

END OF LIFE CARE SURVEY 2022

Reaching out to transform end of life care



St Wilfrid's Hospice

Background and methodology

- Aim to reach audiences not usually reached
- Standalone survey alongside Healthwatch East Sussex's 'Listening Tour' health/wellbeing survey in Eastbourne – 15-30 October 2022
- Face to face engagement with members of the public
- Survey responses drawn from launch event (The Foundry), Eastbourne JobCentre, Hampden Park Library, Beacon Shopping Centre
- 34 responses in total

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Q1. Have you had any experience in the last 2 years of anyone close to you (family member or close friend) dying?



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Causes of death

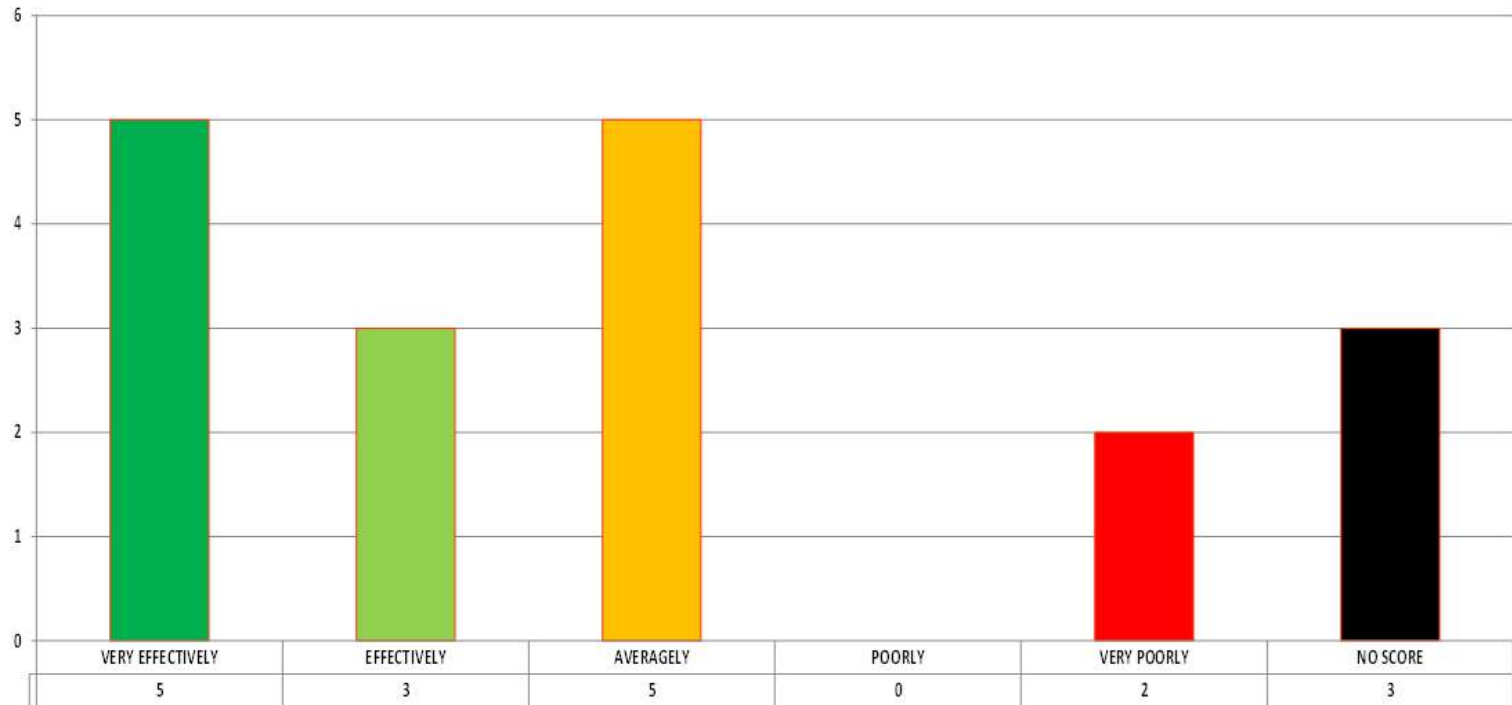
- Cancer (the majority)
- Heart failure
- Stroke
- Dementia
- Sepsis

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Q2. What is your recollection of how well that person was supported at the end of their life by health and care agencies



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Can you recall which agencies were involved?



A word cloud on a dark purple background showing various agencies involved in end-of-life care. The words are in different colors and sizes, indicating their relative frequency or importance. The agencies listed include: hospice, hospital team, care home, gp, specialist mental health service, paramedic, dementia care, medical team, private carer, home carer, hospital, ambulance, county council, occupational therapy, and st wilfrid.

specialist mental health service
gp
care home
medical team
paramedic
hospice
hospital team
dementia care
private carer
home carer
hospital
ambulance
county council
occupational therapy
st wilfrid

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Commentary re how well the person was supported

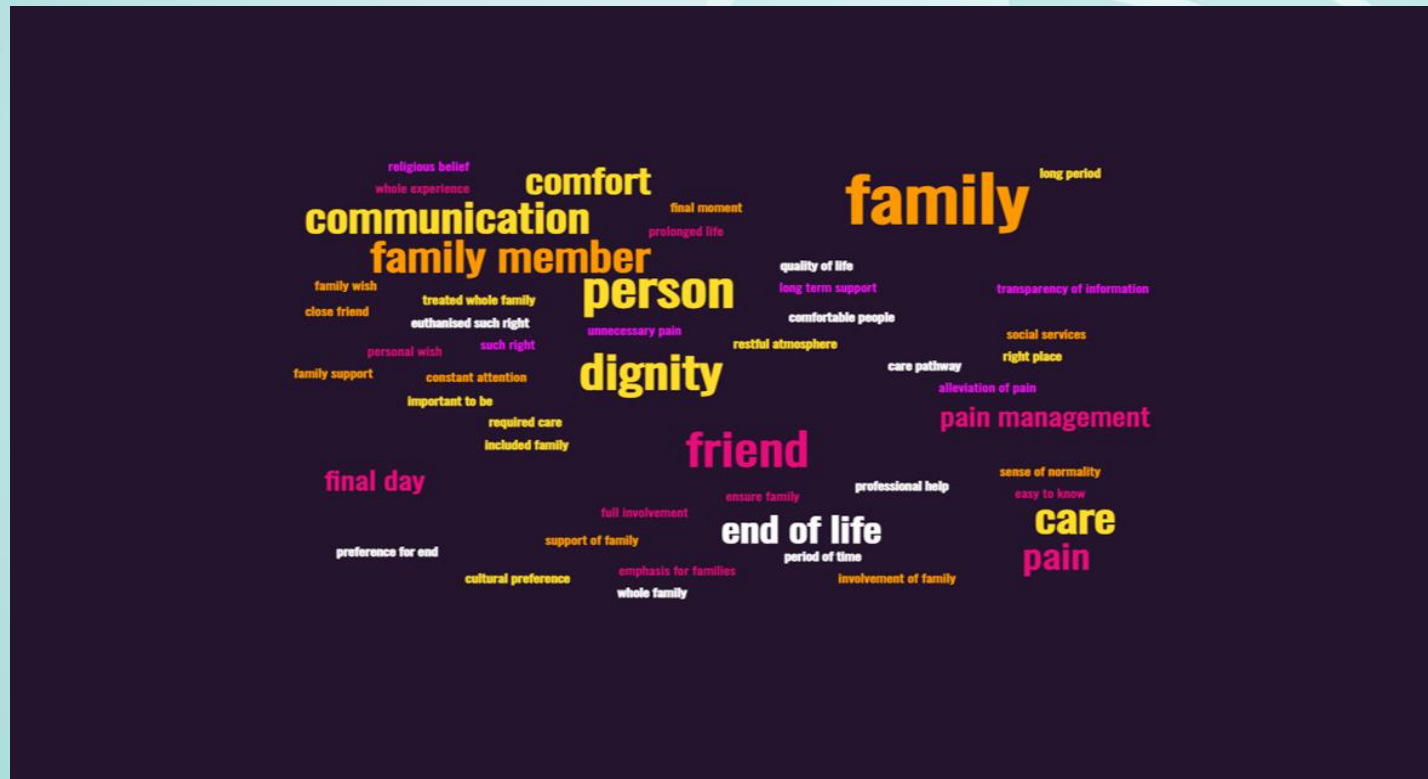
- GP good at diagnosing dementia but not so good at identifying heart problem
- Lack of face to face GP contact due to restrictions – led to delays in prognosis
- Mental health patient did not get support needed
- Care home did what they could but wider health and care services could have done more
- Long stay with St Wilfrid's
- Died pending investigations in hospital
- Treated well at home but unable to get into hospice
- Final days were a very positive experience
- Dementia support team were good
- Regular monitoring of pain relief and kept informed by staff
- Care in local hospice was personal, relaxed and the best we could hope for
- Care home provided good care but no visiting due to Covid

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What are the most important things for agencies to get right in someone's final days of life?



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Commentary re the most important things to get right at end of life

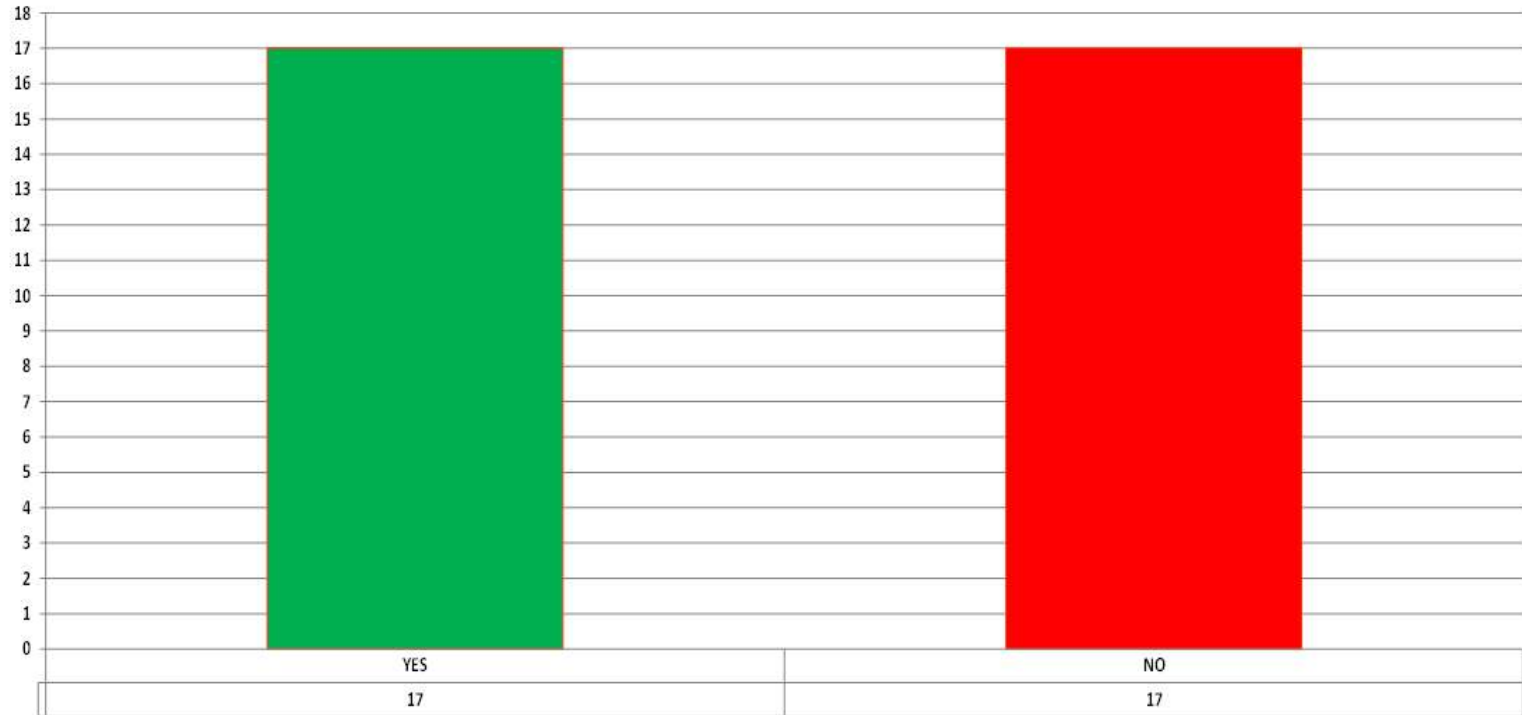
- Give comfort, reassurance, pain free
- Make sure the family is involved (if the wish of the patient) – most often quoted
- Communication with other services and family
- Compassion, kindness
- Listening to the wishes of the dying person
- Pain management – second most often quoted
- Transparency of information re care pathways
- After death support for family
- Twilight nursing support very important

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Q5. Would you know how to access care at the end of life for you or a family member?



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Commentary re knowledge about how to access end of life care

- Not something that is easy to think about or plan for
- Would google or speak to Age UK
- Expect advice from hospital/GP/local council at time
- GP (mentioned several times)
- I wish there was more discussion around end of life and accessible information
- Yes, I've made a living will
- Would contact local hospice (several mentions)
- Would use knowledge and digital skills
- Charity connected with the condition

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