



CEOL

Compassionate End of Life

**A quality improvement programme
for nursing homes and residential
care settings in Ireland**

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What is the CEOL Programme?

CEOL, which stands for Compassionate End of Life, is a quality improvement programme for residential care centres (RCCs) and nursing homes developed by the Irish Hospice Foundation (IHF).

CEOL enables staff to deliver compassionate, person-centred end-of-life care to residents and their family members. The programme has been developed for public, private and voluntary residential care settings. The CEOL Programme has been informed by the learnings arising from the IHF Hospice Friendly Hospitals Programme, findings from the Health Information and Quality Authority (HIQA) themed inspections on end-of-life care in residential care settings and relevant literature and reviews. CEOL is a programme built around a series of training and development workshops, regional network events, specific CEOL resources, materials and ongoing supports.

The CEOL programme provides a framework for staff in RCCs to embed a continual quality improvement approach to end-of-life care by establishing the CEOL Review Process. CEOL supports the development of key communication skills relevant for the provision of end-of-life care with residents and their families and promotes a multidisciplinary approach to end-of-life care within the RCC.

How does CEOL work?

The establishment of a CEOL Group in each residential centre is central to the development of the CEOL programme. All sectors of the RCC or nursing home are represented on the CEOL Group including; management, nurses, household, catering, administration, healthcare attendants, allied health professional, chaplaincy etc.

Initial training is delivered onsite by the IHF through two and a half days workshops. Further CEOL training is then provided by the IHF through regional network meetings along with ongoing support from the IHF's regional CEOL Development Coordinators.



CEOL and Quality Improvement

Providing compassionate care for residents approaching the end of their life is a fundamental component of person-centred care. CEOL embeds a continuous quality improvement approach and is built around the needs of the individual, with the resident always at the heart of every decision. It complements key Health Service Executive (HSE) programmes including; the National Clinical Programme for Palliative Care; the Palliative Care Three Year Development Framework (2017-2019); the HSE National Programme to Establish Cultures of Person-centredness; the HSE Framework for Improving Quality in Our Health Service and HSE Values in Action. HIQA recognise the importance of end-of-life care in the National Standards for Residential Care Settings for Older People in Ireland (2016). CEOL reflects these National Standards and supports compliance by promoting high quality, safe and effective end-of-life care. CEOL promotes the professional and personal development of staff and also influences the overall cultural around end-of-life care within the RCC itself.



CEOL and Staff Support

CEOL enhances individual skills, builds confidence and knowledge giving RCCs a well-trained and highly-skilled workforce with a consistent and compassion approach to end-of-life care.

The CEOL Programme:

- Increases staff confidence in having conversations about death and dying.
- Increases staff communication with residents and families on their future care wishes.
- Promotes Advance Care Planning by establishing the resident's wishes and preferences for their end-of-life care.
- Includes planning and preparation for end-of-life care based on the residents' wishes and preferences.
- Integrates end-of-life care planning with relevant community services such as: specialist palliative care, GPs, funeral directors, acute hospitals etc.
- Improves end-of-life care planning and documentation within RCCs.
- Through the multidisciplinary structure of CEOL, it ensures all staff, healthcare professionals and non-clinical staff, have an appropriate level of knowledge, skills, competence and confidence to care for resident approaching the end-of-life.

CEOL Accreditation

Full participation in the CEOL Programme is accredited by the Nursing and Midwifery Board of Ireland, Category 1 with 17.5 Continuing Education Units (CEUs) awarded for those attending three CEOL workshops.



CEOL Regional Networks

CEOL Regional Networks support the sustainability of the CEOL programme by providing staff from participating RCCs with on-going support and education on end-of-life care. CEOL Network meetings provide a space for staff to share learnings in end-of-life care from their own RCC. The Networks offer peer support and an opportunity to engage with guest speakers and experts. Members of a CEOL Group in a RCC can attend up to three CEOL Network meetings per year.

The CEOL Network meetings provide:

- On-going support and training for staff who facilitate CEOL Reviews.
- Opportunities to share good practices, learning and challenges around end-of-life care within and between RCCs.
- Updates to CEOL Network members on national and international developments around end-of-life care.
- Support and fosters relationships with local and regional services providers such as specialist palliative care services, community service providers, acute hospitals etc.
- Opportunities for peer support through reflective learning and discussion with colleagues.

Certificates of attendance are given to all CEOL Network meeting attendees, with Nursing and Midwifery Board of Ireland accreditation applicable.



The CEOL Programme



Quality Improvement Programme

End-of-Life Care Framework

Planning and Preparation Tool

Multi-Disciplinary Team Approach

Peer Support Structure

End-of-Life Care Planning



CEOL Research and Evaluation

An independent evaluation of the CEOL Programme found that it contributed to changes in the whole culture of end-of-life care and that staff members directly involved with CEOL were found to have increased levels of awareness and understanding of what constitutes good end-of-life care. It also reported improvements in staff confidence and communication on end-of-life care.

Refer to: The Irish Hospice Foundation (2017). A Journey of Change Programme. Key findings from evaluation and recommendations for future development. Dublin: The Irish Hospice Foundation; 2017, for more details.

About the Irish Hospice Foundation

- The Irish Hospice Foundation (IHF) is the only national organisation dedicated to dying, death and bereavement in Ireland.
- The IHF delivers an extensive range of programmes including: Hospice Friendly Hospitals, Design & Dignity, training, Nurses for Night Care, workshops, education and postgraduate courses in conjunction with the Royal College of Surgeons in Ireland (RCSI).

Visit our website for more information
www.hospicefoundation.ie



Best Practice in Transparency and Accountability

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