



HLP case study

“What’s Best for Lily?”: An educational initiative to improve End of Life Care for Care Home Residents

Through recent partnership working Healthy London Partnership (HLP) and UCLPartners, the Academic Health Science Partnership covering north-central and north-east London, parts of Hertfordshire Bedfordshire and Essex, have collaborated on the delivery of an educational package to improve end of life care for care home residents in London.

What was the challenge?

End of Life Care is a key element of care for care home residents. Only around 55% of residents live longer than 1 year after admission to a care home. The End of Life Care team at UCLPartners developed innovative educational materials, entitled “What’s Best For Lily?”, to support the delivery of high quality end of life care in care homes. A case example of a resident living with dementia is shown in a teaching film and accompanied by a lesson planning guide which contains thematic modules:

- Compassionate care of a resident with dementia and those important to the resident
- Communication and documentation of wishes/recommendations on what to do should the resident deteriorate
- Recognition that a resident with dementia is reaching the last days of life
- Compassionate care and good communication with the resident, those important to her, and other staff in the last days of life
- Caring for oneself as a carer

It is activities-rich, supporting staff to engage with the materials.

What did we do?

HLP and UCLPartners worked collaboratively to ensure that the “What’s Best for Lily?” resources and training sessions were promoted and accessible for care homes across London. Working in partnership ensures that these end of life care resources are seen as part of the suite of educational and quality improvement programmes

supporting care homes, as part of the Enhanced Health in Care Homes Framework led by HLP.

What were the results?

The “What’s Best for Lily?” resources have received excellent feedback from care home staff. The education materials were piloted and adapted based on feedback to ensure they work well for teaching care home carers. They are highly interactive, use multiple methods of teaching, and provide answers and support to the trainer. This has ensured the successful implementation of the What’s Best for Lily teaching package:

- >200 downloads of materials from UCLPartners website
- >250 care home staff have been trained since going live in 2018

We continue to work closely with HLP to ensure maximum reach of these educational resources.

Further plans

As a result of the positive response to “What’s Best for Lily?”, UCLPartners continue to deliver training and have over 20 sessions (a mixture of Train the Trainer and carer-only) planned for 2019/20.

UCLP have designed a Lily symbol which can be used to indicate when a care home resident is reaching their last days of life and may require additional care.

We continue to evaluate how the training is changing the quality of care provided to residents as well as considering other populations for whom training may be required.

Find out more

Contact Healthy London Partnership via hlp.ehchprogramme@nhs.net or endoflifecare@uclpartners.com. For more information about UCLP’s education programmes, visit: <https://uclpartners.com/what-we-do/education/>.