NATIONAL AUDIT OF CARE AT THE END OF LIFE STAFF REPORTED MEASURE – NHS ACUTE AND COMMUNITY HOSPITALS

2021

Page 1.

Thank you for agreeing to take part in the NACEL Staff Reported Measure. Your participation will support the ongoing development of care at the end of life in hospitals across England, Wales and Northern Ireland.

You will have received a link directing you to this website.

Page 2.

The COVID-19 pandemic has challenged all staff to work in different ways, in challenging circumstances, and often above and beyond their usual roles, knowledge and skills. Care for dying people, and communication with, and support for, those close to them during the pandemic has also been very different and difficult.

NACEL recognise the impact of the past year on hospital staff and want to thank you for your participation in this survey. Your feedback will contribute to a greater understanding on the delivery of end-of-life care across the UK, to support the ongoing development of care and support to your colleagues, patients and those important to them.

Given the challenges faced over the past year, the survey questions might bring back strong memories and emotions, and you might find some of the questions difficult to answer.

If you feel upset or distressed, you do not have to continue with the survey, or you can stop and complete it later.

About confidentiality and data protection

- The information you provide in the survey is anonymous and confidential.
- By completing the Staff Reported Measure, you are consenting to the use of the information you provide in the National Audit of Care at the End of Life reports.

Notes on completing the survey

- To access the survey, please select the ‘Continue to Survey’ button below.
- You can have a break and then return to the survey as many times as you like before submitting your response. Please be aware that once you have submitted your response, no further changes can be made.
- Please complete the survey before data collection closes on 8th October 2021.

Thank you for taking part in the survey – your input will help ensure that the best possible care can be delivered to people at the end of life and those close to them.
Staff demographic questions

1. Please indicate your gender:
   - [ ] Male
   - [ ] Female
   - [ ] Other

2. What is your ethnic group?
   - [ ] Asian or Asian British
   - [ ] Black or Black British
   - [ ] Mixed
   - [ ] White
   - [ ] Other Ethnic Groups
   - [ ] Prefer not to say

3. Which is the main clinical area that you are based in?
   - [ ] Acute assessment ward (medical and/or surgical)
   - [ ] Acute medical admissions ward
   - [ ] Critical care
   - [ ] Cardiology ward
   - [ ] Care of the elderly ward
   - [ ] Neurological ward
   - [ ] Oncology ward
   - [ ] Renal ward
   - [ ] Respiratory ward
   - [ ] Urology ward
   - [ ] Rehabilitation ward
   - [ ] Orthopaedics ward
   - [ ] Trauma ward
   - [ ] Surgical ward
   - [ ] Specialist palliative care ward
   - [ ] Intermediate care ward
   - [ ] Other hospital location
4. Please select your staff group:
  - □ Registered nurse (Band 5 or 6)
  - □ Registered nurse (Band 7 or above)
  - □ Healthcare assistant (Band 2 - 4)
  - □ Doctor (Consultant)
  - □ Doctor (Foundation)
  - □ Doctor (Speciality training)
  - □ Doctor (Other)
  - □ Allied health professional
  - □ Social worker
  - □ Therapy assistant
  - □ Pharmacist
  - □ Chaplain
  - □ Ward based administration/support
  - □ Housekeepers
  - □ Porters
  - □ Other

5. Approximately how long have you worked in this hospital?
  - □ Less than a year
  - □ 1-5 years
  - □ 6-10 years
  - □ More than 10 years

6. In what capacity do you typically come into contact with patients at the end of life (in your usual role)?
  - □ Senior clinician (nurse/doctor) responsible for leading patient care
  - □ Caring for patients as a member of the ward team
  - □ Working in an advisory capacity across different areas
  - □ Provide non-clinical care

**Work during the COVID-19 pandemic**

7. Have you cared for patients who have died with COVID-19?
  - □ Yes
  - □ No

8. If yes to Q7, please select where you have cared/ care for people dying with COVID-19:
  - □ In my usual role
How much do you agree or disagree with the following statements?

Please note: If a question is not part of your responsibility, select ‘Not applicable’

9. I received appropriate and responsive training to deliver end of life care during the COVID-19 pandemic

10. I felt supported to deliver end of life care during the COVID-19 pandemic

Staff questions

QUESTIONS ABOUT YOU

How much do you agree or disagree with the following statements?

Please note: If a question is not part of your responsibility, select ‘Not applicable’

11. I am confident I can recognise when a patient might be dying imminently (within hours to days)

12. I feel confident in my skills to communicate clearly and sensitively to dying patients and those important to them

13. I am confident I have the skills to involve the dying patient and those important to them in decisions about end of life care in line with their wishes and preferences
14. I know how to access specialist palliative care advice, if required, when addressing specific end of life care needs for dying patients

15. I feel supported by the specialist palliative care team that the hospital has access to, when addressing specific end of life care needs for dying patients

16. I know how to respond to requests to die outside of the hospital setting from dying people and/or those important to them

17. I have completed training specific to end of life care within the last three years

18. I would feel able to raise a concern about end of life care within my hospital if I needed to

19. I feel confident to respond to the practical and social needs of the dying person

20. I feel confident to respond to the spiritual, emotional and cultural needs of the dying person

21. I am confident in my ability to discuss hydration options with dying patients and those important to them

22. I am confident in assessing and managing patient pain and physical symptoms at the end of life

23. I feel confident to respond to the practical and social needs of those important to the dying person

24. I feel confident to respond to the spiritual, emotional and cultural needs of those important to the dying person

QUESTIONS ABOUT YOUR CLINICAL AREA/THE AREA WITHIN WHICH YOU WORK

How much do you agree or disagree with the following statements?

Please note: If a question is not part of your responsibility, select ‘Not applicable’

25. Managerial support is available to help provide care at the end of life

26. Staff work in partnership with the dying person and those important to them in planning and making decisions about their health, treatment and end of life care
27. Priority is given to the provision of an appropriate peaceful environment, that maximises privacy, for dying people and those important to them.

28. Staff actively share information with each other about the individuals’ end of life care needs.

29. Deaths are actively reviewed, and action plans are implemented to improve end of life care.

30. We have a culture that prioritises care, compassion, respect and dignity as fundamental in all interactions with dying patients and those important to them.

Thank you very much for taking the time to complete this survey. We really appreciate it.

If filling in the survey made you realise you would like extra support or someone to talk to, you could contact your GP, a local bereavement counsellor, support group or one of the numbers below.

Cruse Bereavement Care Phone: 0808 808 1677
The Samaritans Phone: 116 123
Bereavement Advice Centre Phone: 0800 634 9494

Further bereavement resources are available here: https://www.nhsbenchmarking.nhs.uk/bereavement-resources