



About the Strategy

Death is an inevitable part of life, and healthcare professionals play a vital role in ensuring a positive end of life experience for patients and their loved ones.

The Ambitions for Palliative and End of Life Care frameworks (2015–2020 and 2021–2026) emphasize the importance of education, training, and person-centred care, with a key focus on preparing staff to deliver compassionate, evidence-based care.

Well-trained staff improve outcomes and experiences, making ongoing professional development essential. In Lincolnshire, a dedicated strategy supports staff and volunteers in gaining the knowledge and confidence needed to deliver high-quality palliative care, ensuring patients receive fair, coordinated, and respectful support.



Who is the Strategy for?

This strategy applies to all involved in health and social care in Lincolnshire and outlines a three-tiered education and training framework, from general awareness to advanced competencies, aligned with the 2017 Core Skills Training Framework.



PEOL Definitions



Download Definitions



Definitions are important to ensure a shared language across health and social care staff, enabling consistent understanding of palliative and end of life care stages.

Palliative care is a holistic approach that aims to improve quality of life for patients and families facing life-limiting illness by preventing and relieving suffering through early, comprehensive support (WHO, 2020).

For this strategy, end of life refers to adults likely to die within 12 months, including those with advanced illness, frailty, sudden acute crises, or life-threatening events (GMC, 2022).

Care of the dying refers to the support provided when a person is believed to be in the final 2 to 3 days of life, as determined by the clinical team (NICE, 2015).



Tier 1-3 Learning Outcomes

Below is a file containing Learning Outcomes for all Tiers, with each tier building upon the former in terms of depth of information.

NOTE: To complete Tier 2, you must first have completed Tier 1 training. To complete Tier 3 you must first have completed Tier 1 & 2 training.



Download Learning Outcomes Summary



How to use this training package

TIER 1

TIER 2

TIER 3



nhs.uk



30min training

Completed in Tier1

Click on linked tiles to be taken to a specific part of the package/ Tier where indicated

To move to the next slide, click anywhere in the presentation when you see this arrow OR use arrow on your keyboard

Hover over links/embedded resources until you see a hand pointer and click to open link in a separate tab

Dark grey tile indicates the approximate time required to complete each resource/video/training
Light grey tile indicates where item was completed as part of a previous Tier/Topic



The core skills and knowledge in the training package are set out in three tiers:

TIER 1



Who is this aimed at?

Those that require general palliative and end of life care awareness.

This tier will be relevant to you if:

You work in the adult health and social care sector but have limited contact with anyone approaching the end of life.

For instance, may be in a role that doesn't deliver direct patient care but will come into contact with a palliative patient- for example volunteers, administrator, housekeeper, or porter.



The core skills and knowledge in the training package are set out in three tiers:

TIER 2



Health and Social care professionals that require additional knowledge to those in Tier 1, in how to provide person centred care for palliative and end of life patients and their loved ones.

This tier will be relevant to you if:

You work in adult health and social care. Most of the individuals you support are not approaching the end of life, but some are.

For instance, you might work on an hospital ward, or in a GP surgery.



The core skills and knowledge in the training package are set out in three tiers:

TIER 3



Health and Social care professionals who require in-depth knowledge of how to provide care and support for an individual approaching the end of life.

This tier will be relevant to you if:

You work in adult health and social care. Most of the individuals you support are approaching the end of life either in their own home, residential home, hospital ward or hospice.

Tier 1 - overview

Topic 1: Person Centred Care	Topic 2: Communication in Palliative & EOL Care	Topic 3: Support for Carers	Topic 4: Care After Death	Topic 5: Maintaining own Health and Wellbeing
Introduction	Introduction	Introduction	Introduction	Introduction
Outcomes	Outcomes	Outcomes	Outcomes	Outcomes
Training & Resources	Training & Resources	Training & Resources	Training & Resources	Training & Resources
45min total	37min total	5min total	1h+ total	17min total

Click on the chosen tile
for further detail



Tier 1 - Topic 1

Introduction:

Person Centred Care

The first ambition in the Ambitions Framework is
“Each person is seen as an individual..... am I asked what
matters most to me. Those who care for me know that and work
with me to do what’s possible”
(National Palliative and End of Life Care Partnership, 2021).

Person centre care is based on principles of respect, dignity,
choice, and independence (HEE et al., 2017),
with individuals being at the centre of every conversation.

The individual is an expert in their own life and should be
supported to remain in control of their choices.

Tier 1 - Topic 1

Outcomes:

Person Centred Care

- 1.1 Undertake conversations with individuals nearing the end of life.
- 1.2 Through your actions, demonstrate understanding and respect that individuals are experts in their own lives.
- 1.3 Demonstrate the ability and willingness to support the diverse needs and wishes of individuals, that may differ from your own.
- 1.4 Discuss how person-centred care includes all elements of an individual's life that are important to them, not just their symptoms.
- 1.5 Identify and discuss who is important to the individual and who they see as 'leading' their care.
- 1.6 Discuss the part, you play in the individual's end of life care and know where to seek support.
- 1.7 Discuss the importance of a caring network from which the individual and those important to them may benefit.

Tier 1 - Topic 1

Training & Resources:

[ReSPECT Training](#)
scroll down and click on the ReSPECT Training tile



ReSPECT :: Lincolnshire Palliative and End of Life

Resources related to ReSPECT - includes documents, policies and training videos translated patient...

eolc.co.uk

30min training

[NHS England » Personalised care and support planning](#)

The NHS logo, consisting of the letters 'NHS' in white on a blue square background.

England

NHS England » Personalised care and support planning

england.nhs.uk/

10min reading

Person
Centred Care

[Back to Tier 1 Summary](#)

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Tier 1 - Topic 2

Communication in Palliative & EOL Care

Introduction:

Communication is at the heart of everything we do in palliative care and starting sensitive conversations about end of life can be difficult.

Communication at end of life needs to be sensitive, open, honest, and given enough time for the patient and those important to them to express their feelings, plan for practical matters, as well as explore spiritual needs.

Families and carers will also need support, information, and answers to hard questions. Communication with loved ones, to talk about what matters to each of them may also be needed.

Professionals will also need to share information with each other effectively and in the best interest of the individuals and others.

Tier 1 - Topic 2

Outcomes:

Communication in Palliative & EOL Care

- 1.1 Explain the importance of discussing dying, death and bereavement, and expressing wishes and preferences associated with this.
- 1.2 Talk about death, dying and bereavement and actively listen to others.
- 1.3 Demonstrate good listening skills in relation to end of life discussions.

Tier 1 - Topic 2

Communication in Palliative & EOL Care

Training & Resources:

[Good communication at end of life
Marie Curie](#)

5min reading

Communication needs in palliative care | For professionals

Good communication is a key part of providing high quality care. People receiving palliative and end of life care may have complex communication needs.

[Talking about death and dying - Hospice UK](#)

5min reading



Talking about death and dying
Talking about death to people you care about isn't easy. Find practical advice and on how to tell somebody that a loved one is dying, or has died.

[SBAR-Implementation-and-Training-Guide.pdf \(england.nhs.uk\)](#)

10min reading

[SBARD NHS Tool](#)

12min video

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Tier 1 - Topic 3

Support for Carers

Introduction:

Individuals who are supporting people approaching end of life should be a **key element** of their care, involving them in discussions around delivery of care, where the patient consents, and be **given the opportunity to provide feedback**.

It is important to remember that families and loved ones also require and are **entitled to support, both emotionally and practically** and that support should not stop when the person they are caring for, dies.

Instead, families and carers may need time to explore their thoughts and feelings throughout their loved one's end of life care and beyond and **need guidance** on what to do next.

It is important to ensure that the individual and the people important to them are sensitively **put in touch with other services** and have **information** about where to go and what to do after death.

Tier 1 - Topic 3

Support for Carers

Outcomes:

- 1.1 Explain what it means to be a 'Carer'.
- 1.2 Discuss what support, services and resources are available, including practical and emotional support services, and demonstrate how to access them.
- 1.3 Describe how to access support for family conflicts.
- 1.4 Access a Carer's Assessment and resultant support.
Offer support to someone who is bereaved and grieving.

Tier 1 - Topic 3

Support for Carers

Training & Resources:

[Support for carers | Hospice UK](#)

resource



Support for carers
Find support for carers looking after someone with a life-limiting condition.

[I need support with a bereavement | Hospice UK](#)

resource



I need support with a bereavement
What should I say? It can be very difficult to know what to say or do when someone you know has had someone close. We often want to offer support.

[Talking about death and dying - Hospice UK](#)

5min reading

Completed in Topic2



Talking about death and dying
Talking about death to people you care about isn't easy. Find practical advice and on how to tell somebody that a loved one is dying, or has died.

[SBAR-Implementation-and-Training-Guide.pdf \(england.nhs.uk\)](#)

10min reading

Completed in Topic2

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Tier 1 - Topic 4

Introduction:

Care After Death

Care for an individual does not finish when they die, healthcare staff should take into consideration their preferences and wishes around death that they expressed before death.

Health professionals have a responsibility to inform the relevant services, and people important to the individual of the death, in line with individual organisation agreed ways of working.

Tier 1 - Topic 4

Outcomes:

Care After Death

- 1.1 Explain the difference between verification of death.
- 1.2 Discuss your role in the verification of death.
- 1.3 Discuss your role regarding certification (medical examiner).
- 1.4 Discuss your role in informing individuals in informing local services/central departments e.g., banks, DVLA, passport office.

Tier 1 - Topic 4

Care After Death

Training & Resources:

[Care After Death :: Lincolnshire Palliative and End of Life \(eolc.co.uk\)](http://eolc.co.uk)

20min training

[Bereavement help and support
Tell Us Once - Lincolnshire County Council](#)

resource



Bereavement help and support

Bereavement help and support

Lincolnshire County Council / Aug 28, 2024

[What to do when someone dies | Hospice UK](#)

4min reading



[Care After Death guidance - Hospice UK](#)

30+min reading

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Tier 1 - Topic 5

Introduction:

Maintaining own health and wellbeing

Caring for someone at end of life can be physically, emotionally and psychological tiring. It is important to recognise the need to maintain your own health and wellbeing could make the difference in your ability to manage your own feelings when caring for someone at end of life.

Support is available to families and loved ones, as well as for health and social care professionals working in end-of-life care. Knowing how to access this is important.

Tier 1 - Topic 5

Outcomes:

Maintaining own health and wellbeing

- 1.1 Explain the importance of caring for yourself and others providing caring roles.
- 1.2 Identify the potential emotional impact of death and dying on oneself and others involved in caring for the person at end of life.
- 1.3 Demonstrate how to access support to help oneself and others involved in caring for the person at end of life, including accessing a caring network.

Tier 1 - Topic 5

Training & Resources:

[Looking after yourself when someone is dying | Hospice UK](#)



Looking after yourself when someone is dying
Caring for someone when they are dying can be very difficult. While it can feel hard to think of much else, it's important to consider your own wellbeing too. Here you will find advice on how to look after yourself...
Hospice UK

6min reading

[Caring for someone at home | Hospice UK](#)



Caring for someone at home
Caring for someone who is at the end of their life at home can be rewarding, but also very challenging. This page has advice for you if you are a carer.
Hospice UK

6min reading

Individual Trusts/Organisations provide wellbeing support, please see your own Trust Intranet or contact Organisation's support for wellbeing services.

local resource

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[Tier 2](#)



Maintaining
own health and
wellbeing

Tier 2 - overview (Topics 1-4)

Topic 1: Person Centred Care	Topic 2: Communication in Palliative & EOL Care	Topic 3: Recognition and Identification of Deterioration	Topic 4: Assessment and Care Planning in palliative and end of life care
Outcomes	Outcomes	Introduction	Introduction
Training & Resources	Training & Resources	Outcomes	Outcomes
50+ min total	32min total	Training & Resources	Training & Resources
		1h 5min+ total	15min total

Click on the chosen tile
for further detail



Tier 2 - overview (Topics 5-8)



Click on the chosen tile
for further detail



Tier 2 - Topic 1

Introduction & Outcomes as per Tier 1, plus:

Tier 1 Introduction reminder

Outcomes:

Person Centred
Care

- 2.1 Explain the importance of assessment and care planning being a 'holistic' and person-centred process.
- 2.2 Discuss how to make the individual the focal point of their own care and support, prioritising individual wishes and beliefs to support them to retain independence, choice, and dignity.
- 2.3 Empower and support individuals manage their care and support and to make decisions based on their own experience, utilising professional support and guidance.

Tier 2 - Topic 1

Introduction & Outcomes as per Tier 1, plus:

Outcomes:

Person Centred
Care

2.4 Assess the needs, concerns, and priorities of individuals and those important to them in a person-centred way and support them to meet these needs.

2.5 Support individuals to identify and manage risk. i.e. risk feeding and take appropriate action to rectify problems individuals may have with eating and drinking.

2.6 Work with individuals and others to develop a person-centred end of life care plan that balances disease-specific treatment with care and support needs and wishes of the individual.

Tier 2 - Topic 1

Person Centred
Care

Training & Resources:

[ReSPECT :: Lincolnshire Palliative and End of Life \(eolc.co.uk\)](http://eolc.co.uk) (Tiers 2 & 3)

45min training (all Tiers)

[NHS England » Personalised care and support planning](#)

10min reading

Completed in Tier1



[NHS England » Personalised palliative and end of life care](#)

20min+ reading

Completed in Tier1



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Tier 2 - Topic 2

Introduction & Outcomes as per Tier 1, plus:

Tier 1 Introduction reminder

Outcomes:

Communication in Palliative & EOL Care

2.1 Communicate sensitively with individuals and those important to them on a range of complex matters relating to end-of-life care, in a non-judgemental, empathetic, genuine, collaborative, and supportive manner that is appropriate to them and the situation.

2.2 Use active listening skills and open questions to support individuals and those important to them to express their feelings, preferences and needs alongside their strengths and abilities and understand why silence is an important part of communication in end-of-life care and feel confident in the value of silence.

2.3 Identify the different barriers to communication at end of life, including where someone has additional care, support or communicate needs e.g., learning disabilities, cognitive impairment, sensory impairment, or where a situation makes it difficult to communicate effectively e.g., noisy, distressing, emergency environments, and have strategies in place to overcome these barriers.

Tier 2 - Topic 2

Communication in Palliative & EOL Care

Introduction & Outcomes as per Tier 1, plus:

Outcomes:

2.4 Identify where to seek advice about difficult and complex matters or situations and be able to manage conflict where it arises between the individual and those important to them regarding end-of-life care or advance care planning choices, work sensitively with all parties towards a resolution and access mediation and advocacy services where appropriate.

2.5 Discuss how sensitive communication includes the need to respect wishes of those who do not want to have open discussions about their condition or end of life and that the ability and desire of individuals and those important to them to discuss end of life care issues may change over time.

2.6 Use communication skills to ensure end of life care plans, and advance care plans, are understood and shared and be able to share information about the illness, its prognosis and support available to make informed decisions in a way that is accessible and uses appropriate language

Tier 2 - Topic 2

Communication in Palliative & EOL Care

Training & Resources:

[Good communication at end of life
Marie Curie](#)

5min reading

Communication needs in palliative care | For professionals

Good communication is a key part of providing high quality care. People receiving palliative and end of life care may have complex communication needs.

[Talking about death and dying - Hospice UK](#)

5min reading



Talking about death and dying
Talking about death to people you care about isn't easy. Find practical advice and resources to help you feel more confident about talking about death.

[Let's talk about death and dying. | Age UK](#)

5min video

[SBAR-Implementation-and-Training-Guide.pdf \(england.nhs.uk\)](#)

10min reading

Completed in Tier1

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Tier 2 - Topic 3

Introduction:

Recognition and identification of deterioration

The NHSE Long Term Plan (2019) and the NICE guidance (2021) state that earlier identification of people who may be in their final stage of life leads to more proactive person-centred care. Recognising deterioration early, leads to better planning, fewer crisis hospital admissions and care enables better outcomes for individuals who are then more likely to live and die where they choose (GSF, 2022).

Tier 2 - Topic 3

Outcomes:

Recognition and identification of deterioration

- 2.1 Use appropriate assessment tools to aid in the early identification of the deteriorating patient e.g., SBARD, Restore2 mini, SPICT, Karnofsky, phase of illness.
- 2.2 Distinguish between an acute and end of life deterioration.
- 2.3 Recognise and manage the deterioration confidently and competently.
- 2.4 Discuss the PIER (Prevention, Identification, Escalation, Response) framework and identify when to appropriately escalate patients.
- 2.5 Sensitively communicate deterioration to individuals and those important to them.

Tier 1 - Topic 3

Recognition and identification of deterioration

Training & Resources:

[Dying is not as bad as you're expecting. | Hospice UK](#)

4min video



Dying is not as bad as you're expecting
Palliative care doctor, author and Hospice UK supporter, Sallylyn Morris, explains how dying is a process - and one that is much more gentle than we imagine.

[Uncertain recovery - video](#)

1min video

[Recommendations
End of life care for adults: service
delivery | Guidance | NICE](#)

5min+ reading



Recommendations | End of life care for adults: service delivery | Guidance | NICE

This guideline covers organising and delivering end of life care services, which provide care and suppo...

[N nice.org.uk](https://www.nice.org.uk)

<https://www.england.nhs.uk/patient-safety/managing-acute-physical-deterioration-through-the-prevention-ide>

10min reading



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Tier 1 - Topic 3

Recognition and identification of deterioration

Training & Resources:

Signs that someone is dying.
(mariecurie.org.uk)

5min+ reading

Signs that someone is dying

How to recognise the common signs of dying so people can receive the best possible care in their last days of life and so that loved ones can be prepared.

Marie Curie

<https://www.spict.org.uk/spict-4all/>

3min reading

What to expect in the last moments before death | Hospice UK

2min reading



What to expect in the last moments before death
It can be difficult to know exactly when someone is going to die or has died. Here are some of the most common signs in the last moments before death.
HOSPICE UK

Dying for Beginners: what happens when someone is dying | Hospice UK

4min video



Dying for Beginners: what happens when someone is dying
In this video animated by Emily Doane, Dr Kathryn Maxwell guides you gently on a step by step journey through the process of dying, and what it's like to die.

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Tier 1 - Topic 3

Recognition
and
identification of
deterioration

Training & Resources:

[Spotting the signs when a person becomes unwell \(skillsforcare.org.uk\)](https://www.skillsforcare.org.uk)

15min reading

[ReSPECT :: Lincolnshire Palliative and End of Life \(eolc.co.uk\)](https://www.eolc.co.uk)
(Tier 2 and 3)

Completed in previous modules

[SBAR-Implementation-and-Training-Guide.pdf \(england.nhs.uk\)](https://www.england.nhs.uk)

10min reading

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Tier 2 - Topic 4

Introduction:

Assessment and Care Planning in Palliative and End of Life Care

Personalised care and support plans are integral to patient care and an ongoing process throughout an individual's end of life care. Care plans should reflect the physical, social, spiritual, and psychological needs of the patient, looking beyond the medical care interventions to enable those needs and goals to be achieved.

In 2016 the Government produced a paper around review of choice in end of life care and acknowledge the importance of personalise care planning based on what was important to the patient in relation to their needs, including the choice of where they wished to be cared for and die (Department of Health, 2016).

Tier 2 - Topic 4

Introduction:

Assessment and Care Planning in Palliative and End of Life Care

Advanced Care plans enable people to guide the care they receive, stay in control, and remain central to decisions about them. It is also important that those caring for their loved ones at end of life are supported. **The Care Act (2014)** provides a platform for local authorities to commence person-centred care plans for those caring for a person who is end of life.

Tier 2 - Topic 4

Outcomes:

Assessment and Care Planning in Palliative and End of Life Care

- 2.1 Identify when an end of life or advance care plan would be appropriate, planning ahead.
- 2.2 Explain how individuals and those important to them have a choice in who they choose to discuss assessment and care planning with.
- 2.3 Provide a variety of information and assessments based on the individual's need and those important to them in a person-centred, holistic, private and dignified way.
- 2.4 Discuss why and how an individual's capacity will affect how assessment and end of life care planning takes place and when a mental capacity assessment may be required.

Tier 2 - Topic 4

Outcomes:

Assessment and Care Planning in Palliative and End of Life Care

2.5 Review and update assessments (including ReSPECT) in partnership with others, including the individual and those important to them taking account of the changing needs and wishes of individuals.

2.6 Support and record decisions about advance care planning, understanding the difference between advanced decisions and advance statements.

Tier 2 - Topic 4

Training & Resources:

[Advance care planning | Hospice UK](#)

6min reading



[Planning ahead | Hospice UK](#)

resources



[Palliative care from diagnosis to death](#)

4min video

[ReSPECT :: Lincolnshire Palliative and End of Life \(eolc.co.uk\) \(Tier 2 & 3\)](#)

Completed in previous modules

Assessment
and Care
Planning in
Palliative and
End of Life
Care

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Tier 2 - Topic 5

Symptom Management in palliative and end of life care

Introduction:

People who are receiving end of life care may experience a number of symptoms associated with their disease progression and/ or treatment. Healthcare professionals need to understand the different causes for the various symptoms and know how to relieve those symptoms in a holistic manner, considering individual wishes and preferences.

Being aware of the different types of symptoms that might occur, will support individuals and the people who are important to them to understand the end of life and the dying process and enable them to be involved in care provision.

Understanding what to expect ensures that people and those important to them can alert healthcare providers to deterioration/ ask for support.

Tier 2 - Topic 5

Outcomes:

Symptom Management in palliative and end of life care

- 2.1 Identify and discuss common symptoms associated with the approach of end of life.
- 2.2 Discuss how different factors can alleviate or exacerbate pain and discomfort.
- 2.3 Discuss the importance of a holistic understanding and assessment of the individual's perception of their symptoms and the impact this may have on their choices.
- 2.4 Identify and employ the range of therapeutic options available including practical support or psychological therapy, for symptom management available to them and any potential risks and benefits.

Tier 2 - Topic 5

Outcomes:

Symptom Management in palliative and end of life care

- 2.5 Discuss how symptoms have many causes and demonstrate how different causes may require different approaches to treatment, care, and support.
- 2.6 Support the individual to retain dignity during symptom management.
- 2.7 Discuss the importance of, and demonstrate how to provide regular symptom relief, and measure its effectiveness.
- 2.8 Demonstrate when and how to refer concerns about an individual's symptoms to specialist colleagues.
- 2.9 Discuss and utilise local and national policy relating to medicines management.

Tier 2 - Topic 5

Training & Resources:

[What to expect from end of life care - NHS \(www.nhs.uk\)](https://www.nhs.uk)

5min reading



[Managing pain and other symptoms NHS \(www.nhs.uk\)](https://www.nhs.uk)

10min reading



[Policies and Guidelines - Lincolnshire :: Lincolnshire Palliative and End of Life \(eolc.co.uk\)](https://www.eolc.co.uk)
Lincolnshire Guidelines: Symptom Management in Adult Palliative and End of Life Care

30min+ training

Symptom
Management in
palliative and
end of life care

Tier 2 - Topic 5

Symptom Management in palliative and end of life care

Training & Resources:

[Policies and Guidelines - Lincolnshire :: Lincolnshire Palliative and End of Life \(eolc.co.uk\)](#)
Policy for Anticipatory Prescribing and Supply of Palliative Care Medications for Adults

15min training

Palliative care referral information, available services and form:
<https://eolc.co.uk/professionals/palliative-care-referral>
Local hospice information: <https://eolc.co.uk/professionals/co-ho-referrals>
Community Hospitals information: <https://eolc.co.uk/professionals/hospice-referrals>

resources

Each Trust/Organisation will have own medication management mandatory training that registered staff attend

local resource

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Tier 2 - Topic 6

Introduction & Outcomes as per Tier 1, plus:

Tier 1 Introduction reminder

Outcomes:

Support for Carers

- 2.1 Explain that carers may need support to recognise they have taken on a caring role.
- 2.2 Identify where a child or young person has taken on a caring role and refer to appropriate support services.
- 2.3 Discuss the impact of and identify the different factors that may affect carers' response to, death grief, loss and bereavement.
- 2.4 Discuss the need to be sensitive to carers' changing circumstances and needs and adapt care and support accordingly.

Tier 2 - Topic 6

Introduction & Outcomes as per Tier 1, plus:

Outcomes:

Support for
Carers

2.5 Support those important to the individual to maintain their relationships.

2.6 Offer assessment to Carers.

2.7 Describe the duty of local authorities to undertake carer's assessments.

2.8 Offer guidance and/or training to carers on practical aspects of care

Tier 2 - Topic 6

Training & Resources:

Support for Carers

[Support for carers | Hospice UK](#)

resources



Support for carers

Find support for carers looking after someone with a life-limiting condition.

Hospice UK

[Public :: Lincolnshire Palliative and End of Life \(eolc.co.uk\)](#)

resources

[I need support with a bereavement | Hospice UK](#)

resources



I need support with a bereavement

What should I say? It can be very difficult to know what to say or do when someone you know has lost someone close. We often want to offer support.

Hospice UK

Tier 2 - Topic 6

Training & Resources cd:

[End of life care - NHS \(www.nhs.uk\)](http://www.nhs.uk)

1h+ reading/videos



[Social Prescribing :: Lincolnshire Palliative and End of Life \(eolc.co.uk\)](http://eolc.co.uk)

resource

[Online, Phone & In Person Support for Unpaid Carers - Lincolnshire Carers First](http://carersfirst.org.uk)

resource



Online, Phone & In Person Support for Unpaid Carers - Lincolnshire | Carers...

If you're an unpaid carer, aged 16 and over, supporting someone in Lincolnshire, we're here to...

carersfirst.org.uk

Support for Carers

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Tier 2 - Topic 7

Introduction & Outcomes as per Tier 1, plus:

Tier 1 Introduction reminder

Outcomes:

Care After Death

- 2.1 Carry out care after death in a way that promotes dignity and respects the individual's wishes, culture and religious practices, including preparing the body for family and carer visits where appropriate.
- 2.2 Identify and follow legal and ethical requirements, agreed ways of working, processes and procedures following death.
- 2.3 Identify which organisations should be contacted following an individual's death, and the purpose of such contact.

Tier 2 - Topic 7

Introduction & Outcomes as per Tier 1, plus:

Outcomes:

Care After Death

2.4 Identify and employ the precautions needed, including use of protective clothing, when undertaking the care and transfer of deceased individuals, including those with specific high-risk diseases and conditions.

2.5 Describe how the physical changes after death may affect laying out or moving someone, and act accordingly.

2.6 Discuss what details need to be recorded when caring for and transferring a deceased person, including recording property and valuables.

Tier 2 - Topic 7

Training & Resources:

Care After Death

[Care After Death :: Lincolnshire Palliative and End of Life \(eolc.co.uk\)](http://eolc.co.uk)

20min training

Completed in Tier1

[Checklist for when someone dies and information on caring for the body \(mariecurie.org.uk\)](http://mariecurie.org.uk)

5min reading

Checklist for when someone dies and caring for the body

What happens after a death, including caring for the body, having the death verified and certified, registering the death, and finding a funeral director.

Marie Curie

[Providing care after death | Information for Healthcare Professionals \(mariecurie.org.uk\)](http://mariecurie.org.uk)

5min reading

Providing care after death | For Professionals

Providing care after someone dies involves treating their body with dignity, respecting their wishes, and supporting those important to them.

Marie Curie

Tier 2 - Topic 7

Training & Resources:

[What to do when someone dies | Hospice UK](#)



4min reading

Completed in Tier1

[Bereavement help and support – Tell Us Once - Lincolnshire County Council](#)



resources

<https://eolc.co.uk/public/coping-bereavement>
or type 'Bereavement' in the search box for more support

resource

Care After
Death

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Tier 2 - Topic 8

Introduction & Outcomes as per Tier 1, plus:

Tier 1 Introduction reminder

Outcomes:

Maintaining own Health and Wellbeing

- 2.1 Recognise and discuss the potential impact the death of an individual may have on own feelings.
- 2.2 Discuss the importance of and demonstrate how to make good use of the support available (for example through formal supervision or informally from colleagues), reflecting on practice, identifying learning needs and accessing further support for such needs.
- 2.3 Offer support to colleagues.

Tier 2 - Topic 8

Introduction & Outcomes as per Tier 1, plus:

Outcomes:

Maintaining
own Health and
Wellbeing

2.4 Define 'emotional resilience' and demonstrate how to access support to build this.

2.5 Recognise and discuss how own experiences, views and beliefs relating to death, dying, loss and bereavement may affect the care provided to individuals.

2.6 Describe own role and identify the limits of own knowledge and competence, demonstrating where to seek support.

Tier 2 - Topic 8

Maintaining own Health and Wellbeing

Training & Resources:

[Looking after yourself when someone is dying | Hospice UK](#)

6min reading

Completed in Tier1



Looking after yourself when someone is dying
Caring for someone when they are dying can be very difficult. While it can feel hard to think of much else, it's important to consider your own wellbeing too. Here you will find advice on how to look after yourself...

[Caring for someone at home | Hospice UK](#)

6min reading

Completed in Tier1



Caring for someone at home
Caring for someone who is at the end of their life at home can be rewarding, but also very challenging. This page has advice for you if you are a carer.

[Self-Care Matters - Understanding self-care](#)

4min video

Individual Trusts/ Organisation provide wellbeing support, please see your own Trust Intranet or contact Organisation's support for wellbeing services.

local resource

[Back to Tier 2 Summary](#)

[Tier 3](#)



Tier 3 - overview (Topics 1-4)

Topic 1:

Person Centred Care

Topic 2:

Communication in
Palliative
&
EOL Care

Topic 3:

Recognition and
Identification of
Deterioration

Topic 4:

Assessment and Care
Planning in palliative
and end of life care

Outcomes

Outcomes
(none in addition to T1 & 2)

Outcomes

Outcomes

Training
&
Resources

Training
&
Resources

Training
&
Resources

Training
&
Resources

5min+ total

0min+ total

12min+ total

50min total

Click on the chosen tile
for further detail



Tier 3 - overview (Topics 5-8)

Topic 5: Symptom Management in palliative and end of life care	Topic 6: Support for Carers	Topic 7: Care After Death	Topic 8: Maintaining own Health and Wellbeing
Outcomes	Outcomes	Outcomes (none in addition to T1 & 2)	Outcomes
Training & Resources	Training & Resources	Training & Resources	Training & Resources
52min+ total	5min+ total	25min+ total	8min+ total

Click on the chosen tile
for further detail 

Tier 3 - Topic 1

Introduction & Outcomes as per Tier 1 & 2, plus:

Tier 1 Introduction reminder

Outcomes:

Person Centred
Care

- 3.1 Identify and suggest ways to overcome potential barriers individuals may face in accessing end of life care.
- 3.2 Discuss and manage, through advocacy or other methods, the potential service or organisational constraints and challenges a person-centred approach to end of life care may present.

Tier 3 - Topic 1

Training & Resources:

[ReSPECT :: Lincolnshire Palliative and End of Life \(eolc.co.uk\)](#) (Tiers 2 & 3)

45min training

Completed in Tier2

[NHS England » Personalised care and support planning](#)



10min reading

Completed in Tier1

Person Centred
Care

Tier 3 - Topic 1

Training & Resources:

Person Centred Care

[NHS England »
Personalised palliative and end of life care](#)

10min reading

Completed in Tier1



[Someone to speak up for you \(advocate\).
Social care and support guide
NHS \(www.nhs.uk\)](#)

2min reading



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Tier 3 - Topic 2

Introduction & Outcomes as per Tier 1 & 2.

Tier 1 Introduction reminder

Communication
in Palliative
&
EOL Care



Tier 3 - Topic 2

Communication in Palliative & EOL Care

Training & Resources:

[Good communication at end of life
Marie Curie](#)

5min reading

Completed in Tier1

Communication needs in palliative care | For professionals

Good communication is a key part of providing high quality care. People receiving palliative and end of life care may have complex communication needs.

[Talking about death and dying.
Hospice UK](#)

5min reading

Completed in Tier1



Talking about death and dying
Talking about death to people you care about isn't easy. Find practical advice and on how to tell somebody that a loved one is dying, or has died.

[SBAR-Implementation-and-Training-Guide.pdf \(england.nhs.uk\)](#)

10min reading

Completed in Tier1

Back to Tier 3 Summary

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Tier 3 - Topic 3

Introduction & Outcomes as per Tier 2, plus:

Tier 2 Introduction reminder

Outcomes:

Recognition
and
Identification of
Deterioration

- 3.1 Demonstrate confidence in applying assessment tools to identify any unmet needs
- 3.2 Demonstrate confidence in co-ordinating the Multi-Disciplinary Team to meet the patient need.
- 3.3 Demonstrate how to link with specialist practitioners to plan for any emergency and specific specialist palliative care needs.

Tier 3 - Topic 3

Training & Resources:

[Tools and resources for end of life care](#)



Tools and resources | End of life care for adults: service delivery | Guidance | NICE

This guideline covers organising and delivering end of life care services, which provide care and suppo...

 [nice.org.uk](https://www.nice.org.uk)

10min+ reading

Recognition
and
Identification of
Deterioration

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Tier 3 - Topic 4

Introduction & Outcomes as per Tier 2, plus:

Tier 2 Introduction reminder

Outcomes:

Assessment
and Care
Planning in
palliative and
end of life care

- 3.1 Describe the pathophysiology of common disorders, diseases, conditions and symptoms experienced at the end of life.
- 3.2 Involve families in the agreement and review of risk management strategies where appropriate.
- 3.3 Provide family with clear rationale for decisions made and make assessments openly.
- 3.4 Discuss how to work in the best interests of an individual unable to participate in decision making.
- 3.5 Discuss the complex variety of needs that should be considered when planning end of life care with individuals and those important to them.

Tier 3 - Topic 4

Training & Resources:

Assessment and Care Planning in palliative and end of life care

[Consent to treatment - Assessing capacity
NHS \(www.nhs.uk\)](https://www.nhs.uk/healthcare-professionals/consent-to-treatment/assessing-capacity/)

10min reading



Consent to treatment - Assessing capacity

Find out what capacity is and how it's assessed. Also, read about how a person's best interests are determined, plus advance decisions and power of attorney.

nhs.uk

[Choosing to refuse treatment | Hospice UK](https://www.hospiceuk.org.uk/choosing-to-refuse-treatment/)

6min reading



Choosing to refuse treatment

This page has information for both patients and their relatives about deciding to refuse treatment.

Hospice UK

[Advance care planning | Hospice UK](https://www.hospiceuk.org.uk/advance-care-planning/)

6min reading

Completed in Tier1



Advance care planning

It can be difficult to make plans about the type of treatment and care you might need in the future. This page has guidance about advance care planning, and useful links.

Hospice UK

Tier 3 - Topic 4

Training & Resources:

Assessment and Care Planning in palliative and end of life care

[universal-principles-for-advance-care-planning.pdf \(england.nhs.uk\)](#)
(20min reading)

20min reading

[https://beta.compassionindying.org.uk/
advance-statement/](https://beta.compassionindying.org.uk/advance-statement/)

6min reading



Advance statement

An advance statement is a form that lets you record the care you want in the future.

 Compassion in Dying

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Tier 3 - Topic 5

Introduction & Outcomes as per Tier 2, plus:

Tier 2 Introduction reminder

Outcomes:

Symptom
Management in
palliative and
end of life care

- 3.1 Describe physiological processes associated with end-of-life common symptoms and when death is approaching.
- 3.2 Identify current evidence-informed strategies to inform holistic assessment and management of symptoms associated with end of life in accordance with the individual's needs.
- 3.3 Discuss and demonstrate the use of anticipatory treatments.
- 3.4 Evaluate the significance of an individual's own perception of their symptoms.

Tier 3 - Topic 5

Introduction & Outcomes as per Tier 2, plus:

Outcomes:

Symptom
Management in
palliative and
end of life care

- 3.5 Work in partnership with others, including the individual and those important to them to develop an end-of-life care plan which balances disease-specific treatment with care and support that meets the individual's needs and wishes.
- 3.6 Discuss the World Health Organisation's analgesic ladder and apply appropriately in accordance with local and national guidelines.
- 3.7 Explain implications of co morbidities and how to manage them.
- 3.8 Understand methods of medication administration where appropriate and administer in line with patients changing status and own responsibilities.

Tier 3 - Topic 5

Training & Resources:

Symptom Management in palliative and end of life care

[Making sense of the evidence: Multiple long-term conditions \(multimorbidity\). NIHR Evidence](#)

15min reading



Making sense of the evidence: Multiple long-term conditions (multimorbidity)

This briefing aims to make sense of the evidence on multiple long-term conditions, sometimes called multimorbidity.

NIHR Evidence / Nov 1, 2024

[What to expect when someone is in the last few days of life | Hospice UK](#)

7min reading



What to expect when someone is in the last few days of life

The dying process is unique to each person, but there are a few common changes that happen to almost everyone when they are in the last days of life.

[What to expect from end of life care NHS \(www.nhs.uk\)](http://www.nhs.uk)

5min reading

Completed in Tier2



What to expect from end of life care

You should get the best possible end of life care, wherever you're being cared for. The staff caring for you should show kindness, respect your wishes and involve you and your family in decisions about your care.

nhs.uk

Tier 3 - Topic 5

Training & Resources:

[End of life care | Right Decisions \(scot.nhs.uk\)](https://www.scot.nhs.uk/end-of-life-care/right-decisions/)

15min reading

[Managing pain and other symptoms - NHS \(www.nhs.uk\)](https://www.nhs.uk/health-a-z/managing-pain-and-other-symptoms/)



10min reading

[Policies and Guidelines - Lincolnshire :: Lincolnshire Palliative and End of Life \(eolc.co.uk\)](https://www.eolc.co.uk/policies-and-guidelines/)
Lincolnshire Guidelines: Symptom Management in Adult Palliative and End of Life Care

30min+ training

Completed in Tier2

Symptom
Management in
palliative and
end of life care

Tier 3 - Topic 5

Training & Resources:

[Policies and Guidelines - Lincolnshire :: Lincolnshire Palliative and End of Life \(eolc.co.uk\)](#)
Policy for Anticipatory Prescribing and Supply of Palliative Care Medications for Adults

15min training

Completed in Tier2

Palliative care referral information, available services and form:

<https://eolc.co.uk/professionals/palliative-care-referral>

Local hospice information: <https://eolc.co.uk/professionals/co-ho-referrals>

Community Hospitals information: <https://eolc.co.uk/professionals/hospice-referrals>

resources

Each Trust will have own medication management mandatory training that registered staff attend

local resource

Symptom
Management in
palliative and
end of life care

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Tier 3 - Topic 6

Introduction & Outcomes as per Tier 1 & 2, plus:

Tier 1 Introduction reminder

Outcomes:

Support for
Carers

- 3.1 Undertake appropriate bereavement risk assessment.
- 3.2 Provide support to, and communicate effectively with, children and young people who have taken on a caring role.
- 3.3 Explain to families their role in best interest decision making.
- 3.4 Identify how conflicts may arise between individuals and those important to them and be able to navigate these complex relationships.

Tier 3 - Topic 6

Introduction & Outcomes as per Tier 1 & 2, plus:

Outcomes:

Support for
Carers

3.5 Describe the stages of bereavement, the factors that may affect the intensity and duration of someone's grief, and be able to support someone through this process.

3.6 Evaluate models and theories of loss and grief.

3.7 Provide additional support around practical issues to family and carers where death has been unexpected, e.g., post-mortems, coroners, death verification and certification procedures.

Tier 3 - Topic 6

Training & Resources:

[Resources For Families \(ruthstraussfoundation.com\)](https://www.ruthstraussfoundation.com)

resources



[Support for carers | Hospice UK](https://www.hospiceuk.org/support-for-carers)

resources

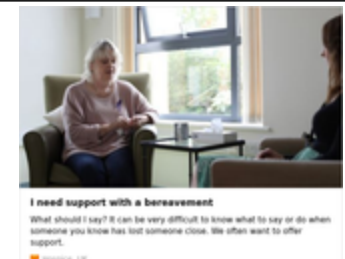


[Public :: Lincolnshire Palliative and End of Life \(eolc.co.uk\)](https://www.eolc.co.uk)

resources

[I need support with a bereavement | Hospice UK](https://www.hospiceuk.org/i-need-support-with-a-bereavement)

resources



Support for Carers

Tier 3 - Topic 6

Training & Resources:

[Online, Phone & In Person Support for Unpaid Carers - Lincolnshire Carers First](#)

resources



Online, Phone & In Person Support for Unpaid Carers - Lincolnshire | Carers...

If you're an unpaid carer, aged 16 and over, supporting someone in Lincolnshire, we're here to...

carersfirst.org.uk

[End of life care - NHS \(www.nhs.uk\)](https://www.nhs.uk)

1h+ reading/videos

Completed in Tier2



Support for Carers

Chaplaincy information TBC

resources

[What support is available for carers](#)

resources

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Tier 3 - Topic 7

Introduction & Outcomes as per Tier 1 & 2.

Tier 1 Introduction reminder

Care After
Death



Tier 3 - Topic 7

Training & Resources:

[Bereavement resource for health and social care professionals \(macmillan.org.uk\)](https://www.macmillan.org.uk)

25min training



Bereavement resource for health and social care professionals

Supporting someone who has been bereaved during the coronavirus crisis is challenging. Here are...

 [macmillan.org.uk](https://www.macmillan.org.uk)

[Care After Death :: Lincolnshire Palliative and End of Life \(eolc.co.uk\)](https://www.eolc.co.uk)

20min training

Completed in Tier1

Chaplaincy information TBC

resources

Care After
Death

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Tier 3 - Topic 8

Introduction & Outcomes as per Tier 1 & 2, plus:

Tier 1 Introduction reminder

Outcomes:

Maintaining
own Health and
Wellbeing

- 3.1 Discuss the potential impact of frequent exposure to death and bereavement.
- 3.2 Discuss and identify own behaviours and attitude and the effect it may have on others.

Tier 3 - Topic 8

Maintaining own Health and Wellbeing

Training & Resources:

[You First | Managing Burnout for Physicians & Healthcare Professionals](#)

2min video

[Burnout: Symptoms & Strategies](#)

5min video

[Looking after yourself when someone is dying | Hospice UK](#)

6min training

Completed in Tier1



Looking after yourself when someone is dying
Caring for someone when they are dying can be very difficult. While it can feel hard to think of such a time, it's important to consider your own wellbeing too. Here you will find advice on how to look after yourself...
Hospice UK

[Caring for someone at home | Hospice UK](#)

6min reading

Completed in Tier1



Caring for someone at home
Caring for someone who is at the end of their life at home can be rewarding, but also very challenging. This page has advice for you if you are a carer.
Hospice UK

Tier 3 - Topic 8

Maintaining own Health and Wellbeing

Training & Resources:

Individual Trusts/Organisations provide wellbeing support, please see your own Trust Intranet or contact Organisations support for wellbeing services.

local resource

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Relevant guidance and/or legislation sources of further guidance and information

Guidance:

Ambitions for Palliative and End of Life Care: A national framework for local action
2015-2020: - Ambitions 1 to 6

Getting it right every time: Fundamentals of nursing care at the end-of-life 2015

Every moment counts: A new vision for coordinated care for people near the end of
life calls for brave conversations

NICE guideline NG31 Care of dying adults in the last days of life (2015)

One Chance to Get it Right: Improving people's experience of care in the last few days
and hours of life - Priority 1 to 5

Our Commitment to you for end-of-life care: The government response to the review
of choice in end-of-life care

Lincolnshire Palliative and End of Life Strategy 2023-2028



Relevant guidance and/or legislation sources of further guidance and information

Legislation:

Care Act 2014

Data Protection Act 1998

Equality Act 2010

Health and Social Care Act 2008 (Regulated Activities)

Regulations 2014

Human Rights Act 1998

Mental Capacity Act 2005



References:

Department of Health (2016), Our Commitment to you for end of life care: The Government Response to the Review of Choice in End of Life Care at: [Choice in end of life care: government response - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/consultations/choice-in-end-of-life-care)

Devery, K., Yin, H., & Rawlings, D (2022) End-of-Life Essentials education modules: a quality and safety initiative to improve health professionals end-of-life care knowledge, skills, attitude and confidence. British Medical Journal. Available Online [End-of-Life Essentials education modules: a quality and safety initiative to improve health professionals end-of-life care knowledge, skills, attitude and confidence \(bmj.com\)](https://www.bmj.com/content/375/n10383/e008000)

General Medical Council (2022) Guidance: Treatment and care towards the end of life: Available Online: [Treatment and care towards the end of life - professional standards - GMC \(gmc-uk.org\)](https://www.gmc-uk.org/guidance/for-the-public/treatment-and-care-towards-the-end-of-life-professional-standards)

Gold Standards Framework (2025) Proactive Identification Guidance
[Proactive-Identification-Guidance.pdf](#)



References:

Health Education England, Skills for Care & Skills for Health (2017), Common Core Principles and Competences for Social Care and Health Workers Working with Adults at the End of Life (2nd edition). Available Online: [EoLC-Core-Skills-Training-Framework.pdf \(skillsforhealth.org.uk\)](#)

National Health Service (2025) The NHS 10 Year Health Plan for England: for for the future
[10 Year Health Plan for England: fit for the future - GOV.UK](#)

National Palliative and End of Life Care Partnership (2021) Ambitions for Palliative and End of Life Care: A national framework for local action 2021-2026. Available online: [ambitions-for-palliative-and-end-of-life-care-2nd-edition.pdf](#)

Nursing and Midwifery Council (2018) The code: Professional standards of practice and behaviour for nurses, midwives, and nursing associates. Available Online <https://www.nmc.org.uk/globalassets/sitedocuments/nmc-publications/nmc-code.pdf>

World Health Organisation (2020) Palliative care.
Available Online: [Palliative care \(who.int\)](#)