THE CENTRE
FOR AWARENESS
& RESPONSE TO
END OF LIFE

OCTAVIA (

## Octavia's Care Quality Team

- Lianne Joy Head of Care Quality
- Louise Binfoh –
   Care Quality
   Coordinator
   (Operations)
- Vesna Spiletic –
   Care Quality
   Coordinator
   (Compliance and
   Improvement)











#### Measurable outputs

Regular and effective review of care and support plans

Improved relational care and recording of preferences

More effective partnership working with external agencies and releveant professionals

Acknowledgement of grief and loss

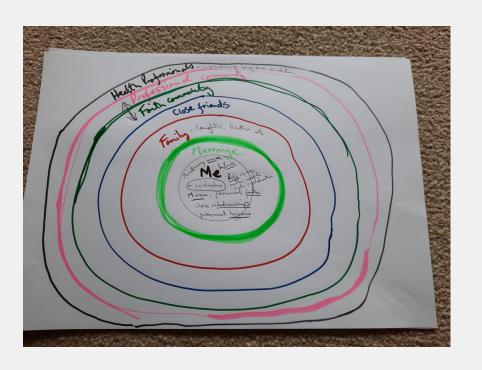




#### Regular and effective review of care and support plans

 Exploring 'traffic light' system to review residents care and support plans









## Improved relational care and recording of preferences

- Communication skills from induction to 'champions'
- Namaste Care programme
- Using a wider range of creative activities to facilitate conversations
- Ensuring that preferences are recorded is everyone's responsibility
- The role of family and friends







# More effective partnership working with external agencies and relevant professionals

 What does a multi-disciplinary team meeting look like at each scheme?

 Who do we already have a working relationship with?

Who do we need to establish links with?



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# Acknowledgement of grief and loss

- Giving permission and 'space' to grieve
- Importance of ownership and co-design of any 'space' – unique to each scheme
- Video of the opening of the Miranda House Memorial Garden









