



Advance Care Planning 'Hoping for the best but planning for the worst'

Introduce

Hello, my name is...

Speak slowly, calmly and clearly

Introduce ACP as thinking ahead for your future health needs

Ask

Can you help me to understand your wishes?

Establish some basics

Establish if they are comfortable?
Is this the right time?
Is this the right place?
Do they want to go ahead?

Break down the conversation into small chunks



Helpful concepts

Trusted decision maker

Is there someone you trust to make decisions for you?
Lasting Power of Attorney?
Have you talked about your wishes with them?

Care setting

If you were dying where would you want to be?
Home /Carer Home/Hospital ?
Preferred comforts such as companion, music, scents, religion?

Ceiling of Care

Anything you would not be willing to go through to survive?
Thoughts about ventilators, would you want it/not want it
Thoughts about heart stopping, DNAR CPR offer opportunity to discuss

Comfort and reassure

Thank them for sharing details and let them know you will write them down on their personal plan
Offer to find help for them to share this with their family if they want
Ask about feelings and affirm

It is difficult to know what may happen if you get Covid 19 but if you do become very sick personal wishes are now understood

Allow silence

Listen

Take time and let their conversation flow
Do not interrupt
Allow for silence and difficult feelings
Summarise in small chunks to show you are listening

Empathise

Say what you hear and reflect if it seems to be a difficult conversation for the individual
'I can hear this is very hard for you to talk about'

Acknowledge

Acknowledge that thinking ahead is not always easy and that although you are hoping for the best this will help you to understand their wishes in case of the worst

Ending the call

Don't rush

Check how they are feeling emotionally and physically
Signpost if needed
Screen for any concerns or questions they have

Next steps

Confirm you will write this on an ACP and Confirm you will send it to them/ Caregivers
Remind them they can change their mind about anything recorded
Only used if unable to express wishes verbally

Afterwards

Record your conversation on Advance Care Plan
Share to electronic records and to professionals in health and social care