



Enhanced level

TRAINING PROVISION FOR ALL HEALTH AND SOCIAL SERVICE WORKERS IN RELATION TO PALLIATIVE AND END OF LIFE CARE.



Enhanced level outlines the knowledge and skills required by health and social service workers who by virtue of their role and level of responsibility provide, co-ordinate and manage the care and support of people with palliative and end of life care needs, their families and carers.

DOMAIN 1: FUNDAMENTALS OF PALLIATIVE CARE



Training Provision Domains 1 & 4



SQA Accredited Education in partnership with
Glasgow Caledonian University

- *PLA**
- *Principles of Palliative Care in Practice*
SQA Level 9
(CPD option)

** Previous Learning Applied*



Domain 1

Fundamentals of Palliative Care



KNOWLEDGE

- *In-depth knowledge and understanding of team-working and team-development theory.*
- *Comprehensive knowledge and understanding of cultural practices and beliefs in relation to palliative and end of life care.*
- *In-depth knowledge of approaches to mentoring, learning and development.*
- *Comprehensive knowledge and understanding of palliative and end of life care policies, service development and provision.*

SKILLS

- *Co-ordinate and support collaborative and integrated team-working across care settings and services to facilitate palliative and end of life care.*
- *Value the contribution of team members and support effective multidisciplinary relationships.*
- *Take a lead in communication and appropriate information-sharing across teams and services to improve outcomes in palliative and end of life care.*
- *Provide guidance and support in the provision of care that respects individual diversity, cultural practices, beliefs and rituals.*
- *Support others to recognise, reflect on and evaluate their attitudes and behaviours towards death and dying, and how these can impact on the care and support they provide.*
- *Influence, advise and support others to improve care.*
- *Contribute to audit and research in developing and delivering local palliative and end of life care policies and services.*



Domain 4

Care planning & delivery



KNOWLEDGE

- *In-depth knowledge of the presentation, course and current management of advanced life-limiting illness, within the scope of practice.*
- *Comprehensive knowledge of evidence-based assessment approaches and tools that can be used in assessing palliative and end of life care needs.*
- *In-depth knowledge and understanding of personal-outcomes approaches.*

- *Comprehensive knowledge of intrinsic and extrinsic factors that increase vulnerability and risk and affect palliative and end of life care and support needs.*

SKILLS

- *Incorporate knowledge of conditions and current clinical information into care-planning and decision-making.*
- *Undertake a comprehensive holistic assessment of palliative care and end of life care needs.*
- *Lead and collaborate with others to hold people, their families and carers at the centre of decisions about palliative and end of life care and support.*
- *Elicit, acknowledge and empathise with concerns raised and incorporate the person's views, choices and preferences.*
- *Proactively identify distress and suffering, exploring contributing physical, psychological, social and spiritual factors.*
- *Distinguish between issues that can be addressed by routine measures from those that require more expert intervention.*
- *Assess vulnerability and risk, and incorporate appropriate support to manage risk.*



Training Provision Domains 2 & 3



SQA Accredited Education in partnership with
Glasgow Caledonian University

- *PLA*
- *Spirituality in Health & Social Care, (Psychosocial, Existential & Spiritual care issues in Palliative & End of Life Care)*

SQA Level 9 and SQA Level 10
(CPD option)

- *Advanced Therapeutic Communication Skills*

* *Previous Learning Applied*



Domain 2

Communication & conversations



KNOWLEDGE

- *Understand cultural and language influences on communication.*
- *Knowledge of approaches to decision-making.*
- *Understand the roles of advocacy and proxy decision-makers in palliative and end of life care.*
- *Understand the issues of uncertainty in life-limiting illness.*
- *Knowledge of helpful strategies to use when sharing information that may cause people distress.*

SKILLS

- *Take account of, and take appropriate measures to address, cultural and language influences in sharing information.*
- *Work with the person, family and carers to maximise their ability to participate in decisions and make choices regarding their care and support.*
- *Acknowledge and communicate uncertainty.*
- *Share sensitive information in a way that supports emotional wellbeing.*



Domain 3

Loss, grief & bereavement



KNOWLEDGE

- *In-depth knowledge and understanding of theories and models related to loss, grief and bereavement.*
- *In-depth knowledge of grief reactions, including complicated grief, and use of risk assessment tools.*
- *In-depth knowledge of the support families, children, young people and adults at risk may require when the person is dying.*
- *In-depth knowledge of bereavement support and referral routes to support services.*
- *In-depth knowledge of reflective practice and models of supervision*

SKILLS

- *Use effective and sensitive communication skills to support and empower those experiencing loss, grief and bereavement.*
- *Assess and manage risk, provide support according to individual circumstances and refer appropriately.*
- *Appreciate the impact of a loss that may not be socially recognised or openly acknowledged and ways in which to address this grief.*
- *Work in partnership with children, young people and adults at risk, and with their parents, guardians and other family members, to prepare and support them for the person's death.*
- *Act as a resource and provide support to others experiencing loss, grief and bereavement.*
- *Recognise the potential impact of a person's death on those who have been living with and caring for them.*
- *Support and facilitate reflective practice, debriefing, support and supervision for individuals and teams*



Training Provision Domain 5



SQA Accredited Education in partnership with
Glasgow Caledonian University

- *PLA*
- *End of Life Care the Principles*
SQA Level 9 and SQA Level 10
(CPD option)

** Previous Learning Applied*



Domain 5

Care in the last days of life



KNOWLEDGE

- *In-depth knowledge of the dying process and differentiation from reversible causes of deterioration.*
- *In-depth knowledge in assessing and managing symptoms that arise in the last days of life.*
- *In-depth knowledge and understanding of ethical decision-making around burdens, benefits and futility of interventions in relation to the last days of life.*

SKILLS

- *Recognise and assess reversible causes of deterioration.*
- *Initiate and contribute to multidisciplinary discussion and decision-making on recognition of dying, acknowledging inherent uncertainty.*
- *Initiate and conduct sensitive conversations on choices and preferences with the person, family and carers when death is imminent, and explain what is likely to happen.*
- *Anticipate, recognise and respond to signs and symptoms in the last days of life.*
- *Anticipate and proactively plan to address issues that may arise for the person, family and carers in the last days of life.*
- *Ensure daily review and evaluation of planned care and draw on a range of support and interventions to address unmet needs and distress.*
- *Recognise when to withhold or discontinue interventions and confidently engage with multidisciplinary decision-making processes, supporting and including the person, family and carers*



Domain 5

Care in the last days of life



KNOWLEDGE

- *In-depth knowledge and understanding of the place of nutrition and hydration in the last days of life.*
- *In-depth knowledge of services and resources that can respond quickly to meet care needs in the last days of life.*
- *Knowledge of legal requirements on reporting deaths to Police Scotland and/or the Procurator Fiscal.*

SKILLS

- *Undertake an assessment of nutritional and hydration status, and communicate and document the assessment outcome and agreed decisions.*
- *Recognise and respond promptly to individual choices and preferences in the last days of life, which may require a change of care environment and provision.*
- *Initiate procedures for carrying out verification and certification of death (when appropriate to role).*
- *Engage with organisational policy and procedure to ensure timely verification of death, particularly out of hours.*

Reference

- Palliative and End of Life Care

A framework to support the learning and development needs of the health and social service workforce in Scotland

http://elearning.scot.nhs.uk:8080/intralibrary/open_virtual_file_path/i2564n4083939t/Palliative%20framework%20interactive_p2.pdf