The National GSF Centre in End of Life Care runs training programmes, develops tools, resources and evaluation metrics to enable generalist frontline staff to deliver top quality care for people near the end of life.

A Cinderella Service
Improving end of life care provided by Domiciliary Home Care Teams in people's homes and boosting confidence and competence of staff

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Aim:
- To improve end of life care provided by Domiciliary Home Care Teams.

Methods:
- Train the trainers model
- Trainers attend 3 facilitated workshops
- Trainers identify and deliver learning to 10—20 (band 1-4) carers each over 6 1/2 hour sessions
- Resources include Trainers guidance, DVD, Good Practice Guide and workbook folder
- Complete programme completed in 4-6 months
- Evaluation of carer, trainer and organisation before and after training
- Recognition of carer, trainer and organisation

Discussion:
Use of training to increase staff knowledge, confidence, competence and organisation of care at end of life can improve cross boundary communication with the wider multidisciplinary team, especially GPs and District Nurses, to help maintain people in their own home at the end of their life.

Challenges in Domiciliary Care
- Isolation
- Young carers—lack of life experience
- High staff turnover
- Training
- Lack of confidence

Results:
- Improved communication and collaboration with primary care teams
- Increased use of advance care planning discussions
- Improved staff confidence empowerment of staff to initiate assessments and difficult conversations

Conclusion:
This work highlights the important role that domiciliary care workers have within the primary care team and what is often seen as a ‘Cinderella service’ allows carers to ‘come out of the shadows’.

Key Messages
Use of the Gold Standards Framework Quality Improvement Programmes in a variety of different settings (home, care home, hospital etc) greatly increases the identification of people approaching the end of life and helps enable them to be cared for in their preferred place of care with the support that is required for this to happen.

"District Nurses are now asking carers for information about service users, more so than previously"

"When your time comes to die make sure that dying is all you have left to do"

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