



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



Enriching & improving experience

**Mapping Education & Training to the
Framework**



The framework



- It's all about experience.
- ***Everyone's experience.***
- The experience of people ***requiring palliative and*** end of life care and support.
- The experience of people ***providing palliative and*** end of life care and support.



Introduction

Principles of the framework



The framework is underpinned by three sets of principles that promote a person-centred, outcomes-focused, human rights-based approach to palliative and end of life care. The principles are at the heart of integration of health and social care and wider public service reform and are intended to guide health and social service workers to deliver high-quality palliative and end of life care centred on what matters to people, their families and carers. The principles, are as follows.

- ***World Health Organization definitions of palliative care***
these universally acknowledged definitions outline the principles and approaches that guide palliative care for children and adults. Palliative care is internationally recognised as a basic human right, promoting person-centred care and support that attends to the specific needs and preferences of people and their families.
- ***The PANEL principles (Participation, Accountability, Non-discrimination and Equality, Empowerment and Legality)***
the PANEL principles underpin a human rights-based approach that empowers people to know and claim their rights. Scotland's national action plan for human rights sets out a programme of co-ordinated activity that envisions everyone living with human dignity, using the PANEL principles to put human rights into practice.
- ***The National Care Standards principles***
these are integral to the standards that outline what everyone in Scotland can expect when using health and social care services, and how providers of care should deliver and improve services. They are based on a human rights approach underpinned by the PANEL principles



Framework structure



Introduction

Structure of the framework



These five domains reflect the core knowledge and skills considered integral to the delivery of high-quality palliative and end of life care.

Domain 1

- **Fundamentals of palliative care**
- This domain includes the underpinning principles and philosophy of a palliative care approach, and incorporates elements essential to developing and improving palliative and end of life care service provision.

Domain 2

- **Communication and conversations**
- Effective communication and conversations are integral to the provision of palliative and end of life care and support. Workers need to be able to have effective conversations with people who may be experiencing distress and uncertainty, provide support and share decision-making. Good communication is also essential to enable effective teamwork in and across teams.

Domain 3

- **Loss, grief and bereavement**
- Dealing with loss, grief and bereavement is integral to palliative and end of life care provision for people, their families and carers, and the workforce providing care and support. This domain acknowledges the potential impact of living and working with loss and recognises the importance of appropriate support for self and others.

Domain 4

- **Care planning and delivery**
- This domain outlines the importance of working in partnership with the person, their family and carers to promote participation, choice and control, and address their personal outcomes and holistic needs. It involves taking a proactive approach to care by anticipating, assessing and responding in a timely way to incorporate people's needs, personal outcomes and choices, and take account of changing needs, deterioration and uncertainty.

Domain 5

- **Care in the last days of life**
- This domain focuses on care in the last days and hours of life, when the team caring for the person agree that death is expected within hours or days and a natural death is occurring, all possible reversible causes having been considered.



Introduction

Structure of the framework



Knowledge and skills

- Each domain presents four levels of knowledge and skills that outline what workers need to know and do, depending on their degree of involvement in palliative and end of life care, and their role responsibilities in caring for and supporting people with palliative and end of life care needs, their families and carers. Some of the knowledge and skills are integral to all health and social care, but are applied in this framework in the context of palliative and end of life care.
- The levels of knowledge and skills required by workers may differ across the five domains depending on their degree of involvement and role responsibilities. Knowledge and skills at each level are incremental, in that the depth and breadth of knowledge required and the complexity of related skills associated with the domains increase at each level. A worker at enhanced level within a domain will therefore have the knowledge and skills defined at the preceding levels. This enables the framework to be used flexibly, supporting workers to develop their knowledge and skills at different levels.
- The framework does not specify particular roles in relation to the knowledge and skills levels, and the levels are not defined by profession or seniority in an organisation or sector. Individual workers and their employers are best placed to interpret and apply the content and aspirations of the framework to their roles.

Informed level

- Informed level outlines the knowledge and skills required by all health and social service workers in relation to palliative and end of life care.

Skilled level

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

Enhanced level

- 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.

Expert level

- 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.



Structure - Key messages



- Depth and breadth knowledge and skills increases at each level
- Knowledge and skills at each level are incremental
- Generic – not role or profession specific
- Flexible approach -the levels of knowledge and skills across the five domains may differ.

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