



1.

A valuable workforce

The reason for this project

People's stories have provided the insight

We have gained our understanding and insight by using the 'voices' and drawing on the experience of the following groups:

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n

n

Key messages for improving end of life services are:

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n

n

n

A call to action

Key worker definitions in health and social care

Social care:

Health defined in NICE guidance (2004) as:

Elements of a key worker

Co-ordinating a person's care

Promoting continuity

Empowering the person

Signposting

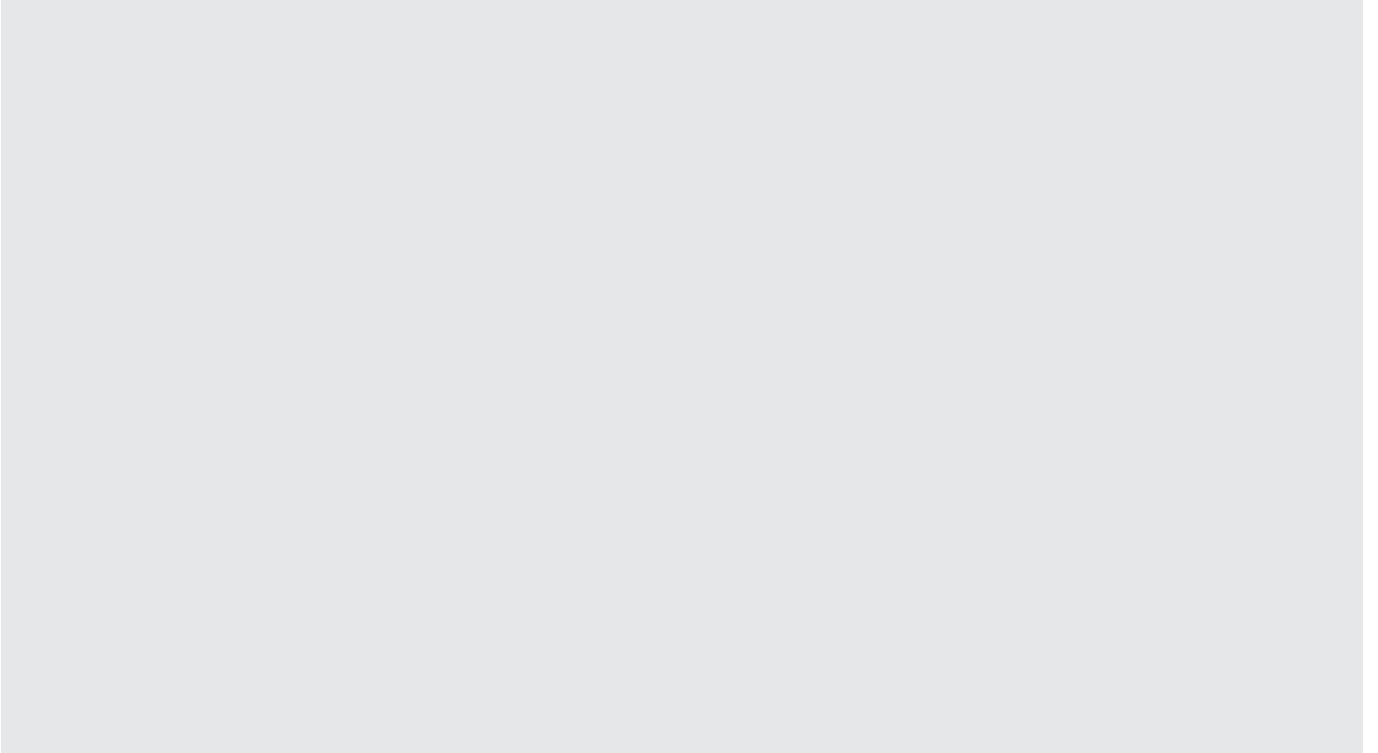
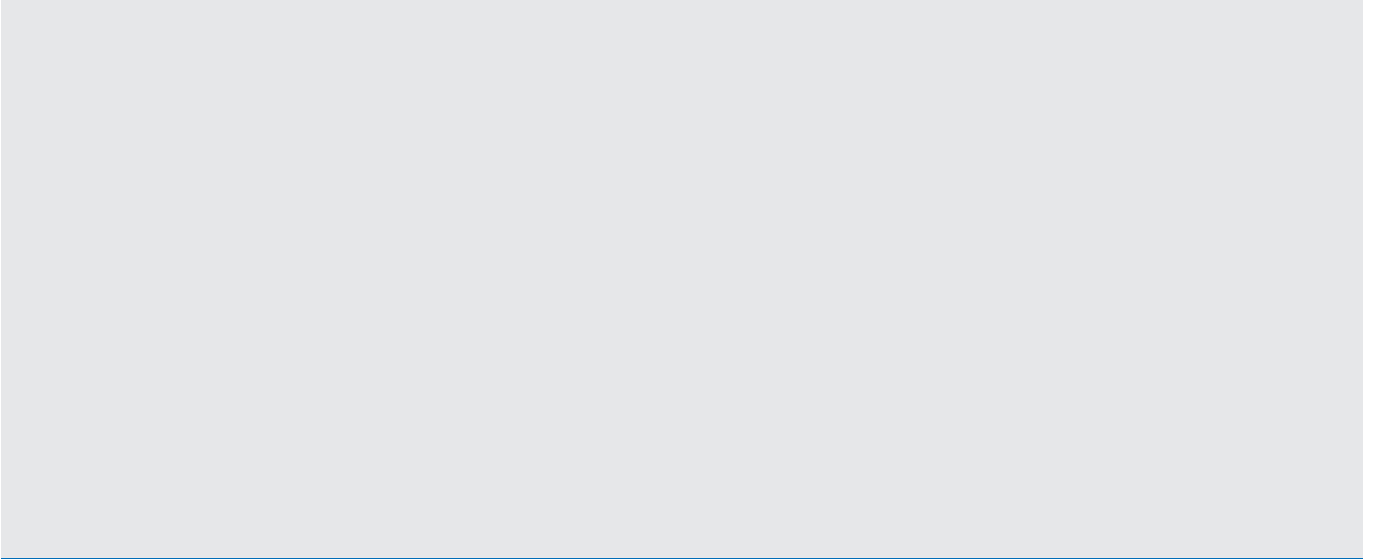
Effective team member

Key order definition drawing upon both health and social care

Table 1:

Co-ordinating person's care	a, d	b, e	b	a	e
Promoting continuity	c, d	e	b, c, d	a	c
Empowering the person	b, e	c, e,	a, e, g	d	e
Signposting	e, f a, g	e, f, g --	f		
Effective team member	a, c a, b, d	a, b, c a	a, e		

The Department of Health document 'Common Core Competences and principles for



3. Symptom management, maintaining comfort and well-being

a

5. Overarching values and knowledge

a







Therefore our findings are clustered into:

1

2

3

The sources of our findings are explained in full in the methods section of this report and include:

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n

n

n

4.1

Key worker role: summary of findings

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n

n

Key worker role:

What essentials of the key worker role were demonstrated and worked well.

Learning from people at the end of life



Key worker role - practical thinking: What is still needed as action for the future?

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n

n

n

Sources of this insight for key worker role

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n

4.2

We have built on the work of Skills for Health and Skills for Care⁴ to show the 29 competences that could be required of which 21 were cited by an independent evaluation⁵ to be in evidence using film material of observation and interview. Their findings show that:

Source: Skills for Health Research.

Competences: summary of findings

n

4.2.1

The type of Common Core Competences either exhibited by staff or required are:

1. _____
2. _____
3. _____
4. _____
5. _____

4.2.2

The aspects of competences that had a positive impact on care and support for people approaching end of life and their relatives were the following:

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n

n

n

n

Sources of this insight for competences

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n

n

n

4.3

Integrated care: What aspects of an integrated care path were demonstrated and worked well.

Learning from people at the end of life

5.

The competences in evidence

Table 2:

Common Core Competences		1. Communications skills	2. Assessment and care planning	3. Symptom management	4. Advance care planning	5. Overarching values and knowledge
Definition of key workers (Health and Social Care)	Co-ordinating person's care	a, c	c, d	b, e, f	e, f	a
	Promoting continuity	b, e	e	a, c, e	a	a, b
	Empowering the person	b	b, c, d	b, e	e, f	a, b
	Signposting	a a	d --	a		
	Effective team member	e c	e, f f	a, e		

Findings

The general findings are:

