



End of Life Care Policy and Procedure

CARERS' HANDS H C A LTD

Company Number: 12398073

Registered Office: 39 Crossley Place, Southampton, SO15 2EX

Policy Owner: Registered Manager

Policy Reviewed: June 2025

Next Review Due: June 2026

Version: 1.0

1. Purpose

To ensure that service users receiving end of life care from CARERS' HANDS H C A LTD are supported with compassion, dignity, and according to their personal wishes and cultural beliefs.

2. Scope

This policy applies to all staff involved in the delivery of care to individuals who are approaching the end of their life or receiving palliative support.

3. Policy Statement

We are committed to providing person-centred, respectful, and coordinated end of life care in collaboration with families and other professionals. Our aim is to support comfort, choice, and peace for every individual in our care.

4. Legal and Regulatory Framework

- CQC Regulation 9: Person-Centred Care
- CQC Regulation 12: Safe Care and Treatment
- NICE Guidelines on End of Life Care
- Mental Capacity Act 2005
- Equality Act 2010

5. Planning and Communication

- Advance Care Planning is encouraged and documented
- Service users and families are fully involved in decisions
- Preferences around place of death, resuscitation, and spiritual care are respected
- Clear communication is maintained throughout the journey



6. Partnership Working

- We work closely with GPs, district nurses, hospices, and palliative care teams
- Referrals are made promptly when needs change or symptoms escalate
- Support is coordinated to ensure 24/7 continuity of care where possible

7. Symptom Management and Comfort

- Staff are trained to recognise and respond to pain and distress
- Practical, emotional, and spiritual comfort is prioritized
- Medication support is delivered in accordance with protocols

8. Cultural and Religious Needs

- Care respects personal, cultural, and religious values
- Family rituals and customs are honoured wherever feasible
- Interpreter or chaplaincy support is arranged where needed

9. Support for Families and Carers

- Families are supported emotionally and practically during and after the end of life phase
- Bereavement resources and signposting are provided
- Staff communicate with sensitivity and clarity

10. Staff Training and Support

- Staff receive training in palliative care, communication, and bereavement support
- Emotional wellbeing of staff is monitored and supported through supervision

11. Review, Audit and monitoring

This policy and procedure will be monitored and reviewed **at least annually**, or earlier if changes in legislation, regulation, or best practice occur or monitored through audits, incident reports, recruitment data, and service user feedback. Regular audits will be undertaken to ensure ongoing compliance with Care Quality Commission (CQC) requirements and the internal quality assurance framework of CARERS' HANDS H C A LTD.

For a full copy of this policy and related procedures, or to request it in an alternative format or language, please contact:



- ☐ Call the Office: 07535 8524917
- ☐ Email: carershandsagency@gmail.com

Signature and Declaration

Signed:

Chanyuka Dhlakama

Designation: Registered Manager

Date: 01/06/2025

Next Review Due: 01/06/2026