



Top Tips for Tricky Times: Supporting residents at the end of life when there is uncertainty



- 1) **Name** a person on the team to lead on end of life care for when colleagues are uncertain.



- 2) **Recognise** there is always a small group of residents you are unsure what is the best thing to do. Even when you have planned their care and put everything in place. **This is OK:** Active discussion helps.



- 3) **Identify** the NHS person who you have a good working relationship with to support you.



- 4) **You cannot do this alone** and need someone you trust and who trusts you. If there is no one, the manager should ask the GP practice or CCG to nominate someone to discuss residents you are uncertain about.



- 5) **Book a phone call** with your NHS person to talk about residents you are uncertain about. This is in addition to day to day conversations about residents.



- 6) **Before** the phone call write down what you are uncertain about – Organise your concerns under three headings:
 1. Symptoms
 2. Who is making the decisions / different opinions
 3. Resources and staff needed to support the resident



- 7) **Note** in the care plan of what was discussed: this tracks decision making for staff and helps when talking to families.



- 8) **Family** may like to know this is a period of uncertainty. Tell them why and how you are actively managing this. Make sure family views are included in discussions.



- 9) **Sharing** what you are uncertain about with those involved helps to pinpoint areas of concern or disagreement, it may not lead to a solution but it helps everyone to support each other to achieve the best for the resident when it is not clear what could help.