



Expert level

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



Expert level outlines the knowledge and skills required by health and social service workers who by virtue of their role and level of responsibility play an expert specialist role in the care and support of people with palliative and end of life care needs, their families and carers.

ALL DOMAINS



Training Provision all Domains



SQA Accredited Education in partnership with Glasgow Caledonian University

- *PLA**
- *As per enhanced level **plus***
- *SQA Level 10/ 11 subject specific modules leading to Masters Degree: [Home - Glasgow Caledonian University](#)*
- *ECH4 Communication Skills Training*

** Previous Learning Applied*



Domain 1

Fundamentals of Palliative Care



KNOWLEDGE

- *Expert knowledge and understanding of legislation, policies, service development and improvement that impact on palliative and end of life care across the health and social services sector.*
- *Expert knowledge and understanding of the principles, approaches and practices that promote a person-centred and personal-outcomes approach to palliative and end of life care*

SKILLS

- *Lead in the development and delivery of palliative and end of life care to ensure that local policies, systems and processes give people choice and control over their care and support.*
- *Actively engage with service users, carers and stakeholders to plan and commission services, and drive and sustain improvement.*
- *Design, deliver and evaluate services that provide palliative and end of life care, taking account of cultural diversity.*
- *Work collaboratively to reduce inequalities, eliminate discrimination and advance equality when developing, planning and delivering palliative and end of life care.*
- *Articulate and negotiate palliative and end of life care issues at strategic level, recognising competing needs and priorities.*
- *Provide expert advice in implementing evidence-based, person-centred palliative and end of life care to drive continuous improvement.*
- *Lead with others to identify not only the outcomes that matter to people, but also the issues that enable and hinder them in making progress to achieve the outcomes.*



Domain 1

Fundamentals of Palliative Care



KNOWLEDGE

- *Comprehensive knowledge of methodology and ethical issues in audit and research involving people with palliative and end of life care needs.*
- *Expert knowledge in supporting learning and development in palliative and end of life care.*
- *Expert knowledge of professional, legal and ethical issues relevant to people with palliative and end of life care needs.*

SKILLS

- *Lead, facilitate and engage with audit, research and practice development in palliative and end of life care.*
- *Identify and respond actively to the learning needs of the workforce, sharing palliative and end of life care knowledge and supporting the provision of evidence-based practice.*
- *Support individuals, teams, services and agencies to enable them to provide palliative and end of life care.*
- *Act as a source of expertise on professional, legal and ethical issues relevant to people with palliative and end of life care needs.*
- *Share expertise in complex situations and dilemmas in palliative and end of life care.*



Domain 2

Communication & conversations



KNOWLEDGE

- *Expert knowledge of the theories of communication*

SKILLS

- *Facilitate the learning and development of communication skills within health and social care practice in the context of palliative and end of life care.*
- *Proactively role-model communication skills to support and facilitate learning and development.*
- *Proactively provide and receive feedback to support learning and development within and across teams*



Domain 3

Loss, grief & bereavement



KNOWLEDGE

- *Expert knowledge and application of loss, grief and bereavement policy and research.*
- *Expert knowledge of therapeutic counselling approaches.*
- *Expert knowledge and understanding of policy, service development and provision relating to loss, grief and bereavement.*
- *Expert knowledge of reflective practice and supervision models*

SKILLS

- *With others, lead and co-ordinate bereavement services and support.*
- *Provide therapeutic support using accredited counselling approaches (when appropriate to role).*
- *Lead in the development and delivery of loss and bereavement care, policies, service development and provision.*
- *Articulate and negotiate loss and bereavement care issues at strategic level, recognising competing needs and priorities.*
- *Provide expert advice in implementing evidence-based*
- *person-centred loss and bereavement care to drive continuous improvement.*
- *Demonstrate leadership and collaboration to engage with people and communities to build knowledge and resilience around loss and bereavement.*
- *Provide formal supervision to individuals and/or teams offering loss and bereavement support.*



Domain 4

Care planning & delivery



KNOWLEDGE

- *Expert condition-specific knowledge to inform assessment and care-planning.*
- *Expert knowledge of anticipatory care-planning.*

SKILLS

- *Contribute expertise to assessment of complex issues in palliative and end of life care.*
- *Undertake comprehensive assessment in complex situations, drawing on and involving other team members as appropriate.*
- *Meet complex needs and provide a leadership role within and across care environments.*
- *Use expert condition-specific knowledge to inform detailed anticipatory care plans.*
- *Lead and take an expert role in promoting and integrating anticipatory care-planning in practice.*



Domain 4

Care planning & delivery cont.



KNOWLEDGE

- *Expert knowledge of evidence-based approaches and interventions for physical, psychological, spiritual and social distress or concerns.*
- *Expert knowledge of complex symptom management.*
- *Expert knowledge of facilitating family meetings and case conferences.*
- *Expert knowledge of palliative care service models and practice.*

SKILLS

- *Contribute expert support and intervention to care delivery in collaboration with the wider team.*
- *Provide interventions for complex symptoms using recognised evidence or best practice-based approaches (when appropriate to role).*
- *Provide individually adapted evidence-based psychological interventions (when appropriate to role).*
- *Lead and mediate discussions about the planning of care and support to resolve contentious issues, involving other team members as appropriate.*
- *Facilitate multi-agency case reviews and morbidity and mortality reviews of adverse events in palliative and end of life care to identify learning and opportunities for improvement.*



Domain 5

Care in the last days of life



KNOWLEDGE

- *Expert knowledge of evidence-based care in the last days of life.*
- *Expert knowledge of team-working theory and techniques/ strategies to support teams in providing care in the last days of life..*

SKILLS

- *Provide expert guidance and support to other teams and services providing care in the last days of life where complex issues are identified.*
- *Provide expert care and support to the person, family and carers in the last days of life.*
- *Lead and support teams in providing and delivering care in the last days of life.*

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