



# Skilled level

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



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.

## **DOMAIN 1: FUNDAMENTALS OF PALLIATIVE CARE**



# Training Provision Domain 1



- **2 Day Course**
- *Fundamental Principles of Palliative Care*
- *Addressing the Great Taboo*



# Domain 1

## Fundamentals of Palliative Care



### KNOWLEDGE

- *Understand the importance of identifying people with palliative and end of life care needs within your care setting.*
- *Knowledge and understanding of the key concepts of a palliative care approach that embraces the interdependence of physical, psychological, social and spiritual needs of the person, family and carers.*
- *Knowledge of the range of services and support available to people, their families and carers, and the contribution each makes to palliative and end of life care and support.*
- *Knowledge of how and when transitions in care and support may arise between and across services, sectors and settings.*
- *Knowledge and understanding of multidisciplinary team-working in palliative and end of life care.*

### SKILLS

- *Use appropriate validated tools to identify people with palliative and end of life care needs.*
- *Engage, support and enable people, their family and carers, whatever their individual circumstances, to feel valued and to live and die well.*
- *Adopt a holistic approach to the provision of palliative and end of life care and support.*
- *Work collaboratively with a range of services and agencies in caring for and supporting the person, family and carers.*
- *Listen to and respect the range of perspectives within the care and support team.*
- *Use effective verbal and written communication and documentation.*
- *Recognise what information to share within the multidisciplinary team (while respecting confidentiality) and when it should be shared.*



# Domain 1

## Fundamentals of Palliative Care



### KNOWLEDGE

- *Knowledge of professional, legal and ethical approaches to protecting and promoting people's rights and safety, such as professional codes of practice, capacity and consent, and ethical principles.*
- *Knowledge and understanding of diversity, cultural beliefs and preferences within the context of providing palliative and end of life care.*
- *Knowledge of approaches to learning and development of self and others.*

### SKILLS

- *Take appropriate action (according to organisational policies and procedures) when people's rights or safety may be compromised*
- *Provide care and support that respects individual diversity, cultural practices, beliefs and rituals.*
- *Reflect on your values and beliefs and how this may influence your behaviour, actions and words.*
- *Facilitate and contribute to the learning and development of others to improve care for people, their families and carers.*
- *Reflect on your learning and development needs in palliative and end of life care.*



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**DOMAIN 2: COMMUNICATION & CONVERSATIONS**

**DOMAIN 3: LOSS, GREIF & BEREAVEMENT**



# Training Provision Domains 2 & 3



- **2 Day Course**
- *Communication, loss, grief & bereavement skills course*



# Learning Outcomes Domain 2



## KNOWLEDGE

- *Knowledge of effective communication and why this is integral to the delivery of palliative and end of life care.*

## SKILLS

- *Engage sensitively and enable conversations to elicit people's understanding of their situation, feelings and expectations.*
- *Support the person, family and carers to identify the information and support they need to live and die well.*
- *Create and sustain trusting relationships that enable people to feel safe and comfortable, and work within the context of distress.*
- *Use verbal and non-verbal skills that show compassion and empathy, and 'be with' people to support them to express their thoughts and feelings.*
- *Reflect on your communication skills and proactively seek feedback to support your learning and development.*



# Learning Outcomes Domain 2



## KNOWLEDGE

- *Understand barriers to good communication and how challenges can be overcome.*
- *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

- *Interact with people, their families and carers in an open and empathic manner, recognising the importance of giving time and using communication aids when there are difficulties with receptive or expressive communication*
- *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*

# Learning Outcomes Domain 3



## KNOWLEDGE

- *Knowledge and understanding of theories of loss and grief.*
- *Knowledge and understanding of the significance of stages of human development and capacity, and the impact this may have on responses to loss, grief and bereavement.*
- *Knowledge and understanding of concepts in care of self.*
- *Knowledge of reflective practice.*

## SKILLS

- *Recognise anticipatory grief and the impact it may have on people.*
- *Recognise factors that may increase vulnerability and the risk of encountering difficulties in grief, and remain aware of people's strengths and assets.*
- *Respond to the needs of people experiencing loss and assist them to access appropriate support.*
- *Recognise the impact on self of living and working with loss, death and bereavement.*
- *Recognise your strengths, limitations and vulnerabilities when working with loss, death and bereavement.*
- *Engage with reflective practice, support and supervision.*
- *Support other members of the team in dealing with loss, death and bereavement.*



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.

## **DOMAIN 4: CARE PLANNING & DELIVERY**



# Training Provision Domain 4



- **2 Day Course**
- *Psychosocial & Spiritual Aspects of Health & Social Care*  
(Existential & spiritual care issues in Palliative and End of Life Care)

# Learning Outcomes Domain 4



## KNOWLEDGE

- *Knowledge and understanding of common life-limiting conditions and how they may affect the person.*
- *Knowledge and understanding of the physical, psychological, social and spiritual domains in relation to palliative and end of life care.*
- *Knowledge and understanding of approaches to personal outcomes in the context of palliative and end of life care.*
- *Knowledge of appropriate validated care-planning assessment approaches and tools.*
- *Understand the requirements of formal assessment of capacity under the terms of legislation (Adults with Incapacity (Scotland) Act 20008*

## SKILLS

- *Recognise how a person's physical, psychological, social and spiritual wellbeing can be affected by living with life-limiting illness.*  
*Identify commonly occurring concerns and symptoms that people living with life-limiting conditions may experience.*
- *Anticipate and respond to the holistic needs of people with palliative and end of life care needs in a proactive and timely way.*
- *Engage with the person, family and carers to identify and review the outcomes that matter to them, and put them at the centre of their care and support.*
- *Participate in assessment of physical, psychological, social and spiritual wellbeing, using recognised assessment approaches to care- and support-planning.*
- *Recognise changes and fluctuations in capacity and the impact on consent, choice and decision-making.*

# Learning Outcomes Domain 4



## KNOWLEDGE

- *Knowledge of factors that increase risk and the principles of child and adult protection.*
- *Knowledge of the Carers (Scotland) Act 2016. Knowledge of carer support resources and organisations.*

## SKILLS

- *Contribute to the protection of children and adults who may be at risk, and contribute to individual plans that protect and promote wellbeing.*
- *Recognise the expertise, role and value of carers as equal partners in care.*
- *Work collaboratively with people and their carers to enhance health and wellbeing.*
- *Contribute to carer support plans, or young carer statements, recognising that carers' needs and outcomes may differ from those of the cared-for person.*
- *Support, encourage and enable carers in their caring role.*

# Learning Outcomes Domain 4



## KNOWLEDGE

- *Knowledge of the process and value of anticipatory care-planning.*
- *Knowledge of the organisational approach to, and processes for, anticipatory care-planning, including documentation and information-sharing.*
- *Knowledge of the legal status and implications of anticipatory care-planning*
- *Knowledge and understanding of the duties and powers of the Social Care (Self-Directed Support) (Scotland) Act 2013, its underpinning values and principles of choice and control*
- *Knowledge of current evidence and guidelines that support assessment, symptom management, care-planning and provision*

## SKILLS

- *Engage sensitively to facilitate the development of collaborative anticipatory care plans at an appropriate time and pace for the person, family and carers.*
- *Respond effectively to people who indicate they wish to discuss their future care, and provide support, information and referral to others appropriately.*
- *Acknowledge choice, respecting that some people may not wish to participate in anticipatory care-planning discussions, and refer to others appropriately.*
- *Use anticipatory care plans to support decision-making.*
- *Work with people, their families and carers as equal partners, empowering people to have choice and control over their care and supporting arrangements to achieve the outcomes that matter to them.*
- *.Use current evidence in the assessment, planning and delivery of care and support.*
- *Develop an individualised care plan that reflects personal outcomes and is responsive to changing needs.*

# Learning Outcomes Domain 4



## KNOWLEDGE

- *Knowledge of non-complex evidence-based interventions to support wellbeing and comfort, including physical, psychological, social and spiritual interventions and support.*
- *Knowledge of approaches to adaptation, reablement, rehabilitation and self-management.*
- *Knowledge of assistive technologies and equipment.*

## SKILLS

- *Support people with physical care needs, maintaining privacy and dignity.*
- *Participate in the management of symptoms experienced by people with palliative and end of life care needs.*
- *Support people to maintain their important roles and relationships.*
- *Support people to maintain their mental and emotional wellbeing.*
- *Support people to participate in meaningful and pleasurable activity that enhances wellbeing.*
- *Provide support to enable people to participate in the spiritual and cultural aspects of their lives.*
- *Support people to use their strengths and assets to support adaptation and self-management approaches.*
- *Support and enable people to maintain their independence and manage risk.*





# Learning Outcomes Domain 4



## KNOWLEDGE

- *Knowledge of the importance of regular review and observation for changes in condition, signs and symptoms.*
- *Knowledge of evaluation of care and support plans*

## SKILLS

- *Participate in the ongoing delivery, regular review and evaluation of planned care and support, reflecting people's choices and the outcomes that matter to them.*
- *Identify palliative and end of life care issues that require urgent review or emergency response.*
- *Recognise and respond in a timely and effective way to changes in people's wellbeing or circumstances and escalate appropriately.*
- *Participate in evaluation of the effectiveness of interventions on outcomes for the person, family and carers.*



# Training Provision Domain 5



- **1 Day Course**
- *End of Life Care*

# Learning Outcomes Domain 5



## KNOWLEDGE

- *Knowledge and understanding of the dying process and common symptoms in the last days of life.*
- *Knowledge of principles and national and local guidelines on caring for people in the last days and hours of life.*
- *Knowledge of the place of nutrition and hydration in the last days of life.*

## SKILLS

- *Working collaboratively with the multidisciplinary team, anticipate, recognise and respond to signs and symptoms that may indicate a person is entering the last days of life.*
- *Communicate observed changes that may indicate a person is entering the last days of life to the appropriate person.*
- *Engage in sensitive and clear communication with the dying person, family and carers in relation to their changing condition and the focus of care.*
- *Support people, families and carers regarding uncertainties of how and when someone may die.*
- *Apply the principles and guidelines when caring or supporting people, their families and carers in the last days and hours of life.*
- *Support the person to eat and drink if he or she wishes and is able to, and monitor for difficulties with eating and drinking.*
- *Offer support to the person, family and carers on the place of food and fluids in the last days of life.*



# Learning Outcomes Domain 5



## KNOWLEDGE

- *Knowledge and understanding of the ethical dilemmas that arise in relation to decision-making in the last days of life.*
- *Knowledge and understanding of culture, beliefs and rituals that guide practices before and after death.*
- *Knowledge that policies and processes exist for verification and certification of death.*

## SKILLS

- *Participate in shared decision-making to care and support people, their family and carers in the last days of life.*
- *Maintain the respect and dignity of people, their family and carers when providing care and provide support before and after death in the context of their choices, culture, beliefs and rituals.*
- *Provide information and signpost to sources of support for the practical issues that surround death.*

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