

# St Helens & Knowsley Citizens Charter for End of Life Care

Supporting the people we care for to live well before dying with peace and dignity in the place of their choice.



## End of life care

- is the total care of a person with an advanced, progressive, incurable illness or frailty
  - is not just about dying
    - may last a few days, or for months or years
  - begins when, and continues as long as, it is needed

### You should expect

to be supported with skilled, knowledgeable health and care professionals who can recognise that you are approaching the end of life and work together to co-ordinate and manage your care.



### You should expect

to be supported with trained staff, who will help you to think and plan ahead, if you want to, so as to be able to discuss your wishes and preferences for your care.

### You should expect

to have a regularly reviewed, plan for care individual to you and your needs, that includes decisions and actions in accordance with your needs and wishes.

### You should expect

with your agreement, that your plans, if you have made any, are shared with others involved in your care, so that your wishes may be fulfilled wherever possible.

### You should expect

to be helped to remain as independent as possible and supported with health and care staff who maintain your dignity and sense of control throughout the course of your illness.

### You should expect

the needs of your family and others identified as important to you to be respected and met, as far as possible.

### You should expect

the possibility that you may die within the next few days or hours will be recognised and communicated clearly and sensitively, to you and those who are important to you.



### You should expect

that, if you wish, those who are important to you are involved in decisions about your care and treatment.

### You should expect

a plan for care which includes food and drink, symptom control, psychological, social and spiritual support.

### You should expect

that you, and those important to you, will be treated with compassion and respect towards the end of life.

### You should expect

that during your illness and after your death, those important to you, receive practical, emotional and spiritual support.

### You should expect

that your body will be treated with dignity and respect after your death.