



Dr Karen Chumbley
End of Life Board Lead

Summary of 2021/22 and looking ahead to 2022/23

Thank you to all who work supporting people towards the end of life in North East Essex. In 2021/22 less people needed emergency admissions to hospital in the last 90 days than predicted due to coordinated community care. More people accessed the My Care Choices Register than ever before including many people living in care homes. St Helena's SinglePoint service took over 47,000 calls supporting 2,297 people and St Helena's virtual ward cared for 514 people in their own homes. Users of the My Care Choices Register reported high levels of satisfaction with the sensitivity of the conversations around their care, their level of symptom control and the dignity with which they are treated.

In 22/23 there are several plans that will improve the care that your patients and their families can receive which you can read about below...

Virtual ward expansion

St Helena will be expanding the size of its virtual ward to allow more people to be cared for in their own home at the end of life.

This service is provided in partnership with Bluebird Care and the number of people being supported by the Bluebird team will increase by 50% from May. Plans are in place to expand the service further in the coming months and will be announced soon.

Please do consider referring your patients for this service if they have increasing care needs in the last weeks of life. To make a referral, please call SinglePoint on 01206 890 360 and ask to be put through to the virtual ward team.

Bereavement for all service

St Helena has offered a bereavement for all service for adults grieving the death of a loved one in North East and Mid Essex since 2014. This has been offered via external referral to anyone bereaved, regardless of the cause or place of death, and demand has steadily increased year on year. Approximately 100 referrals are received per month, predominantly for individuals bereaved by non-palliative causes such as suicide, road traffic accident, sudden death, homicide, child death, pregnancy loss and still birth.

St Helena has now also been commissioned by NEECCG to provide an externally referred bereavement service for children and young people, which will launch to the public in June 2022.

Referrals will be accepted online at www.sthelena.org.uk/bereavement

Dying Matters Awareness Week and the Good Grief Festival

To coincide with Dying Matters Awareness Week, the Good Grief festival is hosting a number of free online events. From 2nd to 6th May communities across the country will come together to talk about death, dying and bereavement.

Good Grief will host four events including a talk with Julia Samuel on **Children, Grief + Creativity** and a screening of **These Four Walls** - a short film portraying the experience of people who have been bereaved during the pandemic. If you are interested in attending please visit: <https://goodgriefest.com/whats-on>

St Helena will be taking the opportunity during the week to promote the importance of death literacy, advance care planning (including raising awareness of My Care Choices), and how people can better support each other during times of health crisis and personal loss. They will also be sharing some of the events taking place online and across Essex, including the Death Café taking place at the St Helena Joan Tomkins Centre on Tuesday 3rd May. Follow St Helena on social media @StHelenaHospice to keep up to date.

Hospice Education launched

Hospice Education, the learning and development partnership between St Helena and St Elizabeth Hospice, has now been launched.

Through Hospice Education, the two hospices, based in North East Essex and Suffolk, will collaborate to provide an extensive range of palliative and end-of-life education, training, learning and development sessions – both online and in person as part of a blended approach – available to healthcare professionals across North East Essex, Suffolk through to Great Yarmouth and Waveney.

A number of training sessions and workshops will be held by Hospice Education in the coming months, including Advance Care Planning (online) 5th May, Palliative Care Masterclass (online) 18th May and Syringe Pump Training (face-to-face session) 18th May.

As the partnership grows, the range of educational opportunities will increase so please do get in contact if you would like to join the programme. Bespoke training on end of life care is also available upon request.

To find out more information about Hospice Education, visit www.sthelena.org.uk/education or email education@stelizabethhospice.org.uk.



DNACPR resource

Suffolk Compassionate Communities have created a short DNACPR video to support patients and their families, as well as health professionals, to have conversations about resuscitation - what it is, when it is appropriate and when it might not be, and how to go about seeking more information.

With thanks to Daimon Wheddon from EEAST and Dr Lindsey Crockett for creating this film. Watch it at: <https://www.compassionate-communities.co.uk/resources>

Communication Skills training package launched

Poor communication is a common source of distress in healthcare, frequently generating complaints from patients and their families. This course has been produced for health and social care professionals to develop their communication skills and confidence, particularly when caring for patients around the end of life.

This free course is run over two weeks; during this time just 15 minutes learning per day, undertaken at a time that suits the learner, is required.

Ideally those doing the course would be supported by their line manager. The learner watches an online module and then completes the reflective pamphlet questions each day about what they learned. At the end of the course, they should receive a certificate of completion signed by their line manager. All the paperwork to do this is given within the course.

To begin the course, please visit:

https://rise.articulate.com/share/MP9q4zLeYVUR2ITGRpNYhv_EFfE1Vxk6

If you have any questions, please contact Dr Harriet Roebuck at harriet.roebuck@esneft.nhs.uk

New Community Palliative Care Nurses

Tendring welcomes three new community nurses focussed on providing palliative care alongside the Primary Care Networks to help address inequalities. Amy, Sophie and Jo-Anne will support people with palliative care needs in collaboration with hospice and primary care colleagues.

PEOLC monthly webinars

Palliative and End of Life Care Information sessions run by NHS England take place monthly, and are open to clinicians, commissioners, managers and leaders working across palliative and end of life care, in all settings.

The next two sessions are:

Thursday 5 May 2022 - Using data to improve access, quality and sustainability

Thursday 9 June 2022 - Getting to Outstanding

See all the sessions and register at

<https://www.events.england.nhs.uk/palliative-and-end-of-life-care-information-sessions>