



Ward Charter for Care in Last Days of Life

Information for staff

We are committed to delivering the highest quality care to patients and those important to them, particularly those who are in the last hours to days of life.

To achieve this we will:

- Recognise the possibility of deterioration and that a patient may be approaching the last hours to days of life
- Communicate openly, honestly and in a timely manner with patients and their loved ones about uncertainty of recovery
- Clearly communicate and document any decisions made and actions taken in accordance with the patient's needs, wishes and preferences
- Deliver compassionate care with dignity and respect which is based on a patient's individual needs
- Consider whether the patient has performed any advance care planning, including their wishes for PPC/PPD and organ donation and act on these accordingly
- Ensure that all patients identified as being in the last hours to days of life will have an Individualised Plan of Care in place which will be reviewed daily
- Document a patient's physical, emotional, psychological and spiritual needs on their individualised plan of care, assess these regularly and act upon them as necessary
- Meet a patient's fundamental care needs including regular mouth care, use of hearing aids, skin and hair care
- Review whether the patient is being nursed in the most appropriate environment and consider the noise level, privacy and options of a side room
- Regularly review a patient's symptoms including hydration needs. Medication will be given, if needed, in a timely manner to optimise comfort and wellbeing
- Consider the use of Z beds, recliner chairs, parking permits, and the options of Bowland House to ensure we meet the needs of carers and loved ones
- Consider the comfort needs of loved ones by offering refreshments and toiletries if needed
- Offer verbal and written information to relatives ensuring they are well informed
- Offer those important to the patient practical, emotional and spiritual support both during illness and after death. This can include additional support from the bereavement and chaplaincy teams, if needed
- Treat patients and those important to them with dignity and respect throughout a hospital admission and after death
- The Trust will ensure all staff are supported and prepared to care but able to call for help if and when needed
- Each ward will take ownership of striving to deliver the best care to patients and those important to them. This will be supported by each ward having an End of Life, Bereavement & Donation Link Nurse
- By putting patients and carers at the heart of everything we do we aim to deliver individualised care with compassion