

Palliative and End of Life Care (1/6)

Vision

Our vision is to ensure that people of all ages at the end of their lives* are identified early so that they can be supported to make informed choices, receive 24/7 care in the place of their choice and that they receive the best quality, personalised care, with people close to them supported by people who are empowered, skilled, confident and timely.

Deliverables / Improvements since 2023/24

- South East London Palliative and End of Life Care event held October 2024, with a focus on Out of Hours provision and shared learning across the system
- South East London Palliative and End of Life Care lunch and learn webinar event held in January 2025, focusing on homelessness
- Funding secured for palliative and end of life care awareness raising activity within renal teams for those with multi morbidity
- Increased use of the Universal Care Plan; as at October 2024, in South East London 12,748 residents had an active plan, representing 0.6% of the registered GP population (as per the Universal Care Plan central dashboard)
- Palliative and end of life out of hours service mapping and associated workshops held to identify current provision, issues and opportunities
- Pilot delivered - Faster Access to end of life medicines by Community Pharmacy
- Children's and Young Person's Transition report completed
- Nurse Development Programme developed; course commences March 2025
- On Demand palliative care training modules developed and delivered, available for all South East London professionals, with more under development
- Population Health Management workshop held, led by Whole Systems Partnership
- Simple South East London Palliative and End of Life Care dashboard developed to capture a range of essential data and compare over time
- Compassionate Neighbours: between January 2024 and October 2024:
 - 57 Compassionate Neighbours trained in South East London (out of total of 602 across South East London since 2018)
 - 47 matches made in South East London (out of a total of 638 since inception)

Key Challenges / Opportunities Remaining

Opportunities:

- Expansion of the Universal Care Plan provides an opportunity to further promote and engage to increase the use of end of life care plans
- Ensuring Palliative and End of Life care is considered within the development of new Integrated Neighbourhood Teams, such as frailty and long term condition models of care
- Increased public interest in end of life and assisted dying provides an opportunity to initiated conversations with the public and our workforce around palliative care; building on community development work
- Engaging in national policy discussions around the funding for palliative and end of life care (Commission on Palliative and End of Life Care set up in January 2025)
- Taking a population health approach to the design and delivery of services
- Taking advantage of national pilot opportunities e.g the 'Rebalancing Death and Dying' project
- Developing and improving access to high quality information for our public and workforce on palliative care, death and dying
- Improving training for the generalist workforce around palliative and end of life care

Challenges:

- Economic challenges
- Capacity challenges within front line planning and transformational teams which will require a more innovative and collaborative way of working
- Ensuring quality of Universal Care Plans in place, as well as quantity; system interoperability and data collection challenges
- Availability and integration of data across the system to understand progress and need
- Legislative changes – End of Life Care for Terminally Ill Adults Bill

Palliative and End of Life Care (2/6)

What are our priority areas for 2025/26 (Max 4)

1

Proactive and Personalised Care

Improving early identification of people approaching end of life and ensuring proactive, personalised care and support planning

2

Improve our service offer

We will ensure evidence-based improvements are identified and recommended to make Palliative and End of Life Care services accessible 24/7 for patients, carers and professionals across South East London

3

Improve access

We will identify groups who are marginalised and improve access for these groups

4

Improve palliative care awareness

We will improve palliative care awareness with patients / carers, the community and the wider workforce, including marginalized groups; including awareness of changing legislation such as the Assisted Dying Bill

Why has this been identified as a priority area?

Improving early identification has been shown to improve patient, family and carer outcomes and experience, as well as reducing hospital admissions in the last year of life. Advance care planning is critical to improving care for people nearing the end of life, enabling better planning and provision of care to meet a person's wishes, needs and preferences

There is a need to ensure consistent, joined-up, accessible out of hours palliative and end of life care services across South East London. This will improve patient, family and carer outcomes and experience, as well as reducing unwarranted hospital admissions in the last year of life.

There is significant inequality in access to palliative care across South East London. Improving access for all will improve patient, family and carer outcomes and experience and help to reduce existing health inequalities.

There is a need for consistent training on palliative and end of life care for all health and care staff across South East London. This will reduce variation in the level of confidence that staff have in supporting patients, families and carers at this stage in life.

Palliative and End of Life Care (/6)

Priority Area 1:

Proactive and Personalised Care

Improving early identification of people approaching end of life and ensuring proactive, personalised care and support planning

What are the actions we will deliver in 2025/26

- Deliver a refreshed campaign to promote usage of the Universal Care Plan, highlighting benefits and ease of use
- Deliver place-based projects to increase the use of the Universal Care Plan across South East London
- Undertake activity to audit and improve Universal Care Plan quality
- Cascade outputs from the Guys and St Thomas' Let's Talk project tackling inequalities in advance care planning

Population Health and Inequalities Impact

- Improved take up of Universal Care Plan within marginalised groups
- Improved access to Advance Care Planning resources for specific groups facing inequality

System Sustainability Impact

- Reduced demand on emergency hospital departments
- Reduced unwarranted hospital admissions

Priority Area 2:

Improve our service offer

We will ensure evidence-based improvements are identified and recommended to make Palliative and End of Life Care services accessible 24/7 for patients, carers and professionals across South East London

What are the actions we will deliver in 2025/26

- Undertake a review of existing Palliative and End of Life Care services operating in the Out of Hours period
- Explore new models of Out of Hours palliative and end of life care support, including provision of information advice and guidance
- Make recommendations for improvements to urgent support in the out of hours period across South East London for people at end of life
- Explore improved arrangements for access to end of life medications, including Out of Hours

Population Health and Inequalities Impact

- Improved consistency of service provision regardless of geography or demographic background
- Improved access to information advice and guidance for all

System Sustainability Impact

- More care moved into the community
- Reduced demand on hospital emergency departments and London Ambulance Service
- Reduced unwarranted hospital admissions

Palliative and End of Life Care (4/6)

Priority Area 3:

Improve access

We will identify groups who are marginalised and improve access for these groups

What are the actions we will deliver in 2025/26

- Deliver a range of South East London Palliative and End of Life Care events to improve workforce awareness of marginalised groups and their needs
- Improve patient discussions around palliative care within renal teams
- Share – at system level – learning and best practice around ethnically marginalised communities and other groups facing inequalities (e.g. hospice-based community development work)
- Work with the South East London Children's and Young Person's Palliative and End of Life Care Sub-Group to identify recommendations for improvements

Population Health and Inequalities Impact

- Improved awareness of the palliative and end of life care needs and considerations for marginalised groups – leading to improved access and support, plus more culturally competent practitioners

System Sustainability Impact

- Reduced demand on hospital emergency departments
- Reduced unwarranted hospital admissions
- Increased community empowerment - appreciation of the value of community assets

Priority Area 4:

Improve palliative care awareness

We will improve palliative care awareness with patients / carers, the community and the wider workforce, including harder to reach populations; including awareness of changing legislation such as the Assisted Dying Bill

What are the actions we will deliver in 2025/26

- Deliver training and awareness raising activity to the wider clinical workforce to improve confidence in identifying - and having associated discussions with - those nearing end of life
- Deliver improved online information advice and guidance
- Deliver a range of awareness raising activities within renal teams

Population Health and Inequalities Impact

- Improved awareness of the palliative needs and considerations for marginalised groups - leading to improved access and support, plus more culturally competent practitioners
- All care settings able to access relevant training, and information advice and guidance

System Sustainability Impact

- Reduced demand on hospital emergency departments
- Reduced unwarranted hospital admissions
- Increased community empowerment - appreciation of community asset value
- Reduced demand on primary care

Palliative and End of Life Care (5/6)

Priority Area	What are the outcomes we are aiming to achieve?	How are we measuring our impact?
Proactive and Personalised Care: We will improve early identification of people approaching end of life and ensuring proactive, personalised care and support planning	<ul style="list-style-type: none"> Increased number of End of Life Universal Care Plans Increased in Advance Care Planning conversations Reduced demand on emergency hospital departments Reduced unwarranted hospital admissions 	<ul style="list-style-type: none"> An increase in the proportion of South East London's registered population that have an End of Life Universal Care plan, from 0.6% (13,408 plans) as at 10 January 2025 (<i>Universal Care Plan online dashboard</i>)
Improve our service offer: We will ensure evidence-based improvements are identified to make Palliative and End of Life Care services accessible 24/7 for patients, carers and professionals across South East London	<ul style="list-style-type: none"> Improved consistency of service provision regardless of geography or demographic background Improved access to information advice and guidance for all More care moved into the community Reduced demand on hospital emergency departments and London Ambulance Service Reduced unwarranted hospital admissions 	<ul style="list-style-type: none"> A reduction in the proportion of hospital deaths in South East London, from 50.1% for 2023 (<i>South East London Death registrations 2023, Office of National Statistics</i>)
Improve access: We will identify groups who are marginalised and improve access for these groups	<ul style="list-style-type: none"> Improved awareness of the palliative and end of life care needs and considerations for marginalised groups, leading to improved access and support More culturally competent practitioners Reduced demand on emergency hospital departments Reduced unwarranted hospital admissions Increased community empowerment - appreciation of the value of community assets 	<ul style="list-style-type: none"> An increase in the proportion of South East London's registered population that have an End of Life Universal Care plan, from 0.6% (13,408 plans) as at 10 January 2025 (<i>Universal Care Plan online dashboard</i>)
Improve palliative care awareness: We will improve palliative care awareness with patients / carers, the community and the wider workforce, including harder to reach populations; including awareness of changing legislation such as the Assisted Dying for Terminally Ill Adults Bill	<ul style="list-style-type: none"> Improved awareness of the palliative and end of life care needs and considerations for marginalised groups, leading to improved access and support More culturally competent practitioners Ensuring all care settings can access relevant training, and information advice and guidance Reduced demand on emergency hospital departments Reduced unwarranted hospital admissions Increased community empowerment - appreciation of the value of community assets Reduced demand on primary care 	<ul style="list-style-type: none"> An increase in online training module completion rates % completion rate for participants in the Nurse Development Programme Improvement of understanding within the renal workforce around hospice and palliative care through post-training feedback

Palliative and End of Life Care (6/6)

What do we need from enablers and partners to deliver?

- Access to Business Intelligence to support a focused piece of work to help identify and provide key meaningful data points for palliative and end of life care
- Access to digital support to provide subject matter expertise on options available for the provision of online palliative and end of life care information advice and guidance
- Access to digital support for the development of an online service directory for palliative and end of life care
- Access to communication and engagement support to identify channels and audiences for palliative and end of life care promotional activity, such as Universal Care Plan promotion

How will we work in collaboration with our system?

- Bi-monthly South East London Palliative and End of Life Care Steering Group
- Programme Manager membership of borough and organisation end of life steering groups, plus the regional End of Life Clinical and Care Professional Leads group
- Working groups under specific project areas with representatives from across the system
- Feedback sought from the wider system when developing any new proposals
- Funding Local Care Partnerships to deliver improvements in Universal Care Plan uptake, by working in partnership across local provider system
- With the wider London system: Engaging with the London Palliative and End of Life Care Network to identify activity that can be developed, alongside shared learning, at a 'One London' level, to the benefit of South East London and other London areas

How will we engage with our population?

- Through existing hospice patient groups and trust patient reference groups for feedback on activity development
- Build on engagement work happening within organisations, for example hospice community development activity
- Continue with Compassionate Neighbours work across the region, recruiting new volunteers
- Use those with lived experience / user stories wherever possible in events

How will we monitor and share progress?

- Regular South East London Palliative and End of Life Care newsletter, along with a South East London Palliative and End of Life Care web page, updated with progress
- Inclusion in existing South East London bulletins, such as the Integrated Care System Staff Bulletin and Integrated Care System Newsletter
- Monthly highlight reports to the South East London Palliative and End of Life Care Programme Clinical Lead and South East London Integrated Care Board Director of Community Based Care, including progress
- Report to bi-monthly South East London Palliative and End of Life Care Steering Group including progress against priorities and updates on each workstream within the programme
- South East London Palliative and End of Life Care basic data dashboard to be updated quarterly and progress against key measures shared