

| | Charter point | Where we are now (May 2015) | Where we need to improve | Next steps (with timescales) |
|---|---|---------------------------------------|---------------------------------|-------------------------------------|
| 1 | Ensure assessments/care planning for service users and carers are outcome focused, person centred, holistic , maximising quality of life, understanding lifestyle/culture | | | |
| 2 | Ensure workers are supportive, compassionate, use ordinary language, have good communication skills | | | |
| 3 | Workers value and understand all roles and contributions | | | |
| 4 | Workers promote dignity, choice & independence, positive risk taking for people approaching the end of life | | | |
| 5 | Embed EOL planning and key questions in assessments | | | |
| 6 | Develop L&D plan for all workforce - including roles, difficult conversations, holistic assessment | | | |
| 7 | Users and carers are fully involved in changes to care plan and kept up to date | | | |

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| 8 | There is continuity of care & working in partnership | | | |
| 9 | Service users and carers only need to communicate information once, professionals can access up to date information | | | |
| 10 | A named co-ordinator shares the care plan across the care and support team | | | |
| 11 | Funding issues do not impede the provision of care and support | | | |
| 12 | There is a timely whole system approach from early intervention through to post death support | | | |
| 13 | Develop information & advice strategy - aligned with CCG information & advice | | | |
| 14 | Develop systems for sharing information across providers | | | |
| 15 | Develop flowchart for local eolc pathway, including access to 7 day working, identifying roles & responsibilities of all sectors | | | |

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| 1 6 | Engage with users & carers to inform service development & commissioning | | | |
| 1 7 | Use commissioning process to establish required competences and service delivery models | | | |
| 1 8 | Ensure market shaping reflects local JSNA & public health role working with communities | | | |
| 1 9 | Service specifications are in line with KPIs & QAFs irrespective of which agency is funding | | | |
| 2 0 | There is an integrated whole system approach across social care and health to review KPIs | | | |
| 2 1 | Actively participate in LSCP EOLC network programme of work | | | |