

Enriching and  
improving experience:  
*supporting social care workers  
who provide palliative and end  
of life care*



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# Foreword

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**Anna Fowlie**  
Chief Executive, Scottish  
Social Services Council

I am really pleased to share these stories of how using the **Enriching and Improving Experience** framework (the framework) is improving outcomes for people and supporting the learning and development needs of the social service and healthcare workforce in Scotland.





As you will see, each story describes how the framework and raising awareness sessions being delivered by the SSSC are supporting people to feel confident they have the right knowledge and skills to deliver palliative and end of life care. The framework is designed to be used flexibly and to build on the capacity and expertise that social care and healthcare workers already have to deliver high quality support to people when they need it the most.

The framework also supports registration with the SSSC as workers can use their learning to contribute to their post registration training and learning (PRTL) and we've developed an Open Badge to recognise the knowledge gained.

This booklet was made possible by support from several organisations. I would especially like to thank the authors of the stories, who have recognised the benefits of embedding the framework in their organisations' workforce plans and have been willing to share their experiences with others so we can learn and improve together.

The leadership and openness demonstrated within these stories is supporting the continuing development of a trusted, skilled and confident workforce supporting people using social services, their families and carers with compassion and the very best levels of palliative and end of life care.

# Palliative and end of life care

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**NHS Education Scotland (NES) and the Scottish Social Services Council (SSSC) developed the framework, [Enriching and improving experience. Palliative and End of Life Care: A learning and development framework to support the needs of the health and social service workforce in Scotland](#), which identifies the knowledge and skills required by all workers who might come into contact with people who have palliative and end of life care needs.**

Scotland has a compassionate and committed health and social service workforce and the framework reflects that.

The framework has five domains reflecting the core knowledge and skills considered integral to the delivery of high quality palliative and end of life care.

Each domain presents four levels of knowledge and skills outlining what workers need to know and do. The levels of knowledge and skills workers need may differ across the five domains depending on their degree of involvement in palliative and end of life care; and their responsibilities in caring for and supporting people, their families and carers.



### **Informed level**

Knowledge and skills required by **all** health and social service workers in relation to palliative and end of life care.

### **Skilled level**

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.

### **Enhanced level**

Knowledge and skills required by health and social service workers who by virtue of their role and level of responsibilities **provide, co-ordinate and manage** and support care.

### **Expert level**

Knowledge and skills required by health and social service workers who by **virture of role and level of responsibilities provide expert role** in care and support.





You can read the framework here  
<https://learn.nes.nhs.scot/2450>

# Raising awareness and Open Badges



**To follow the launch of the Enriching and Improving Experience framework the SSSC ran interactive raising awareness sessions that supported workers to recognise their knowledge and skills in delivering palliative and end of life care.**

We have also created a Palliative and End of life Care Awareness Open Badge to help workers link and reflect on how the framework supports them in their role. If you have attended a raising awareness session this may support you to meet the badge criteria. You can also meet the badge criteria through reflection on your day-to-day practice.

The badge will be awarded to people who demonstrate their understanding of how the framework supports them to identify and recognise their role in delivering quality services with people who have palliative and end of life care needs.

All you need to get started is an email address. Find out more and apply for your first badge today at <https://badges.sssc.uk.com>



# Balcarres Care Home, Broughty Ferry

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Vera Scrimgeour  
Deputy Manager

**Balcarres Care Home employs 29 care staff. Our Quality Manager heard about the framework and the offer from SSSC and NES to deliver a raising awareness session for staff. Myself, Lynn McLean (Manager) and Kathleen Doyle (Senior Carer) attended the session and we are interested in sharing it across our home to encourage staff to become palliative and end of life care champions.**





The framework and raising awareness session have helped us to recognise our own palliative and end of life care skills, and how the framework supports us to develop our knowledge. The raising awareness session also gave us more confidence in being able to share information with our staff in order to support them to develop their knowledge and improve their own skills.

Our residents and their families are at the centre of everything we do. We recognise the framework and raising awareness sessions have both helped us identify our own skills and knowledge to support people who have palliative and end of life care needs and their families. We also recognise there is an opportunity to develop and embed sustainable improvement strategies across our home. The framework has provided opportunities to improve the quality of care the staff provide, strengthen their relationships with others and enhanced their knowledge and understanding around palliative and end of life care.



# Balcarres Care Home, Broughty Ferry

continued

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## Daily practice

Balcarres Care Home will continue to strive to support all our staff and to embed the framework into daily practice. The raising awareness session has helped us identify opportunities to embed the framework into our induction programme and feel confident in inviting others to also deliver training which supports staff with their registration requirements.

We aim to mentor and supervise our staff to support their practice and ongoing progression. We have been using the framework to gain the knowledge and skills to support staff, residents and families. This is a learning opportunity to develop our staff's professional development, deliver improved outcomes for people and make sure they feel confident in their own skills to meet registration requirements.

The framework is also supporting us to develop our relationships with others in our community and across the region, including Roxburghe House nurses who offer support and learning opportunities for our staff around end of life care. It has also helped us articulate and reflect the value we have of our staff while delivering palliative and end of life care, they continually show compassion while communicating with families and friends.

An example of this was last week, when a resident was receiving end of life care. Our staff were superb, delivering the care and compassion needed at this time. It was a very peaceful passing, the daughter holding her hand, the care staff were with her giving her time and support. The daughter could not thank the staff enough for the care delivered right to the end, providing her with peace of mind.



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This is what makes our jobs worthwhile.

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*“The framework and raising awareness session have helped us to recognise our own palliative and end of life care skills.”*

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*“The daughter could not thank the staff enough for the care delivered right to the end.”*



# Balhousie Care, Wheatlands Care Home, Bonnybridge


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Grace Sloan  
Manager

**I manage Wheatlands Care Home, which is a 59 bed care home for older adults. The home enables individuals to live well until the end of their lives and we pride ourselves on the approach we have to end of life care, making sure our residents can make choices which are respected and nurtured. We believe while there are many diagnoses which are life limiting, we aspire for our residents to live well until the end.**





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Staff at all levels can easily understand the five domains of the framework. It works on similar principles as the Promoting Excellence framework for dementia, so staff feel comfortable and familiar with working on levels from Informed to Expert. They don't feel pressurised to becoming experts, although they have the knowledge needed for their individual job role. The framework has been useful for us to identify existing skills. We are working towards the skills and knowledge of palliative and end of life care at Informed level within our induction programme, so we can make sure all staff will feel more confident in working with people who are at the end of their lives.

For staff interested in pursuing a future in palliative care provision, the framework provides an excellent step by step guide of the knowledge required for each domain.

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*“We aspire for our residents to live well until the end.”*

# Balhousie Care, Wheatlands Care Home, Bonnybridge continued

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Donna Sinclair  
Senior Carer

**I've worked in Wheatlands for 18 years. I remember back then being scared of caring for dying residents, because I was young and I hadn't had much experience of death. My interest in palliative and end of life care began when I chose it as an optional unit for my SVQ 3. I also used my learning from a course run by Strathcarron Hospice to develop our anticipatory care plans and support plans for people who are receiving palliative care. I think the Care Planning and Delivery domain of the framework will be really helpful in supporting staff to become more confident in person-centred planning. Talking about what someone wants when they die can be really difficult for the individual and their families, as well as staff, so the skills and knowledge in the Communication and Conversations domain will be a good place to start in learning different ways to communicate.**



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Namaste Care is something I've become really involved in, especially for residents receiving palliative and end of life care. Initially there was a bit of reluctance from other staff and residents to get involved. Namaste Care centres offer one-to-one interaction in a calm environment, using sensory experiences such as touch, hearing and smell – we also ask each resident to think of their favourite taste and try to provide this for them through food or drink. It is very much focused on the individual's choices and staff have come to recognise the value of this approach. Including me, we now have three staff trained which we believe helps us provide a truly holistic approach. We are including an overview of the principles of Namaste in our inductions, along with an introduction of what is involved in palliative and end of life care.

We also have debriefs for staff and residents when someone dies in the home. We take time out to talk together over coffee to reflect on the person's life and the care they had. We all feel a sense of loss and it is nice to take time to remember them. It is good to see this as a domain in the framework – I think it is really important to recognise that when someone dies, people feel grief and loss in different ways. Talking about this at induction is going to be really useful, because new staff will have a better idea of what to expect and hopefully they will feel more supported when working with residents at the end of their life. We want to help someone who is at the end of their life to have every day as a good day.

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***“We want to help someone who is at the end of their life to have every day as a good day.”***



# Bluebird Care Edinburgh and Glasgow South

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Jane Perry  
Director and  
Registered Manager

**I became interested with palliative and end of life care because I could see an increasing need for people using our service to be supported to die well at home. I took part in Scottish Care's **Trees that Bend in the Wind** report alongside care assistants who are interested in the topic and we continue to take part in the sessions.**

We wanted to equip supervisors and care assistants who were also interested in palliative and end of life care with the tools and information they would need to support someone who is dying at home. This is not for all staff and we offered training on a voluntary basis.

We are going to use the framework to map existing learning and development provision to support our workforce in relation to palliative and end of life care.

## **Supporting learning**

Our approach is to offer supervisors and care assistants the opportunity to work through each of the domains starting with Informed level until they reach the level they feel comfortable with. We expect supervisors to at least work towards Enhanced level as we feel this will help them in their assessment of someone who is dying at home.



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Staff can use the framework as part of their PRTL requirements with the SSSC.

From the initial sessions, we plan to have a palliative and end of life care staff champions.

I expect the framework to make a difference to the way we train our staff and support people using our service in the community. So far, staff are excited to be involved and looking forward to starting this new training. Staff are already recognising how the framework can support them in their practice and talking about end of life.

As for the wider impacts, we will be able to say that we have care assistants trained to a certain level within the framework to give confidence to people using our service and their families and to help us work alongside our colleagues in the NHS or hospices.

So far we are delighted to be involved and cannot wait to roll this out in early 2018.

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***“We are going to use the framework to map existing learning and development provision.”***

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***“Staff are excited to be involved and looking forward to starting this new training.”***

# CrossReach

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Pamela MacKay  
Dementia Development  
and Research Officer

**CrossReach welcome the framework for many reasons. We embraced the Promoting Excellence (PE) framework in 2011 by developing a three day training programme. Frontline staff are pleased to see the framework mirrors the same knowledge levels as the PE framework and the relationship between them.**

CrossReach Dementia Development team were able incorporate the new framework with our existing training programme. This was an extremely important addition, as our aim is to support people to remain in our care homes to the end of their lives, ensuring it is a positive end of life for both the person and their loved ones.

Our aim is that staff will have an understanding of the various challenges around end of life care and also the practical skills required to support people in a person-centred way. We ask our Dementia Ambassadors to help put the knowledge learned into practice. The SSSC supported this by providing four palliative and end of life care raising awareness sessions for our Dementia Ambassadors across Scotland.



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Information from frontline staff who went to the sessions have identified many positive aspects which they had previously struggled with, but as a result of attending they are now feeling much more confident and skilled in practice. This includes recognising when a person is entering the palliative care stage and when this stage progresses to the last few days. From this they have been able to develop the person's outcome focused care plan to make sure the person's wellbeing and comfort are maintained.

A good example is that in one of our units the training has enabled staff to develop different techniques using stimulation of the five senses to help a person in the palliative end of life stage to achieve their personal outcomes even when active participation becomes difficult. Another aspect that many staff have spoken about is the confidence it has given them to have difficult discussions with family as the person enters the last few days of life. It has also encouraged units, through our Dementia Ambassadors, to share ideas and practice and consider the development of Namaste Care as provided in some of our units in CrossReach.

We are sure this new framework will be an excellent addition to staff training and have a positive impact on the support offered by frontline staff.

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***“We are sure this new framework will be an excellent addition to staff training and have a positive impact on the support offered by frontline staff.”***



**Linda Kelly**  
Dementia Development  
and Research Officer

**When I started working in care homes, no one told me that I would be caring for people to the end of their life and I suppose I was naive about it. It was not something I was trained or educated about. I was shocked the first time I saw someone that had passed away, although for the person it was peaceful. I was also conscious about the level of support I had from the senior team and how this made the experience for me.**





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Since then I have always been interested and strived to work with others to make sure the people we care for have a good death that is respectful of their needs and wishes.

As my training focuses on dementia care, I found it tied in well with the last stage of the dementia journey. The framework also works well if tied in with some additional support, for example connecting with a hospice that has a care home education training plan.

One good thing that instilled confidence from staff at the SSSC raising awareness sessions, was recognising they already have the skills they need to carry out the palliative and end of life role.

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*“They already have the skills they need to carry out palliative care.”*

# Four Seasons

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**Tracey Rhodes-Muir  
and Yvette Rodgers**  
Resident Experience  
Facilitators

**Our role means that we like to be right in the centre of personal outcomes focused training for Four Seasons staff, to support our residents to have the best quality of life they can have.**

When we first became aware of the framework, we quickly realised the value in using it to map the skills and knowledge for all our staff, including handymen and cooks. We feel that everyone who works in a Four Seasons care home is affected when a resident dies. They are fully aware of the sense of loss they and also the other residents, carers and families feel too. It is our aspiration that all Four Seasons employees will be supported to achieve the knowledge and skills at Informed level.

It is our aim to develop a blended learning approach, using elearning as a platform for supported one-to-one discussion around the five domains in the framework. We'll be developing resources at both Skilled and Informed level and have already started to identify who might be Four Seasons pioneers to act as mentors in facilitating learning and development around the skills and knowledge across all five domains.

We can see how a resource at Informed level can also be used at induction for new staff members. We're aware of how much focus we place on mandatory training, such as fire safety, but feel that we should talk about palliative and end of life care as soon as possible. There is no getting away from the fact that carers will be involved in looking after someone who is at the end of their life at some point in their career and we would like them to feel ready to embrace this challenge without feeling fearful or distressed.



## Supporting staff

The framework has been really useful in bringing forward some of the terms which lack definition for some Four Seasons staff, such as anticipatory care planning. This is such an important aspect of planning personal outcome focused care and looking at the skills and knowledge in this domain is really going to help spell out what's needed to create a better understanding across the team.

Career progression within Four Seasons is really important and the Four Seasons learning resource that our staff use to progress from SVQ level 2 to 3 has a module specifically around palliative and end of life care as part of their learning pathway to become senior carers. We will be looking to map this at the Skilled level in the framework. Using this approach will help to identify any gaps or learning needs our carers might have as they develop and progress in their role and become more involved in palliative and end of life care. This includes supporting others, so again it is really important that staff feel confident and able to not only deliver palliative care themselves but also mentor and support carers in the team.

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*“It is our aim to develop a blended learning approach, using elearning as a platform for supported one-to-one discussion around the five domains in the framework.”*

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*“It is really important that staff feel confident and able to not only deliver palliative care themselves but also mentor and support carers in the team.”*



# Queens Cross Housing Association, Glasgow

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**Gillian Harkins**  
Housing Support Manager  
older people's service

**Lynne MacDonald**  
HR Manager

**Queens Cross Housing Association (QCHA) got involved with the framework to support our staff, who are currently in the process of registering with the SSSC on the housing support worker part of the Register. Staff work with older people who receive our housing support service, which enables them to receive the support and care they really need.**





Sometimes staff do not realise the important work they do. They sometimes think palliative and end of life care is delivered by other professionals, such as doctors, district nurses and Macmillan nurses. It is about recognising the valuable work they do by supporting tenants who require palliative or end of life care.

Our staff regularly support tenants to make decisions and get the support they need. Sometimes, more importantly, staff get a lot of information from their tenants on how they are actually feeling, which they may not feel comfortable sharing with other professionals or their family members.

Using the framework enables our staff to build on their knowledge and skills and recognise the important role they play.

One of the key factors is the Open Badge scheme, which will add to staff knowledge and give them recognition for the learning they have undertaken.

## Helping staff and tenants

The framework will also support and enable staff to feel more confident in sharing the experiences of tenants who have palliative needs, with family members and friends, making sure everyone, including themselves, feel supported during this time. It is really important to recognise and understand, it isn't just about the tenant but everyone who is part of the tenant's life. It is about supporting the tenants to live the life they choose and support them with the choices they make, to live the life they want

The framework is a new experience for us but will really benefit our staff team and our tenants. More and more people will be living in their own homes for longer and may have long term conditions. The framework will help to make sure they have the right support available, when they need it most.

# Queens Cross Housing Association, Glasgow continued

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Some of our staff have been part of and involved with the SSSC raising awareness session. The sessions really helped raise awareness with the staff about palliative and end of life care; no one felt overwhelmed but it allowed them to dip in and out and choose which pieces of information were relevant to them. The website links allow the staff to go away and think about what was

shared and how they feel it is relevant to them, in their own time.

We will be adding the framework into QCHA support and supervision and reflection meetings and will also support staff to recognise the importance of the framework during their registration with the SSSC.

The framework will help us in our relationships and communication with tenants and family members. The Communication domain allows staff to reflect and build on their own skills and understand that having these skills will help them feel more confident when having difficult and challenging conversations but also help them identify areas they wish to develop. We will support our staff during supervision meetings. QCHA work with a competency framework and have used the Continuous Learning Framework since 2014, building a culture of reflection with staff and enabling each worker to identify their own learning journey while reflecting on their own experiences.

QCHA has always been a leader in its community work; looking at what our tenants may need within their community. We also support people with mental health issues and young people who have experienced homelessness. The palliative and end of life care framework can stretch across all our services as anyone can have a long term, life threatening condition at any age.



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The framework is a tool which we aim to use in future recruitment, looking at the values and aims of each of the services moving forward. We aim to roll out the framework to other teams across QCHA as staff in various roles, including housing support officers, technical service officers and handy people visit our tenants on a daily basis.

QCHA is creating a new wider connections team, reaching out and working with GPs, social work services and intermediate discharge teams, the knowledge and skills within the framework will support us during this new phase and way of working.

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*“Using the framework enables our staff to build on their knowledge and skills and recognise the important role they play.”*

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*“The framework is a tool which we aim to use in future recruitment, looking at the values and aims of each of the services moving forward.”*

# Care Inspectorate

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## **Our approach to palliative and end of life care**

**The general duty of the Care Inspectorate is to promote improvement in the quality of a range of social services. We have 600 diverse staff and regulate around 14,000 services across Scotland. We use the Health and Social Care Standards to assess and evaluate the quality of care and support, setting, staff and leadership.**

We have used the framework in a variety of ways. We've used it in discussion with senior managers to encourage the inclusion of palliative and end of life care in the learning and development plan for inspectors. We have also used the framework as a method of continuous learning to support Care Inspectorate staff to register and maintain registration with SSSC.

The Care Inspectorate has established a staff group 'network of interest' and brought together a team of representatives from 13 inspection and complaint teams across Scotland. Our plan is to use the framework to promote education and training in our network of interest.

We also plan to shape individual learning by helping our team representatives to introduce the framework in their own teams of inspectors.

We feel the framework will help to raise awareness of anticipatory care planning and promote the use of 'Lets think ahead' in services we visit.

<http://ihub.scot/anticipatory-care-planning-toolkit/>

Ultimately we plan to promote the framework education, training and principles in the services we regulate.



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We hope to influence the use of the framework in our own organisation and ultimately in individual social services. Predictions by the National Records of Scotland indicate that the number of people aged over 65 will have increased by 63% by 2035. A significant number of them will need palliative and end of life care. This will have a significant impact on where and how it's provided. The Care Inspectorate can influence commissioning, care planning and delivery of services in the community. This is important to people who want to be confident that their support will be responsive, respectful and compassionate.

## Goals

The framework has encouraged us to work with partner agencies.

We have established short, medium and long term goals to promote the framework within our own workforce and ultimately in the social service workforce responsible for delivering care in Scotland.

So far progress has been slow. Not everyone is aware of the need to improve outcomes for people at this time in life. We want to promote the need for the right care and support, at the right time, for every person who needs it.

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***“We plan to promote the framework education, training and principles in the services we regulate.”***

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***“We want to promote the need for the right care and support, at the right time, for every person who needs it.”***

# Scottish Social Services Council

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## Registration team

**Workers can use the framework as a resource to help them reflect on their practice and contribute towards their PRTL requirements. All workers are registered subject to the requirement they undertake additional training and learning within their associated registration period.**

The framework can also be used to promote meaningful discussions between employer and employee, perhaps in the format of supervision. This in turn would also benefit their PRTL requirements. An open dialogue between both parties, using the framework, would help quickly determine the domain at which the individual is sitting and could be used as a developmental tool, with scope for further progression. This lends itself well to our aim of ensuring we meet our strategic aims that 'resources . . . support the development of the workforce' while increasing 'its capacity and capability'.

In terms of our Register, the framework echoes its structure in that it details a number of different domains (or levels). This helps to make sure our register parts can be targeted as appropriate, based on the level of knowledge they should have, or could obtain.

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