



NWAS/NWCLC (North West Coast Learning Collaborative)

END OF LIFE CARE TRAINING FOR NORTH WEST AMBULANCE SERVICE

Paramedics and ambulance professionals are often involved in the care of patients at the end of their lives. They are instrumental to the achievement of three determinants of quality end of life care recommended by the National Ambition Framework (NHS, 2015): 'each person is seen as an individual, comfort and wellbeing are maximised and care is co-ordinated'.

Following a need assessment by NWAS a learning package in End of Life Care was commissioned by Health Education England. The project was then awarded to the North West Coast Learning Collaborative of which St Catherines Hospice had a pivotal role.

This one day training package covers the three main areas of immediate learning need: Advance Care Planning, Challenging Communication at End of Life and Symptom Management /Palliative Care Emergencies.

The course has been designed so that all NWAS staff groups can access the course and an important part of the programme was to identify post-course learning opportunities for the clinical staff.

The learning outcomes of the one day course are:

Improve confidence, knowledge and skills in the following 3 key areas

1. Advance Care Planning: Understanding and implications of ACP - including anticipatory clinical management plan.
2. Challenging communications: Having 'difficult' conversations with patients and those important to them.
3. Symptom Control: Increased awareness of recognising, assessing and managing palliative emergencies and common symptoms which occur in the last days and hours of life which includes safe and appropriate use of 'Just in Case' medications.