



Impact Report 2023

Innovate | Educate | Collaborate

This has been a year of great change at EOLP

We opened our new Palliative and End of Life Care Education Hub; a centre of excellence that has been buzzing with innovative ideas, new collaborations and, of course, our hugely respected regular programme of training and education.

We appointed a new Chair of Trustees, whose experience and enthusiasm for our vision and values is beyond anything we could have expected.

And then there's me; not quite at the end of my first year as CEO.

But there is something that hasn't changed. The team here at EOLP. A team full of individuals who regularly give over and beyond what is asked from them. A team whose dedication, expertise and absolute passion to make a difference, brings about positive change for thousands of people as they, and their loved ones, approach the end of life.

It is hard to convey the significance of the impact that has on people. But we've tried.

Hopefully the numbers will speak for themselves.



Alison Clifford, CEO, EOLP



Marie Curie's 2023 report tells us that, by 2043, around 147,000 more people will require palliative care each year¹. That's a 25% increase on today. If we are going to support people to be cared for at home, or in the community, then we need to find innovative new approaches to how that care is delivered. We need to work together to make sure quality care is available to everyone. And to do that, we need to grow the community of people who are confident to care for others at end of life.

That's what we do. It is why we are here. This report is just a taste of the last year's activities. It made me very proud to read it.

Lynn McGill
Chair of the Board of Trustees, EOLP

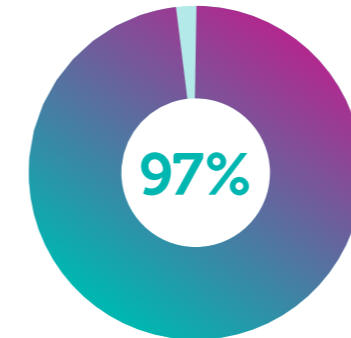
¹Marie Curie Local End of Life Care Profiles, 2023

2023 at a glance

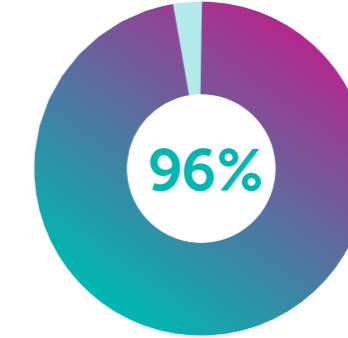
This year we have increased the palliative and end of life care knowledge, skills and confidence of



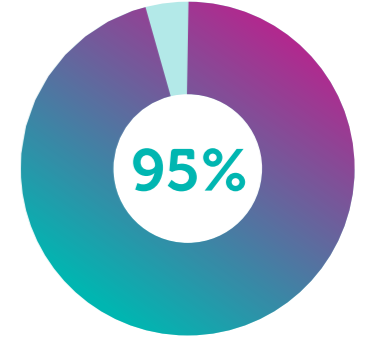
Feedback from our training courses tells us:



97% of people who responded have increased their knowledge of palliative and end of life care

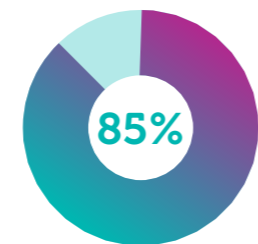


96% felt their skills had improved as a result of attending



95% were more confident to care for someone at the end of life

This means better end of life care, fewer emergency hospital admissions, and more people spending their final days in a place where they feel at home, with the people who are most important to them.



85% of organisations attending our training were from Cheshire and Merseyside



We also worked with **50 different organisations outside of Cheshire and Merseyside**, from as far afield as Bedfordshire, Northern Ireland and Tyneside

This year we have reached **5059 individuals** who support or care for people with palliative or end of life care needs, meaning we are already more than half way to achieving our three year goal of training 7,500 people.



100% said they'd had a positive experience

EOLP Staff and Volunteer Surveys 2023



are proud to work for EOLP
say that EOLP is a great place to work or volunteer
say that our values are reflected in the way we behave towards one another and our partners

Care Home Support Service

The challenge

With an increasing elderly population and rising prevalence of dementia, Cheshire and Merseyside Integrated Care Board (ICB) recognised the need to ensure consistent high quality care provision in residential and nursing care homes to support residents to live well and die well. Too many residents were ending their lives in hospital when they would prefer to be somewhere they could feel at home.

EOLP were commissioned to devise and deliver a programme that would provide the infrastructure and education to empower care homes to offer high quality care, including end of life and palliative care to their residents.

The solution

We created the Care Home Support Service (CHSS) to test a bespoke consultancy/facilitator model for care homes throughout Cheshire East and Cheshire West Place.

This was a move away from traditional ways of delivering education to providing a more person/organisation centred approach, co-produced in collaboration with care home leads.

80% of care homes that were offered the service met with a member of the EOLP team and discussed the support available. 94% of those homes now have a bespoke plan in place.

Each care home has a named Facilitator who works with them to co-produce a tailored

support plan, addressing priorities such as learning disabilities, mental health and dementia at end of life, support for staff and residents' wellbeing.

We educated 1,643 care home staff in 291 bespoke training sessions in care homes across Cheshire².

Quarterly forums were established in each locality and 20 forums have so far been attended by 147 individuals³.

We developed a Care Home Support Service website with resources and links to other palliative and end of life care services. This has received more than 2000 views to date.

²To 31/10/23

³To 31/10/23

Our impact

The impact of this on care home residents has been fewer trips to A&E, fewer unplanned hospital admissions, and an increase in the number of people ending their days in their care home, rather than in hospital.

The financial benefit of this is an estimated **£533,421** on non-elective admissions, a Return on Investment of **£1.99** for every **£1** invested in the service



An estimated saving of **£49,515** on reduced A&E visits⁴

CHSS also resulted in



A 9% increase in the number of care home residents being offered Advance Care Planning conversations.



A decrease in unplanned GP visits.



An increase of 27% in the use of Palliative/Supportive Care Registers in homes, allowing people who are approaching end of life to have their needs better assessed and managed.



A recorded 77% increase in the knowledge, skill and confidence of the Care Home workforce.

⁴A&E data not based on full year. Based on first 3 quarters due to availability of data.

The Care Home Support Service came at just the right time for Weston Park... the forums provided neutral territory where challenges and successes could be freely discussed in a supportive, inclusive, informative, and safe space.

Stepping out of our busy day to reflect on the past, share experiences, learn from others and ultimately utilise newfound knowledge for the benefit of the service was and still is invaluable to us.

Trish McCaffrey
Registered Manager
Weston Park Care Home

Data Packs

The challenge

Readily available regional data about end of life care is incomplete, providing a challenge for local services who can't see the full picture when they are planning future and end of life care services. North West Coast Clinical Network approached EOLP's dedicated Knowledge and Informatics team to produce nine PLACE based data packs, to include activity, performance data and benchmarking, and to also reflect progress against regional and national priorities for end of life care.

The solution

EOLP produced an in-depth report for each of the nine Places in Cheshire and Merseyside, bringing together national, regional and local data on key topics including:

- Demographics, including place of death, death caused by dementia and emergency admissions during last 90 days of life
- Early Identification of patients likely to be in the last year of life
- Advance Care Planning
- Best practice deaths with an EPACCS record
- Specialist and palliative care services and workforce numbers
- Pharmacies and end of life medications
- Advance Care planning and communication skills training



Our impact

Having produced the packs, EOLP is now working alongside each Place to interpret their bespoke information and data, and to support them to identify areas of strength and areas for improvement so that more people approaching end of life in Cheshire and Merseyside have their wishes recorded, are able to die where they want to be, and have access to palliative care medication when they need it.

“As a programme we aim to improve end of life care by supporting those commissioning and providing services to understand local provision and plan for service improvement. We approached EOLP to produce a summary of information in a data pack for each PLACE knowing that they have the skills to make this complex information easy to understand and relevant to their area. The Data Packs will give our partners across Cheshire and Merseyside valuable insight that will help them to ensure their local plans accurately reflect the needs of the people they serve but also enable equity across Cheshire & Merseyside as an ICS (Integrated Care System).”

Kathy Collins, Programme Director for Palliative and End of Life Care NHS Cheshire & Merseyside



The palliative and end of life care data packs provide a valuable oversight of activity across our local health and care system.

As a commissioner, this will support decision making and prioritisation of local resources, to address unnecessary variations in care, and help to measure the impact of commissioned services.

Lesley Hilton
Project Manager
NHS Cheshire and Merseyside

Home Instead: Train the Trainer

The challenge

We know that more than 28% of deaths happen at home, and this number is likely to grow. So, we were delighted when national care agency, Home Instead, chose us to co-design a Dementia Palliative Care Train

the Trainer programme to ensure best practice care across 200 UK locations. The Home Instead Organisation pride themselves on offering world class training to their Care Professionals.

The solution

The brief was to produce a hybrid training model, efficient for trainers and effective in increasing Care Professionals' knowledge, skill, and confidence.

EOLP's Advanced Dementia Support Team (ADST) collaborated with the Home Instead National Learning and Development team, and representatives from across the country, to develop a Dementia Care Foundation Course.

EOLP wrote the content of the modules and produced facilitator guidance. We developed an e-learning knowledge check and a competency assessment for Home Instead trainers to assess learners' knowledge, skills and confidence, assuring the programme of its 'City and Guilds' status.

A robust pilot process from Franchises across the country enabled confidence in the course content.

The Home Instead National Office will launch the Dementia Care Foundation Programme in 2024.

The new 'Train the Trainer' Programme will be delivered by Home Instead Franchise Trainers across the U.K.



Our impact

Care Professionals now have increased knowledge of:

- the impact dementia can have on the lives of their clients
- the best ways to deliver person-centred dementia care
- the most effective ways to interact and communicate with their clients
- how to support a client with dementia when they are distressed



21,000
clients across the UK

The ripple effect of this training will benefit many of Home Instead's 21,000 clients across the UK, allowing them to stay in their homes for longer, and to receive the personalised, confident, compassionate care, for which both Home Instead and EOLP are known.

"The discussions were really rich and deep and they (participants) found them very helpful."

Melissa Critchley, Registered Manager, Home Instead Warrington and Lymm

"Very engaging material which provoked some excellent discussion and sharing of experiences."

Dinah Ball, Training Coordinator, Home Instead South Lakes

EOLP brought extensive expertise to this project. Jenny's knowledge about all aspects of dementia, and her ability to integrate this into the Home Instead Dementia Course, mean our Care Professionals will now be much better equipped to help and empower our clients living with dementia.

Collaborating with EOLP was truly enjoyable and their ability to work with us to create a bespoke learning journey has resulted in an exceptional Home Instead Dementia Care Foundation Course.

Tim Howell
Learning and Development Partner
Home Instead

Routes Healthcare – Ambitious end of life care services

The challenge

Routes Healthcare provide tailored, specialist care to people outside of a clinical setting. This includes end of life and palliative care to people who wish to remain in their own homes.

With more and more people choosing to spend their final days at home, Routes recognised the need to clearly articulate their end of life

care service and to have it quality assured so that clients, relatives and, importantly commissioners, can choose Routes with absolute confidence. They approached EOLP, recognising our credibility, approachability, and the regional understanding of the commissioning landscape.

The solution

EOLP collaborated with Routes, on a consultancy basis, to set out ambitions for their palliative and end of life care service and to establish a clearly defined offer in relation to end of life care.

We reviewed the current situation by gaining staff feedback, reviewing policies and procedures, auditing staff confidence, and identifying existing training needs. We spoke to service users, and gained insight from extensive Place data.

Once we had a clear picture of the current end of life care service, our proposals outlined a clear path for Routes to achieve their ambitions in three main areas:



Consistently high quality



Positive outcomes for those receiving care



Value for money for health and social care systems

Our proposals included recommendations for staff training and development, ongoing staff and service user feedback, and development of clear KPIs aligned to national priorities.

All of our recommendations were accepted.

Our impact

We asked Routes what impact our partnership with them had had, and they said...



EOLP articulated and verified a message to the Board members, giving them confidence to give the go ahead for Routes to develop end of life care services further.



Our work with EOLP gave a sense of confidence that we were going in the right direction and with the guidance and recommendations given we have a great opportunity to not only further improve the experience of our clients and their families but to understand our part in the world of End of Life Care.



This work showed Routes that as a home care agency, we had a right to a voice and a place around the table to discuss end of life services for people who wish to die at home.

“Simply a wonderful experience with people and an organisation that I can’t recommend highly enough. Passionate, knowledgeable, skilled and emotionally very intelligent. A joy to work with and I’m sure we will continue to do just that.”

Jackie Lindsay, CEO, Routes Healthcare

EOLP Stakeholder Survey
October 2023

100%
of our
stakeholders

- agree that our Strategic Direction is aligned with national and regional plans and priorities for palliative and end of life care
- have confidence in the Leadership of EOLP to deliver it's three year strategy
- agree that EOLP shapes, improves and develops palliative and end of life care services
- have confidence in the quality of education offered by EOLP
- agree that EOLP gives people the skills and confidence to care

Dementia Café and Bereavement Group networks

The challenge

Early in 2023, our Public Health team noticed they were supporting multiple groups facing similar challenges.

An increasing number of Dementia Cafés were appearing, to help people living with Dementia, and their Carers. There were also groups helping people struggling with bereavement.

Some groups were thriving and well established. Others were brand new or struggling to recruit volunteers. Fabulous things were happening, but mostly in isolation, and our team was being asked to support different groups on many of the same topics.

The solution

So we did what we do best.
We brought people together.

We created two networks; one for the Dementia Café organisers and one for the Bereavement Groups.

We created resources and practical guides to help the newer groups, and we developed training for volunteers. But most of all we created two Peer to Peer support groups who can help and support each other and share best practice.

We facilitate regular get togethers for both networks, in different locations throughout Cheshire, sharing EOLP training on Namaste principles, on Bereavement Group Models, and on Advanced Dementia Support. We also bring in speakers to talk about ways to market and advertise your group, adapting to change, signposting for carers, and other topics as they arise.



Our impact



2 new resources

The first Dementia Café networking event attracted 17 different groups from all over East and West Cheshire. The Bereavement Group Network attracted 13 attendees at its first meeting and 12 later in the year.

EOLP has two new resources:

- Guide to setting up a Dementia Café
- Guide to setting up a Bereavement Group and supporting Anticipatory Grief

These are available to anyone and mean a consistent approach to support for the people who attend the cafés and groups.

Those organising the groups are also supported. Not only by EOLP, but by each other.

"It is so good to know we are all on the same journey and things will improve with networking."

"You learn so much from others and it gets you talking."

Network Members

"Just to say how much I have enjoyed EOLP's courses in recent days. Opening the Spiritual Gate and the Bereavement Group networking yesterday were both high quality, relevant and interactive."



Innovate | Educate | Collaborate



Registered Charity no. 1072958
Company no. 3594951