

# Supporting individuals to communicate choice and preferences



# The *End of Life Care Strategy* (2008)

stressed the importance of treating people as individuals, assessing their needs, preferences and priorities, supporting them in making choices about care and agreeing a care plan which reflect these.



**"I once asked a man who knew he was dying what he needed above all in those who were caring for him.**

**He said, 'For someone to look as if they are trying to understand me'."**

**Dame Cecily Saunders (1918–2005)**



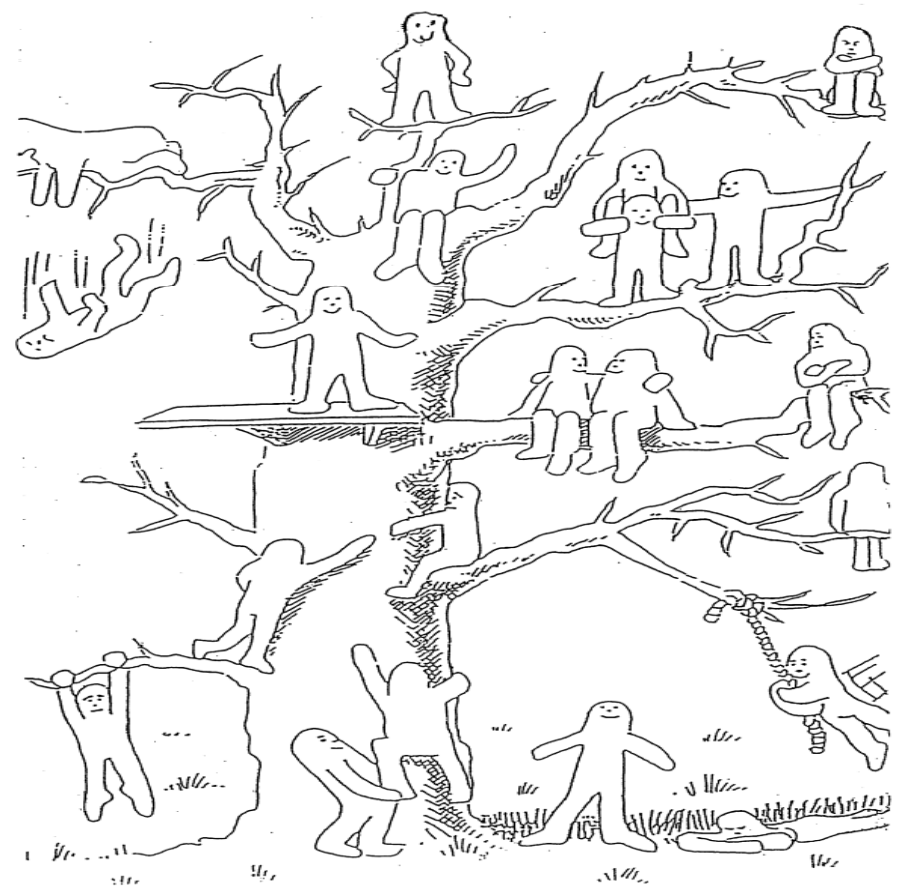
To ensure this happens we need to have good communication skills and be comfortable talking about death and dying.



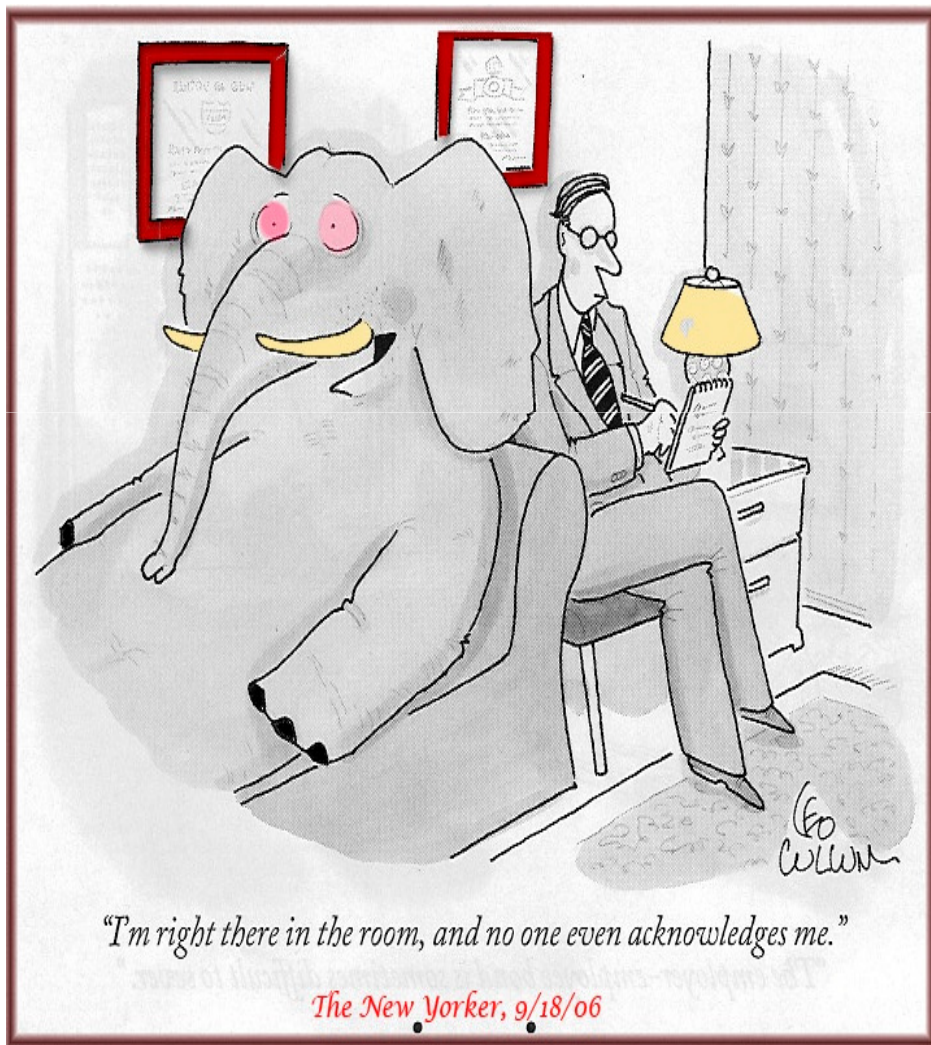
How comfortable are you talking about death and dying?



*Let's talk about it*



# Death and dying are a Taboo subject in our Society



- *Don't*
- *Mention the*
- *'D' Word!*

***What are the barriers or challenges to discussing ACP and EoL concerns or needs***

***Consider this from the Patient, Families / Carers and Staff perspective.***

# Communication & Mental Capacity:

- How might you holistically assess someone who struggles to communicate?
- What systems do you have in place to assist with communication difficulties?
- What processes do you have to assess mental capacity?







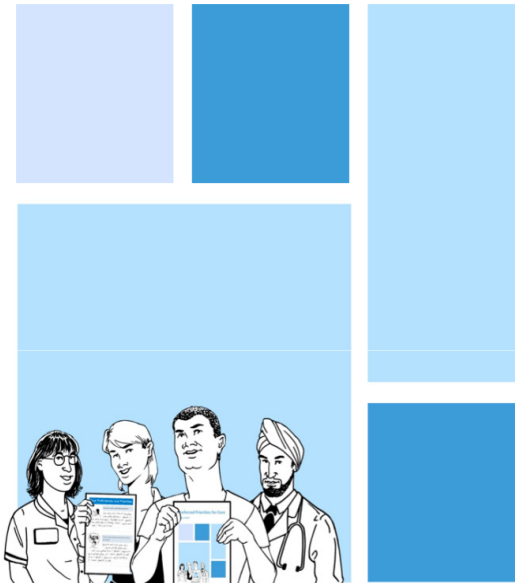
[http://www.youtube.com/watch?feature=player\\_detailpage&v=IbY5SI4NB44](http://www.youtube.com/watch?feature=player_detailpage&v=IbY5SI4NB44)

# Accessible Documentation



## Preferred Priorities for Care

(Easy read)



# Comments or Questions

