

StChristopher's

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THE CENTRE  
FOR AWARENESS  
& RESPONSE TO  
END OF LIFE

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# 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 relevant 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



- Embedding 'Circle of Support' tool into assessment from the beginning through to end of life





# 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

