

THE
NATIONAL
COUNCIL FOR
PALLIATIVE
CARE



Involving People with Personal Experience

Small is beautiful



What's it all about?

We know that the **big** things like funding and training need to be addressed to ensure that everyone receives good care at the end of their life, but we're told time and again that it's the small things that make a difference.

We wanted to remind providers and commissioners that they don't have to change the world to provide responsive care – they can change care here and now in the small, thoughtful things that they do.

What did we do?

We phoned and emailed patients, carers and former carers in our external reference group and asked professional contacts to ask people with personal experience of end of life care to give examples of the small, tangible things that made a real difference to them. People wrote, emailed, and phoned to tell us their thoughts.

How did people respond?

They could really relate to the idea and found it easy to think of examples. It was quick to do, so didn't take people away from pressing priorities and didn't cost anything.

What did people say?

All sorts of things! A few examples are shared below.

"If she's slow, they never say 'come along....you need to finish this'. They never rush her"

(Carer of person with dementia)

"It's the smile that the bus driver gives when they collect Mum to go to the day centre"

(Daughter of person with dementia)



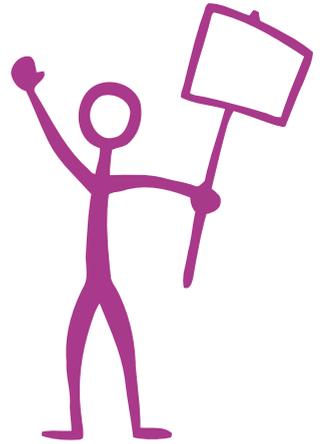
“Quality is...the drinks trolley before lunch” (Anon)

“As a carer I found one of the nicest things that anyone did for me was, before the night nurse left in the morning, for he or she to bring me a cup of tea in bed. The carer has to do everything and no one ever does much for the carer. So I really appreciated this when it happened”.

(Former carer of person with Motor Neurone Disease)

What did we do with the information?

We displayed it at NCPC's and others' national and local conferences about a range of subjects relating to end of life care, including dementia, involving 'service users' in palliative and end of life care and caring for older carers at the end of life. We've also added a regular 'Small is Beautiful' feature to our quarterly magazine, Inside Palliative Care, and will share examples on our website.



What was the impact?

It inspired and moved providers and commissioners to change their practice.

What you can do in your area

Produce a simple introductory flyer explaining the concept. Circulate it to patients, carers and former carers and use it as a basis to discuss how we can change care **right now**. Collate findings and display them. Speak to residents, patients or staff one to one and produce a notice board so that people can add their own examples. Include this information in personal care plans. This can also apply to staff, exploring the little things that would help them to do their job better.

Tell us about it

NCPC would like to hear about your experiences of user involvement, and whether you have found this leaflet helpful. Let us know how you have used 'Small is Beautiful' in your area.

Email enquiries@ncpc.org.uk



THE NATIONAL COUNCIL FOR PALLIATIVE CARE

The National Council for Palliative Care (NCPC) is the umbrella charity for all those who are involved in providing, commissioning and using palliative care and hospice services in England, Wales & Northern Ireland. NCPC promotes the extension and improvement of palliative care services for all people with life-threatening and life-limiting conditions. NCPC promotes palliative care in health and social care settings across all sectors to government, national and local policy makers. www.ncpc.org.uk

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