

Bereaved Carers Survey 2021/22 - Action Plan.

What	Why	How	Where	Who	When	Update
1. Further development of future Bereaved Carers Surveys.	To take account of 2021 survey feedback and improve returns from all communities and learning of patient and family needs.	<ul style="list-style-type: none"> • Continue to improve and update the process used • Strive to improve the return rate across all providers that represents diversity of population. • Review and make necessary improvements to survey content; engaging with Healthwatch to streamline and simplify questionnaire • Roll out plans to repeat Survey cycle Q4 2022/23 	All	All	Oct-Dec 2022	Survey Live Feb - April 2023
2. Include new partners in the design and distribution process of the next survey	To further extend the reach of the survey	<ul style="list-style-type: none"> • Include Care Home representatives (and other new partners as agreed) in the group and survey planning 	All	All	Oct -Dec 2022	Chris Bridle for ICB in Leeds Sarah McDermott for EOL Care Home facilitators
3. To ensure the city wide results and evaluation of the Bereaved Carers Survey is published on the LPCN & Healthwatch Leeds website.	To communicate the survey results across a wide public and professional audience.	<ul style="list-style-type: none"> • To finalise the citywide report • To share with LPCN Exec group • To share with Healthwatch Leeds • To post onto websites. 	LPCN & Healthwatch	Diane Boyne	September 2022	Completed

4. Collaborative working as partners across Leeds	To improve patient / family experience and transfers of care	<ul style="list-style-type: none"> • Use citywide forums to widely disseminate findings of this report to all partner organisations. • Provide thanks to all frontline staff for care and compassion they provided • Leeds Dying Well in the Community Project to consider collaborative working. • Patient information leaflets, update/develop 	All	All	Sept 22	First 2 actions completed across all partners. Ongoing https://leedspalliativecare.org.uk/professionals/resources/leeds-dying-well-in-the-community-project-resources/ See 9. below
5. Cultural and religious support	Consider what improvements may be required to meet people's cultural and religious needs.	<ul style="list-style-type: none"> • Share report with the LPCN Equability, Diversity and Inclusion group • Develop actions as agreed 	LPCN EDI Group	Diane B EDI Group		Completed. Suggestions made by EDI integrated into plans for next year.
6. Provide end of life care training to ensure a consistent approach across all LTHT services	To ensure all staff understand the importance of keeping families up to date about changes in condition/plan of care and delivering compassionate care	<ul style="list-style-type: none"> • Deliver end of life care education plan • Currently available virtually to all clinical staff • Monitor uptake across Clinical Service Units 	LTHT	Elizabeth Rees	Sept 2022 – March 2023	Ongoing Work

7. Continue to embed the principles of the SUPPORT campaign to ensure families of dying patients are given information about care available for them	Ensure families are supported for example with car parking permits, toilets, drinks, private space, overnight stay	<ul style="list-style-type: none"> • SUPPORT campaign across LTHT • Include in Trust wide EOL improvement plan 	LTHT	Helen Syme Claire Iwaniszak	Aug 2022 – October 2022	LTHT wide campaign completed.
8. GP support in last weeks of life	To ensure patients and family are fully supported at home	<ul style="list-style-type: none"> • Share with GP Practices the value of early recognition of end of life care needs and continuity of GP care and support especially in the last few weeks of life. 	GP Confed Presentation Primary Care Bulletin	Gill Pottinger	Sept – December 2022	Completed.
9. Review the EOL information provided to patients and families across all community providers	To ensure information and communication about the plan of care in terms of available support, what to expect and the use of medicines in managing common symptoms at end of life	<ul style="list-style-type: none"> • Work collaboratively with all partners • Review current documents and website information • Develop new joint information leaflets and website content • Promote use of <i>Care in the Last Days of Life</i> and <i>When Someone Dies</i> Leaflets widely across community 	LCH & Partners	Sarah Mcdermott Gill Pottinger	By March 2023	Leaflet Review complete. To develop a Leeds P&EOLC service offer leaflet. Full review of website planned.
10. Staff training in Hospice	Improve personal care relating to shaving competencies	<ul style="list-style-type: none"> • Review competence and deliver personal care training as necessary 	St Gemma's	Clare Russell	By Dec 2022	Completed

11. Provide specific feedback to care homes	Increase their awareness and opportunity for improvement	<ul style="list-style-type: none"> • Share report to care homes • Links to development of Care Home Education Strategy; Share specific areas in the report identified for improvement and training 	LCC Quality Team Bulletin EOL Care Home Facilitators LPCN Education Lead	Diane B Sarah McDermott Leigh Taylor		Completed. Facilitators realigned to Care Homes Care Home Education Strategy work ongoing
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