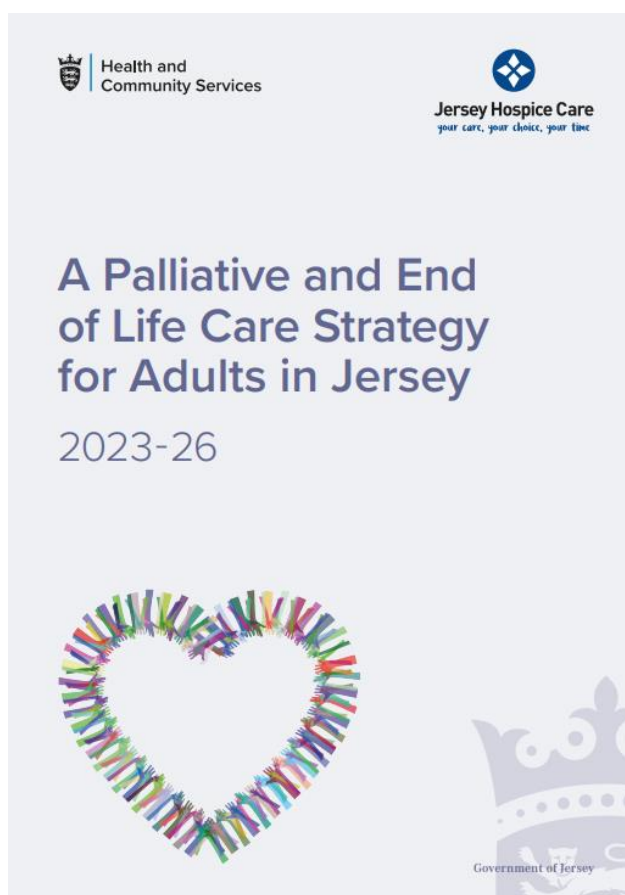


Progress Report

Palliative and End of Life Care Strategy for Adults in Jersey 2023-26 Action Plan

Introduction

A Palliative and End of Life Care Strategy for Adults in Jersey was launched in November 2023. The End of Life Partnership (EOLP), made up of all organisations involved in end of life care in Jersey, has been working hard to implement the actions identified in the strategy in order to achieve the strategy outcomes. This report summarises the impact on the outcomes to date.



End of Life Partnership Members

Jersey Hospice Care
Health and Care Jersey
Family Nursing and Home Care
LV Care Group
Macmillan Jersey
Jersey Doctors on Call
Primary Care Board
Maillards Funeral Directors
Pitcher and Le Quesne
Patient representatives
Jersey Care Federation
Jersey Ambulance Service

Outcome 1

People in Jersey who need palliative and / or end of life care will be seen and treated as individuals who are encouraged to make and share advance care plans and to be involved in decisions regarding their care



100% of patients in contact with the Community Specialist Palliative Care Team in the last 15 months had advance care planning discussions and plans in place



75% of patients in contact with the District Nursing Service in the last 12 months had advance care plans in place

- ⇒ Jersey Hospice Care (JHC) has continued to use and promote the Gold Standards Framework (GSF). The GSF is a practical and evidence-based end of life care service improvement programme that supports staff to deliver a gold standard of care for people with a life limiting condition. JHC has submitted a GSF Accreditation Portfolio for 2025 and are awaiting confirmation of status as an accredited centre (previously an accredited centre in 2022). Adhering to GSF ensures that individuals are encouraged to make and share advance care plans and are involved in decisions regarding their care.
- ⇒ The new Education Service has started rolling out training which includes advance care planning. Two sessions on advance care planning have been delivered for hospital nurses, with a further 7 planned. A number of sessions have also been delivered to doctors. Standardised training for all will result in consistent evidence-based care delivery for Islanders and better patient experience.
- ⇒ Family Nursing and Home Care (FNHC) continue to support people with life limiting conditions to live well. Working in partnership with the individual and the people who are important to them enables care and support to be delivered in a way that helps them manage their symptoms.

“Thank you for all the care you gave us during the final weeks of my father’s life. Your advice was invaluable and the speed you could sort things out such as medication. But most of all we appreciated the kindness to us as a family. My father dealt with his illness in his own way, and you were so patient with him, allowing him to remain in control. This was so important to him. We will always be grateful to you.”

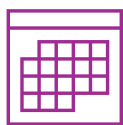
Patient’s daughter, Jersey Hospice Care

Outcome 2

People in Jersey who need palliative and / or end of life care will have their needs and conditions recognised quickly and be given fair access to services regardless of their background and characteristics



Time from referral to the Community Specialist Palliative Care Team to being seen for urgent referrals consistently within 48-hour target (average wait 16 hours)



Time from referral to the Community Specialist Palliative Care Team to being seen for non-urgent referrals consistently within 14-day target (average wait 32 hours)



FNHC supported on average 30 people in their home each month who needed palliative / end of life care during Q1 2025, delivering 439 visits in the quarter



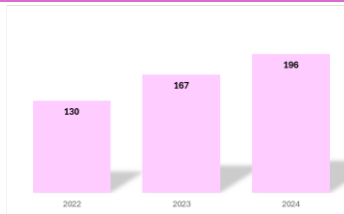
25% more telephone consultations by the Community Specialist Palliative Care Team in 2024 than in the previous year

- ⇒ The End of Life Partnership designed a Living Well Service that will extend the reach of palliative and end of life care services to more Islanders by connecting with them much earlier at the point at which they receive life limiting diagnosis and before they need the input of specialist palliative and end of life services.
- ⇒ Adult Social Care, Employment, Social Security and Housing colleagues within Government, JHC and FNHC have been working together to improve the process for Long Term Care funding applications for Islanders approaching the end of their life when they have care needs. The work will ensure those who are eligible are processed in a timely manner.

The End of Life Partnership have identified that equity in access to services is not currently measured and are working towards this.

Outcome 3

People in Jersey who need palliative and / or end of life care will be supported to live well as long as possible taking account of their expressed wishes and maximising their comfort and wellbeing



Admissions to the Hospice Inpatient Unit have increased year on year and over the two-year period since the island's strategy was launched. In Q1 2025 there were 50 admissions, an increase of 16% on Q1 2024.



JHC patients wishing to die at the Hospice Inpatient Unit were able to do so in 2024



100% patients known to the Community Specialist Palliative Care Team during 2024 had a documented record regarding their preferred place of care

- ⇒ JHC and Macmillan Jersey are working together on a 'last wishes' booklet which will help people to consider and communicate their wishes.
- ⇒ The Living Well Service will provide support to Islanders and their families and will complement the work of other services. Their focus is primarily on supporting people to live well with a good quality of life, whilst providing a supportive, co-ordinating and signposting role to appropriate services, which could be of a financial, spiritual, social, psychological or physical nature.
- ⇒ During 2024 much of the groundwork for the Living Well Service was undertaken by JHC with other providers from across the health and care system, which meant that in early 2025 JHC was able to successfully recruit to the 5 nursing posts for the Living Well Service and are working towards starting the new service within the second quarter of 2025.
- ⇒ Admissions to the Hospice Inpatient Unit have increased as a result of workforce changes and patient review to increase capacity and to admit more patients for symptom control.

"We wanted to write and specifically express our thanks to FNHC who visited my wife following her sudden diagnosis and palliative care requirements. The comfort and care provided by FNHC not only to my wife but all of us as a family was priceless.

Nothing was ever rushed, and staff took the time to always keep us informed as my wife's illness promptly progressed...their care and support was immeasurable at a very stressful and difficult time and words are not enough to express how much this meant to us."

Family Member, Family Nursing and Home Care

Outcome 4

People in Jersey who need palliative and / or end of life care will receive care that is well coordinated

100%

Patients known to Jersey Hospice Care Community Specialist Palliative Care Team had a documented initial assessment, this ensures all of their immediate needs are identified and that the patient and family can be supported in the best way possible

92%

people known to JHC were cared for in their preferred place in Q1 2025, compared to 75% in 2022 (strategy baseline measure)

82%

people known to JHC died in their preferred place in Q1 2025, compared to 85% in 2022 (strategy baseline measure)



At the end of 2024 there were 78 people at the end of life being cared for at home by the District Nursing Service compared to 28 at the end of 2022

- ⇒ From mid-April, JHC will be providing an out of hours specialist telephone on call advice service to give 24-hour access to specialist advice and support to health and care providers. JHC already provides telephone access to an off-island specialist consultant on call, which enables GPs working out of hours access to 24-hour specialist advice.
- ⇒ GPs, the Ambulance Service and Jersey General Hospital doctors and pharmacists are working together to make symptom control medication easily accessible outside of normal working hours for end of life patients, so they don't have to go into hospital to receive medication if this is required unexpectedly.
- ⇒ Work is ongoing to develop a means of storing patient information centrally and making it accessible to all health professionals.

“I have really enjoyed being on the End of Life panel since its inception in 2023. I was asked to join as the patients panel representative. The work being done to help people live well at the end of life is wonderful and hopefully will help a lot of people to have a better, more peaceful death where they chose to die, involving their families and the new nurses that have been appointed as part of the living well team, I hope we can make a difference. I think we already have to people who have had a discussion that they don't have long to live, we have already sorted out some problems about getting all the agencies involved to work more closely together.”

Jayne Weeks, Patient Panel Representative

Outcome 5

People in Jersey who need palliative and/or end of life care will have their care provided by people who are well trained to do so and are receiving ongoing training to maintain their skills and competencies



9 training sessions delivered to Jersey General Hospital nurses and doctors in Q1 (nurse training commenced in March)



100% of those trained reported improved skills, knowledge and confidence in delivering palliative and end of life care



Over 100 nurses and doctors have attended the training sessions to date



The average rating for recommending the training delivered so far is 9.5 out of 10 (10=very much so)

- ⇒ The Living Well Team will increase the trained workforce for holistic care and will be readily available to support the whole health and care workforce 7 days a week, 365 days a year.
- ⇒ An Education Service is being delivered in partnership between JHC and Health and Care Jersey. Training on palliative and end of life care will be provided to all health and care professionals and unpaid carers. Education is identified in the strategy as a key enabler to achieve its outcomes.
- ⇒ 2 of the 3 educators are now delivering training, with interviews being held for the third in April 2025. The curriculum blueprint and training materials for core subjects have been developed.
- ⇒ A training needs analysis is being undertaken alongside the education programme to shape the service, and incidents and complaints are being reviewed to inform training priorities.
- ⇒ A web-based evaluation form has been developed which will serve to continuously monitor the effectiveness of the training.

“I came with very little knowledge. But I left with a wealth of knowledge and looking to do follow up workshops.”

“It was very informative. I find the session content very helpful in my line of work.”

“Would like to know more about breaking bad news.”

Anonymous nurse training feedback

Outcome 6

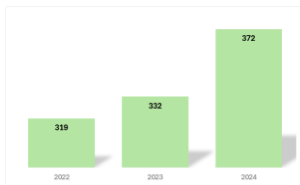
People in Jersey who need palliative and / or end of life care will be part of communities that talk about death and dying and that are ready, willing and able to provide the support needed



During 2024 a total of 26,337 hours were donated by JHC volunteers which is a 4.7% increase on the previous year's activity and equates to a fulltime workforce of 13.5 people



In Q1 2025 there were 9 new referrals for the Compassionate Neighbours Scheme, 6 community members have been matched to volunteers and 5 new volunteers have signed up and successfully completed the mandatory training to become a Compassionate Neighbour



Referrals to the Bereavement Service have increased over the period of the strategy. In Q1 2025 there were 106 referrals, a 25% increase over Q1 2024.

- ⇒ The Compassionate Neighbours Scheme was launched by JHC in April 2024. This scheme connects islanders with a life limiting diagnosis with a volunteer, who meets with them on a regular basis. The scheme helps reduce loneliness and social isolation, and evidence has shown that Compassionate Neighbours can also lower rates of depression, improve social skills, improve self-management, build a sense of purpose and reduce the use of emergency services. During its first year 22 patients were supported by volunteers in the community on the scheme. The scheme not only benefits islanders but also the volunteer, through knowing they are making a difference in someone's life, improving their own social skills and feeling their own confidence grow.
- ⇒ The Community Bereavement Service offers counselling to any islander, both adults and children, affected by bereavement. Emotional support can be offered to islanders facing a life limiting diagnosis, along with their family members to give support to people at a very difficult time and can continue to support the family members after the death of their loved one. 100% of those people supported in 2024 displayed improved coping skills, showing that they benefitted from this service.
- ⇒ On the 4th of February JHC participated in World Cancer Day. The event was an opportunity for anyone affected by cancer, including health and care professionals, to come together to share and access resources. A small team of nurses, plus the Spiritual Care Lead from JHC supported the event and were available to meet with islanders who had had a cancer diagnosis. They also met members of the public who gave feedback on their experience of JHC and took the opportunity to connect with other charities. It was a very positive event, which demonstrated the support for Islanders faced with a cancer diagnosis and also showcased the work to date on Jersey's Cancer Strategy, whilst hearing about the plans for the future.

⇒ Maillards Funeral Directors have been doing pop up workshops at venues such as Nat West Bank, Holme Grown and St. Peter's Community Centre, discussing lasting wishes and answering questions about funeral arrangements. Julian de la Cour, Managing Funeral Director said: "We have certainly noticed that we have been much busier in this area over the last three months. People have commented that they found it far more comfortable discussing these things not at a funeral home but at a neutral setting. I have also been out doing talks to various committees, again to discuss my role as a funeral director and to promote people to talk about death and their wishes for their funeral. I am pleased to say that it was well received and much interest generated. It is encouraging to see that people seem to be more ready to talk about death than previously and I believe that is because there is more publicity about it in the media."

"Being a compassionate neighbour volunteer is such an honour. The lady I have been visiting was so interesting and I really enjoyed her company, she was so easy to get along with. I used to look forward to our weekly chats over a coffee so much and I learnt so much from her, listening to her stories from her younger years, she really lived life to the full. I thoroughly enjoyed building a relationship with her and with her family. They told me that they felt she had made a new friend on the island, and they were so grateful I think we both got as much out of our meetings as each other and it's a great feeling knowing you have provided company and support to someone when they needed it most."

Sarah, Volunteer

Conclusion

This report demonstrates the progress that has been made in implementing the Palliative and End of Life Care Strategy for Adults in Jersey and provides evidence of some of the benefits which have been received to date.

Progress has been at a slow pace so far, largely due to investing the time to do the work as a system partnership to really understand the needs and issues associated with end of life care and plan actions that will realistically deliver on the strategy outcomes. Recruiting new staff and mobilising new services also takes time.

There is much still to do to fully achieve the strategy outcomes, however the foundations are now in place. Once the Living Well Service and the Education Service are fully up and running (quarter 2 of 2025), momentum towards reaching the goals will increase.