

ST MARGARET OF SCOTLAND HOSPICE



Palliative and End of Life Care

A framework to support the learning and development needs of the health and social service workforce in Scotland

Education & Training Mapping

Dignity

Compassion

Justice

Advocacy

Quality



The Framework

It's all about experience.

Everyone's experience.

The experience of people *requiring* palliative and end of life care and support.

The experience of people *providing* palliative and end of life care and support.

NHS Education for Scotland and the Scottish Social Services Council

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Principles of the Framework



The framework is underpinned by three sets of principles that promote a person-centred, outcomes-focused, human rights-based approach to palliative and end of life care.

The principles are at the heart of integration of health and social care and wider public service reform and are intended to guide health and social service workers to deliver high-quality palliative and end of life care centred on what matters to people, their families and carers. The principles, are as follows.

- **World Health Organization definitions of palliative care**

these universally acknowledged definitions outline the principles and approaches that guide palliative care for children and adults.

- **The PANEL principles (Participation, Accountability, Non-discrimination and Equality, Empowerment and Legality)**

the PANEL principles underpin a human rights-based approach that empowers people to know and claim their rights. Scotland's national action plan for human rights sets out a programme of co-ordinated activity that envisions everyone living with human dignity, using the PANEL principles to put human rights into practice.

- **The National Care Standards principles**

these are integral to the standards that outline what everyone in Scotland can expect when using health and social care services, and how providers of care should deliver and improve services. They are based on a human rights approach underpinned by the PANEL principles

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Framework Structure



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Structure of the Framework

These five domains reflect the core knowledge and skills considered integral to the delivery of high-quality palliative and end of life care.

- **Domain 1**

Fundamentals of palliative care

This domain includes the underpinning principles and philosophy of a palliative care approach, and incorporates elements essential to developing and improving palliative and end of life care service provision.

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Structure of the Framework

- **Domain 2**

Communication and conversations

Effective communication and conversations are integral to the provision of palliative and end of life care and support. Workers need to be able to have effective conversations with people who may be experiencing distress and uncertainty, provide support and share decision-making. Good communication is also essential to enable effective teamwork



Structure of the Framework

- **Domain 3**

Loss, grief and bereavement

Dealing with loss, grief and bereavement is integral to palliative and end of life care provision for people, their families and carers, and the workforce providing care and support. This domain acknowledges the potential impact of living and working with loss and recognises the importance of appropriate support for self and others



Structure of the Framework

- **Domain 4**

Care planning and delivery

This domain outlines the importance of working in partnership with the person, their family and carers to promote participation, choice and control, and address their personal outcomes and holistic needs. It involves taking a proactive approach to care by

anticipating, assessing and responding in a timely way to incorporate people's needs, personal outcomes and choices, and take account of changing needs, deterioration and uncertainty.

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Structure of the Framework

- **Domain 5**

Care in the last days of life

This domain focuses on care in the last days and hours of life, when the team caring for the person agree that death is expected within hours or days and a natural death is occurring, all possible reversible causes having been considered.

Knowledge & Skills



Each domain presents four levels of knowledge and skills that outline what workers need to know and do, depending on their degree of involvement in palliative and end of life care, and their role responsibilities in caring for and supporting people with palliative and end of life care needs, their families and carers. Some of the knowledge and skills are integral to all health and social care, but are applied in this framework in the context of palliative and end of life care

The levels of knowledge and skills required by workers may differ across the five domains depending on their degree of involvement and role responsibilities. Knowledge and skills at each level are incremental, in that the depth and breadth of knowledge required and the complexity of related skills associated with the domains increase at each level. A worker at enhanced level within a domain will therefore have the knowledge and skills defined at the preceding levels. This enables the framework to be used flexibly, supporting workers to develop their knowledge and skills at different

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Knowledge & Skills



Informed level

- Informed level outlines the knowledge and skills required by all health and social service workers in relation to palliative and end of life care.

Skilled level

- Skilled level outlines the knowledge and skills required by health and social service workers who by virtue of their role and level of responsibility regularly provide care and support to people with palliative and end of life care needs, their families and carers.

Knowledge & Skills



Enhanced level

- Enhanced level outlines the knowledge and skills required by health and social service workers who by virtue of their role and level of responsibility provide, co-ordinate and manage the care and support of people with palliative and end of life care needs, their families and carers.

Expert level

- Expert level outlines the knowledge and skills required by health and social service workers who by virtue of their role and level of responsibility play an expert specialist role in the care and support of people with palliative and end of life care

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Link to the Framework

Palliative and End of Life Care

A framework to support the learning and development needs of the health and social service workforce in Scotland

<https://learn.nes.nhs.scot/2452/palliative-and-end-of-life-care/palliative-and-end-of-life-care-a-framework-to-support-the-learning-and-development-needs-of-the-health-and-social-service-workforce-in-scotland>

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