

Support

Your staff will be supported by an End of Life Care Educator/Facilitator from your local area who will support the Six Steps to Success workshops or sessions and provide or support education with all staff.

Education

Staff will receive education around:

- Organisational change
- Communication skills
- Advance care planning
- End of life care

Cost

There is no cost. All Six Steps programme resources are made freely accessible.

All we ask is that you commit to the programme by supporting care home representative/s to attend the full programme and support, embed and sustain the required organisational change which will be demonstrated in a completed portfolio aligned to the CQC KLOES

Contact

For more details on the Six Steps to Success Programme please contact:



**Information for Care
Home Organisations**



The Six Steps to Success End of Life Care Programme

The Six Steps Programme was developed in the North West of England to enhance and support organisational change and develop care staff working in care home settings, in end of life care. The programme is based on the six steps described in the Route to Success: a guide to improving end of life care in care homes (2010) produced by the National End of Life Programme. The aim is to ensure all residents receive high quality end of life care provided by knowledgeable and skilled care workers. The programme is regularly reviewed in line with changes within palliative and end of life care.

The Care Home Representative/s

At the core of the Six Steps Programme is the nomination of one or more care home representative/s from the organisation. The pivotal role for the representative will be to support organisational change to achieve the measures and expectations set out within the Care Quality Commission criteria.

Programme content

The programme consists of six key workshops or sessions which will support and empower the representative to implement and embed the six steps to success within their organisation.

The steps include:

Stepping On Beginning the Programme

Step 1 Discussions as the end of life approaches

Step 2 Assessment, care planning and review

Step 3 Co-ordination of care

Step 4 Delivery of high quality care in care homes

Step 5 Care in the last days of life

Step 6 Care after death

Stepping Off Concluding the Programme

Benefits to your care home organisation

Having a Care Home Organisation Representative/s for end of life care will ensure each organisation has a champion who has access to current and up to date national, and local information to support their organisation to deliver high quality end of life care.

The portfolio of evidence that is required to be compiled in order to successfully complete the programme is aligned with the five CQC KLOEs: Safe, Effective, Caring, Responsive and Well led, allowing it to be used to support CQC regulation processes.

The programme will also support collaborative multi-professional working across all settings.

Sustainability

Following successful completion of the programme, representatives will be encouraged to attend/develop a local forum to stay at the forefront of end of life care within their locality.

