; Care in the Last Days of Life.

Each domain presents four levels of knowledge and skills that outline what workers need to know and do, depending on their degree of involvement in palliative and end of life care, and their role responsibilities in caring for and supporting people with palliative and end of life care needs, their families and carers. Some of the knowledge and skills are integral to all health and social care, but are applied in this framework in the context of palliative and end of life care.

The framework seeks to build on the expertise that already exists across our health and social services workforce.



¹⁶<http://www.who.int/cancer/palliative/definition/en/>, accessed 4 December 2015.

¹⁷Scottish Human Rights Commission (2013). *Scotland's national action plan for human rights 2013-2017*. Scottish Human Rights Commission

¹⁸Scottish Government, (2016). *Consultation of the new national health and social care standards*. Edinburgh: The Scottish Government

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