

Action Sheet 6

Housing & care providers

Produced with:



housing21

You are:

A provider of housing and/or care.

You want:

To demonstrate and/or develop your role improving the experience of people approaching the end of life locally.

You can start by:

1. Understanding your role

People's living arrangements are integral to their wellbeing, especially at the end of life. Consider that:

- ➔ 21% people die at home, including sheltered and extra care housing
- ➔ 18.5% people die in a care home
- ➔ Most people would prefer to die in their usual place of residence, but don't

i TIP: Find out the precise statistics for your area at www.endoflifecare-intelligence.org.uk/end_of_life_care_models/default.aspx

Understand the part you play, or could play, in supporting more people approaching the end of life, so that you can make a strong case to decision-makers.

i TIP: Consider the 16 statements laid out in the NICE End of Life Care Quality Standard <http://guidance.nice.org.uk/QS13> Which ones touch on housing? What is your role in:

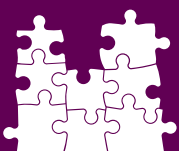
- ➔ Enabling more people to die in their usual place of residence?
- ➔ Improving people's quality of life towards the end of life?
- ➔ Reducing hospital admissions, and therefore costs, at the end of life?

2. Leading by example

Do you currently offer high-quality palliative and end of life care to the people using your service(s) (either yourself or in partnership with others)?

i TIP: Make links with other local services who are in contact with people approaching the end of life and their carers, to see what they're providing, where the gaps are and ways of working together.

i TIP: Find training and support, for example the *Care to Learn* programme www.ncpc.org.uk/care-learn-training-0



3. Making an offer (not an ask)

New decision-makers will be inundated with providers wanting to make sure their particular service is funded. Be cooperative, not defensive. Articulate your offer clearly to your local:

a. **Health & Wellbeing Board (HWB)** - established to improve integration between health, social care and public health. You see the interplay of services through the experiences of people you support, including at the end of their lives when integration is often lacking. You are therefore well-placed to offer solutions.

i TIP: What are local people saying about end of life care in your area? Use local findings from the national bereaved carers survey to make the case for change to members of the HWB: www.dh.gov.uk/health/2012/07/voices

i TIP: Find out who is on your local HWB and use Action Sheet 4 to support meetings you have about end of life care.

b. **Local Authority (LA) commissioners** - End of life care is bigger than health. People approaching the end of life spend the majority of their time in the community, and many have social care needs.

i TIP: Consider ways you are uniquely placed to support people end of life care in the community on a 24/7 basis. Put yourself in the commissioner's perspective – what problem are you solving? Think prevention and unnecessary admissions.

i TIP: As personalisation is rolled out, LAs will have an increasing role as market shapers. Consider your role in this changing context: What will people approaching the end of life choose to commission?

c. **Clinical Commissioning Group (CCGs)** - responsible for NHS commissioning, including end of life care.

i TIP: Find out who your CCG is at www.commissioningboard.nhs.uk and use Action Sheet 3 to support meetings you have about end of life care.

i TIP: CCGs are encouraged to set up an area-wide end of life care group and invite statutory, voluntary and independent services. However there is a risk that housing and care will get overlooked if you don't make contact with them.

d. **HealthWatch** - These bodies will act as the voice of local service users.

i TIP: Make contact with your local HealthWatch and provide opportunities for the people using your service(s) to engage with its work. Action Sheet 2 can help.

4. Reporting back

Tell us what you did to try to engage with the new decision-makers and what you learnt: www.ncpc.nativeeye.com/toolkit

Useful resources:

➔ Search 'end of life' at www.housinglin.org.uk

➔ *The route to success in end of life care - achieving quality in care homes*
www.endoflifecareforadults.nhs.uk/publications/route-to-success-care-homes

➔ *End of life care in extra care housing: Learning resource pack for housing, care and support staff*
www.endoflifecareforadults.nhs.uk/publications/eolclearningresourcehousing21

➔ End of life care is one of eight themes of the *My Home Life* programme www.myhomelife.org.uk

