

Appendix I - National Guidelines on End of Life Care

The Health and Social Care Act 2012 created CCGs, clinically-led statutory NHS bodies responsible for the planning and commissioning of health care services for their local area. There is not a specific statutory requirement for CCGs to commission palliative care. There are, however, a number of guidelines and standards for commissioning high quality palliative care services, some of which are described below.

The National Palliative and End of Life Care Partnership published 'Ambitions for Palliative and End of Life Care: A national framework for local action 2015- 2020' in September 2015. It builds on the Department of Health's 2008 National Strategy for End of Life Care and the NHS Five Year Forward View. It encompasses all elements of palliative and end of life care for all age groups within its scope. The Ambitions framework underpins the contribution of specialist level palliative care services as an integral part of the overall care in meeting the person's changing needs as their illness progresses, and those of families, carers and those important to the person, and other professionals who have primary responsibility for a person's direct care.

In 2017, the National Council for Palliative Care Services published the report 'Best Practice in Care Co-ordination for Palliative and End of Life Services: Information for Commissioners'. The report reviewed 66 palliative and end of life care co-ordination systems with the aim of identifying best practice, improving people's experience and choice at the end of life. The components of service models from the report combined with other components from research include the following:

- Clinical triage 24/7 with a single phone number and the availability for face to face home assessment with a short response times for clinical situations that are urgent
- Rapid response mobilisation of health and social care that is able to stay with patients for prolonged periods including overnight
- Availability of medication and equipment
- Integration with all other service providers in the area, evidence of joined up services with acute care and discharge

The report can be found at the following link: <http://endoflifecareambitions.org.uk/wp-content/uploads/2017/06/Care-Coordination-Quick-Guide-for-Commissioners.pdf>

The NICE Quality Standard QS13 End of Life Care for Adults (Nov 2011) covers the full spectrum of palliative and end of life care. The standard provides health and social care workers, managers, service users and commissioners with a description of what high-quality end of life care looks like, regardless of the underlying condition or setting. Delivered collectively, these quality statements should contribute to improving the effectiveness, safety and experience of people approaching the end of life and, their families. The quality standard requires that services are commissioned

from and coordinated across all relevant agencies, including specialist palliative care, and encompass the whole end of life care pathway. The standard is available at: <http://publications.nice.org.uk/quality-standard-for-end-of-life-care-for-adults-gs13>