

# End of Life Care Factsheet

## Live-in Care specialists

Agincare

Caring in Your Community

Live-in Care

### Our Approach

Agincare provides care and support to many people who have a terminal illness or a progressive, incurable long term condition have made the decision that they wish to die at home, rather than in a hospice or hospital. We understand that end of life care is perhaps the most difficult of subjects to discuss for all those involved and approach this with professionalism, sensitivity and empathy.

A bespoke plan of care is agreed with all parties involved that fully takes into account the individual's wishes, preferences and spiritual beliefs as well as their medical and social care needs.

We will ensure that comfort, companionship, symptom control, including pain relief, personal care and nutrition is provided as part of our holistic care provision, by our experienced and knowledgeable staff team.

*“Dear Pauline, thank you for everything - I will never forget how much you did for Dad and how much he cherished and appreciated you. You are a very special person.”*

R. (Service User's daughter)



### Our Training

In addition to training and supporting our staff to deliver high quality person centred care we ensure that they are competent to specifically deliver end of life care that meets the National End of Life Care strategy seven principles. These are:

- 1) Choices and priorities of the individual are at the centre of planning and delivery.
- 2) Effective, straightforward, sensitive and open communication between individuals families, friends and workers underpins all planning and activity. Communication reflects an understanding of the significance of each individual's beliefs and needs.
- 3) Delivery through close multidisciplinary and interagency working.
- 4) Individuals, families and friends are well informed about the range of options and resources available to them to be involved with care planning.
- 5) Care is delivered in a sensitive, person-centred way, taking account of circumstances, wishes and priorities of the individual, family and friends.
- 6) Care and support are available to anyone affected by the end of life and death of an individual.
- 7) Staff are supported to develop knowledge, skills and attitudes. Staff take responsibility for, and recognise the importance of, their continuing professional development.

We at Agincare believe that the quality of training enables staff, who frequently deal with end of life care as part of their role, to be entirely focused on people at the end of their lives along with supporting their family and friends. In addition, staff have the experience and training in supporting people with any long term condition they may have such as Dementia, Parkinson's disease etc.

Specialist training is provided to staff through various means to enhance their skills and knowledge throughout their career with Agincare, to continually better meet the needs of the people we are providing end of life care for.

## Case Study

*My Father had been suffering for some time with terminal cancer, his last wish was that he should pass away as peacefully as possible at home.*

*Initially, and due to the perceived cost of full time care from a private source, we were concerned how we could best resolve the matter; we subsequently struggled on until reaching the point of exhaustion. We approached Agincare Live-in Care – as recommended by Dad's G.P.*

*On speaking with Agincare, you kindly and clearly explained how Live-in Care could assist by providing a professional care worker who would move in on a 24/7 basis – the actual cost for this permanent care being extremely reasonable.*

*I recall instantly knowing that we had made the correct decision. The care worker, duly arrived within 24 hours and immediately brought an air of calm to the situation. Where as Dad's house had become a surrogate hospital with medical personnel constantly passing through, he, the care worker, was able to resurrect a "homely" environment.*

*I would highly recommend the services of Agincare Live-in Care and the invaluable expertise that you are able to provide in terms of palliative care. I would thank you most sincerely for the instant and professional manner in which your team dealt with an extremely sensitive situation and for the excellent support that you gave to my Father and my family during the last few weeks of his life.*

*Service User's son*

## Planning ahead for the end of your life

Advanced decision making is advised for individuals who are diagnosed with a terminal health condition. We are proactive in supporting advanced care planning (Living Wills) and believe this to be a positive approach to end of life care.

We can help you in a number of ways through an introduction to a bereavement service that will offer free and impartial advice on a number of aspects of planning for end of life, thus ensuring every wish is respected and carried out.

## Further Information

Marie Curie  
[www.mariecurie.org.uk](http://www.mariecurie.org.uk)

NHS: National End of Life Care Programme  
[www.endoflifecareforadults.nhs.uk](http://www.endoflifecareforadults.nhs.uk)

The National Council for Palliative Care  
[www.ncpc.org.uk](http://www.ncpc.org.uk)

Dying Matters 'Let's talk about it'  
[www.dyingmatters.org](http://www.dyingmatters.org)

UK Charity for Hospice and Palliative Care: Help the Hospices  
[www.helpthehospices.org.uk](http://www.helpthehospices.org.uk)

Macmillan Cancer Support  
[www.macmillan.org.uk](http://www.macmillan.org.uk)

## Our Partners in Care

Agincare works closely with a nationwide bereavement service which although founded and run by funeral directors, run a voluntary bereavement service called the Choices Programme which was developed with the Lewis Manning Hospice.

The Choices volunteers can bring comfort to those facing the end of their lives, their families, and those caring for them. The integration of bereavement care and a normalising of that care provision is a positive addition to the holistic care service provided by Agincare.

For more information about this service please do contact us.

## Accreditations

