

Each person is seen as an individual

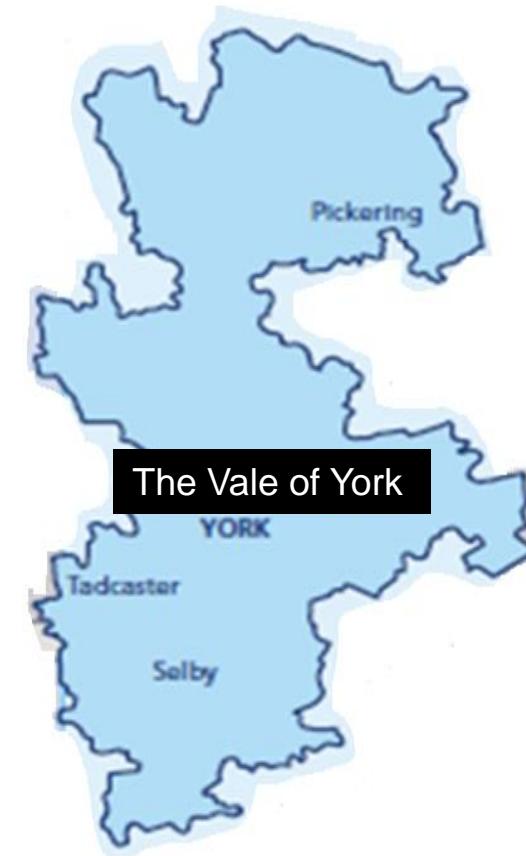
Each person has fair access to care

Maximising comfort and wellbeing

Care is coordinated

All staff are prepared to care

Each community is prepared to care



End of life care is the total care of a person with an advanced, progressive or incurable illness. End of life care can last a few days, months or years, continuing for however long it is needed. Our vision is for everyone who needs end of life care to have access to high quality, responsive services that meet their needs, at the time and place where they are needed.

This charter was created in collaboration with our patients, community and their families and local professionals to represent what is most important to you for end of life care. Thank you to all those involved.



Vale of York
End of Life Citizen Charter

Better outcomes for patients, their families, carers and staff

Each person is seen as an individual

People will be supported to have honest conversations about death and dying that uses language that is easy to understand.

Conversations will help to jointly develop an Advanced Care Plan to outline the individual's wishes for their health, care, resuscitation and organ donation.

There will also be discussions about where the person prefers to die with an understanding that this may change over the course of their illness.

Each person has fair access to care

Individuals will be treated with dignity and respect.

People will have fair access to high quality, timely care regardless of where they live.

The staff involved with developing end of life care services will ensure that everyone has fair access to palliative and end of life care, particularly for those people with a learning disability, dementia, or long term conditions.

Maximising comfort and wellbeing

People will be offered a skilled assessment of their palliative care needs that is developed jointly with them and regularly reviewed.

Families and loved ones will be given care and support.

Care will not stop at the point of death. The certification of death, or referral to coroner, will be explained clearly and allow for a discussion about the cause of death.

Bereavement and pre-bereavement care will be responsive to the needs of everyone affected by a death.

Care is coordinated

The right help at the right time and from the right people will be provided by a single point of contact to coordinate the care that is needed.

Information about a person's care will be explained clearly.

It will be possible to talk to someone who will listen and respond, at any time of the day or night.

Emergency contact details will be provided to you and those close to you.

All staff are prepared to care

Individuals, their family and loved ones will be treated with care and compassion by all staff.

The staff providing care will be supported in their work to help them remain compassionate, resilient and empathetic whilst applying their professional values every time.

Each community is prepared to care

Those involved with developing end of life care services will support and work with local communities.

To ensure the best possible outcomes they will help local communities to play a significant role in supporting individuals and those important to them at the end of life and through bereavement.