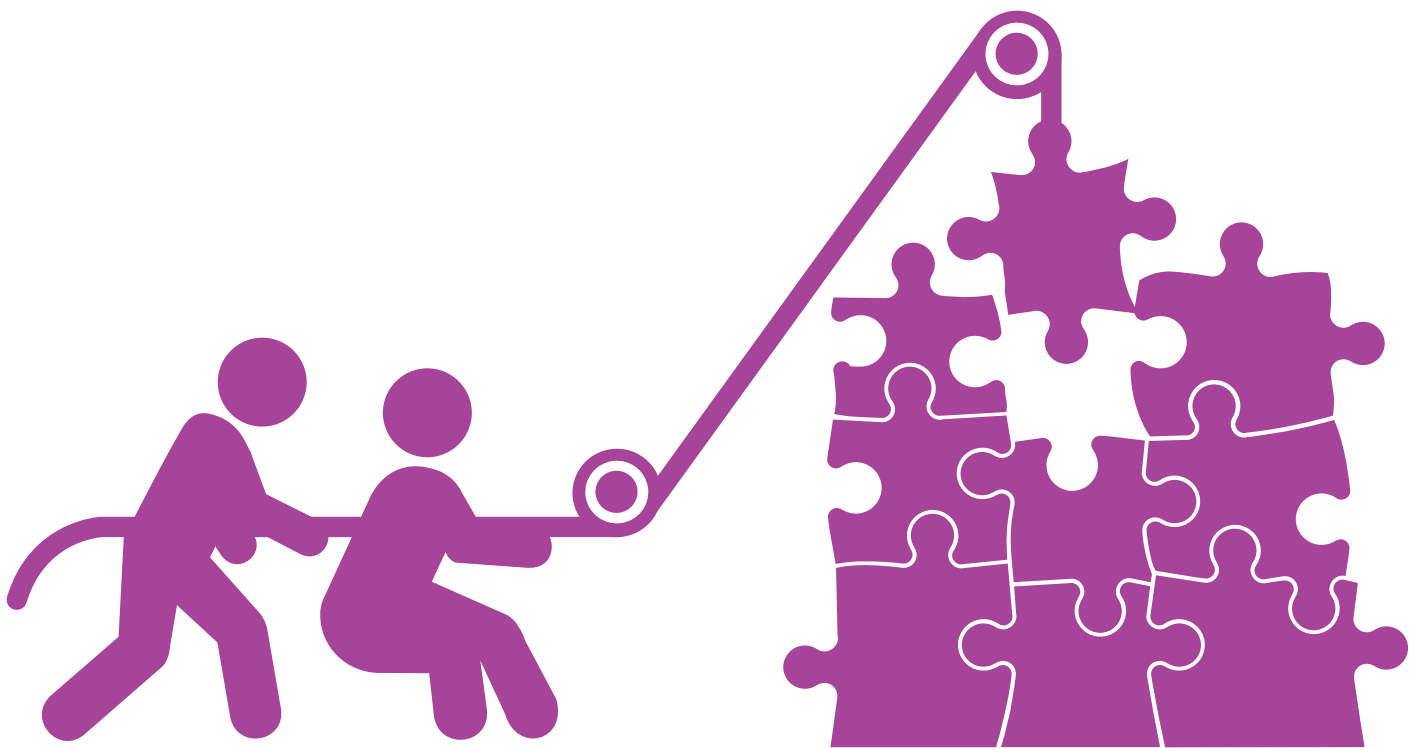


# THE NATIONAL COUNCIL FOR PALLIATIVE CARE

## *What about end of life care?*



Your toolkit for understanding the new  
health and care structures and where  
end of life care fits within them

## Why this toolkit?

The Government's reform programme has generated significant change in the health and social care landscape in England. New structures, institutions and frameworks have been created, and there are new decision-makers and budget-holders with revised responsibilities and accountabilities. We are going through a period of complex transition which gives rise to considerable uncertainty.

Systems may change; people's needs do not. Excellent palliative and end of life care must be provided at the same time organisations are trying to find their place in the new environment. We only have one chance to get it right for people at the end of life, and it is essential we ensure that their needs remain a priority at every level, nationally and locally.

Whilst the National Council for Palliative Care (NCPC) continues to campaign for this nationally, local action is needed to ensure decision-makers throughout the country see end of life care as one of their key priorities. This is best done by local people and organisations, building on local knowledge, existing relationships and goodwill. **The aim of this toolkit is to support our subscribers and partners on the ground, to help you understand the new system and develop the new relationships needed to secure high quality care and support.**

There are a number of opportunities to build on existing good practice and deliver better outcomes for people approaching the end of life and their carers within the new structure. We hope this toolkit, and ongoing support from NCPC, helps you to identify the key actions and relationships needed to achieve this locally.

## How to use this toolkit

This toolkit has been written with a variety of audiences in mind and its scope and tone is broad as a result. As well as being for our subscribers and partners it is intended to engage and inform decision-makers who may be completely new to palliative and end of life care. Indeed, **we encourage you to give the appropriate section of the toolkit to the relevant key actors in your locality.** The **Action Sheets** have been written with this purpose in mind - they can stand alone and be passed on.

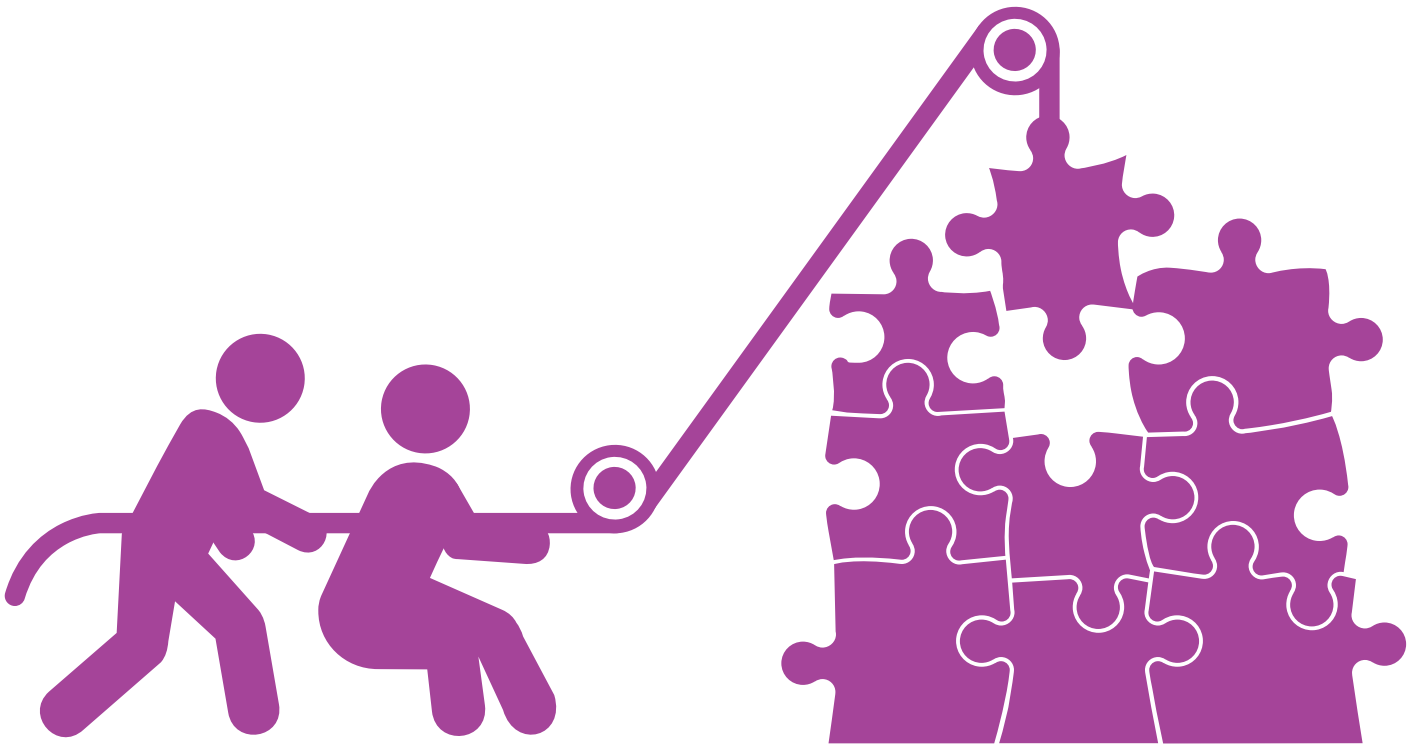
The toolkit assumes no pre-existing knowledge. The **Introduction booklet** explains what is meant by palliative and end of life care, sets out 'what good looks like' according to the NICE Quality Standard, and suggests five outcomes to be prioritised as a starting point. We also provide some pointers on how progress against these outcomes can be measured. Again, it might be useful to pass on a copy of the Introduction booklet (alongside the relevant Action Sheet) to the person you are influencing, especially if they are new to the issue.

## Tell us how you get on

We are keen to find out what you think of the toolkit, and how you have used it locally. Please complete our quick evaluation at [ncpc.nativeeye.com/toolkit](https://ncpc.nativeeye.com/toolkit)

Alternatively you can email us at [policy@ncpc.org.uk](mailto:policy@ncpc.org.uk) or write to us at the address on the back of this folder.





**£20 (free to NCPC subscribers)**

The National Council for Palliative Care (NCPC) is the umbrella charity for all those involved in palliative, end of life and hospice care in England, Wales and Northern Ireland. We believe that everyone approaching the end of life has the right to the highest quality care and support, wherever they live, and whatever their condition. We work with government, health and social care staff and people with personal experience to improve end of life care for all. NCPC leads the Dying Matters coalition which aims to change public attitudes and behaviours around dying, death and bereavement.

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**Dying  
Matters**

*Let's talk  
about it*