Supporting those who work with people who are at the end of their life.
Caring for and supporting people approaching the end of their life is considered the most challenging work any health and social care worker faces. It can also be the most rewarding - if they have the right knowledge, skills and attitude to provide the care and support they need.

Whilst Skills for Care does not deliver training, we have produced a number of resources to support those working in adult social care to develop their skills and knowledge in this area. All of the resources are free to download from our website www.skillsforcare.org.uk/endoflifecare.
Learning and development

Common core principles and competences
This guide is aimed at non-specialist workers, and their managers, and sets out the principles for working with adults at the end of their life. It describes the underpinning competences, knowledge, and values they should have. The guide was developed in partnership with Skills for Health.

Developing end of life care practice
To be used alongside the common core principles and competences, this guide aims to ensure that workers are properly trained to be able to carry out their work effectively and appropriately. It shows how the competences are connected and includes links to further information and resources.

Six steps programme
The National End of Life Strategy (DH 2008) produced an end of life pathway diagram to highlight the six steps required to provide good end of life care. The six steps programme is based on these steps which are:

- discussions as the end of life approaches
- assessment, care planning and review
- co-ordination of care
- delivery of high quality services
- care in the last days of life
- care after death.

Skills for Care has developed a mapping tool that will enable organisations to demonstrate how learning outcomes in the programme can produce evidence that could be used for assessment towards core units in end of life qualifications. This means that learners undertaking the programme can gain educational credits.

e-learning for health and social care workers
End of Life Care for All (e-ELCA) is a free and innovative e-learning programme which offers around 150 easy to use modules covering all aspects of end of life care. Some of the modules can be mapped to the end of life care qualifications. If you are a social care professional in England, you can access the e-learning by asking your employer to register with Skills for Care’s National Minimum Data Set for Social Care (NMDS-SC). You can then use the user registration code to access e-ELCA. A DVD version of the e-learning is available by emailing marketing@skillsforcare.org.uk.

Achieving success in end of life care: a guide to delivering quality standards in care homes
Although this guide was produced as a result of a project which took place across Yorkshire and Humber, it is relevant for all care homes in England. It is designed to support care homes in the delivery of high quality person-centred care which is well planned, co-ordinated, and monitored while being responsive to the individual’s needs and wishes. It follows the six steps of the end of life care pathway.
Qualifications

Skills for Care has developed end of life care qualifications in conjunction with a wide range of employers to equip workers to not only recognise end of life situations but to manage them more effectively. They are aimed at all learners in health and social care with an interest in end of life care.

The qualifications help adult social care employers support the National End of Life Strategy and also build on the work of common core competences and principles for end of life care.

The qualifications available are:
- level 2 and 3 awards in awareness of end of life care
- level 3 certificate in working in end of life care
- level 5 certificate in leading and managing services to support end of life and significant life events.

For more information and to find out which is the most relevant for you or a member of your team visit our Skill Selector on the Skills for Care website.

“I want my residents to feel comfortable knowing that they’ve got staff that are trained well in end of life care”

Kate Wells-McCulloch, Registered Manager, Cann House Care Home

Integrated working

Training for front line workers

A training pack called ‘Working together: Improving end of life care through better integration’ has been developed to increase awareness and understanding of the importance of working together to support people at the end of their lives. It is relevant for anyone working at the front line. This resource was produced as a result of a project which brought together workers from both health and social care and can be downloaded from our website.

Different job roles

It is essential that people in different job roles work together in order to provide excellent end of life care, including the person who is dying and their carer. Based on feedback from health and social care workers, a film and accompanying booklet has been produced which describes all of the different job roles that may be involved and what needs to happen to make sure that everyone works together to provide the best care that they can. The film and booklet can be downloaded from our website.

Training for domiciliary care staff

A training resource is available for employers and/or managers of domiciliary care workers to use as part of their usual end of life care training and development or as part of a discussion. It aims to improve end of life care by domiciliary care staff. This resource was produced as a result of a project which brought together workers from both health and social care and can be downloaded from our website.
Case studies and supporting materials

End of life care and skills around the person
Work has been taking place to encourage better working between organisations and communities to improve skills and knowledge around end of life care. For example, hospices can provide good information to people in communities to enable them to support people to die well at home. As a result of this work, a number of case studies have been produced to show how organisations have achieved this. They are available to read on our website www.skillsforcare.org.uk/satpcasestudies.

Learn from Others
It is often easier to see how you can improve end of life care by finding out what has worked well for other organisations and how you may be able to apply it to your own. The Learn from Others section of our website contains a number of case studies which can help you to do this. It also has free training resources available to download www.skillsforcare/learnfromothers.

Support in your local area
Skills for Care has a network of area teams across England who can help you to find out more about what is on offer in your area with regards to end of life care and respond to local needs. This could be anything from supporting learning providers to make sure that they are aware of the qualifications that are available, making links with different organisations who are involved in providing end of life care, to attending forums or facilitating networks. If you would like to make contact with your area officer, all of their contact details are available on our website www.skillsforcare.org.uk/areas.