



Impact of National Audit of Care at the End of Life (NACEL)

In Focus – Quality Improvement (QI)

Since being redesigned in 2023, QI has been a focus of NACEL. The aim for the QI offer for 2024/5 has been to increase engagement and deliver quality QI outputs to support QI and showcase good practice. This 'In focus report' highlights the QI outputs and engagement with them and showcases examples of the impact of NACEL in hospitals.

Engagement and outputs

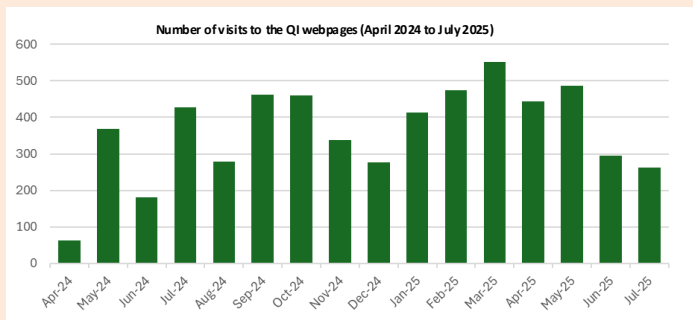
NACEL website: www.nacel.nhs.uk

As of 21/08, there have been 79,000 visits to the NACEL Portal.

The NACEL website hosts dedicated Quality Improvement (QI) pages that signpost to resources, tools and training to support individuals with local improvement initiatives and develop action plans.

By showcasing examples of best practice, case studies, and evidence-based guidance, the QI pages support teams to drive meaningful improvements in end of life care, ensuring that learning from the audit directly translates into better experiences for patients and families.

There has been a positive trend in the number of monthly visits to the QI webpages since they launched in April 2024.



NACEL events: www.nacel.nhs.uk/events

In 2024/25, the NACEL team supported improvement in end of life care by delivering six QI webinars and ten Data and Improvement Tool drop-in sessions.

These events reached around 1,517 participants, with 72% of NACEL organisations (121 in total) engaging in at least one QI event.

QI sessions focused on priority areas such as recognising dying, supporting hydration in the last days of life and assessing spiritual, religious, cultural needs, helping teams translate audit findings into practical actions for better patient care.

Data and Improvement Tool

All audit results are reported in an interactive benchmarking tool, supporting health and care professionals identify improvement opportunities by benchmarking at differing levels. As of 21/08, 176 organisations have access to the Tool.



Community of Practice

A new community of practice platform has been developed with the Q community and is due for launch early 2026. This platform will continue to support QI for example through resource and practice sharing <https://q.health.org.uk/>

Impact Compendium

A [NACEL Impact Compendium](#) reports more than 200 local examples of the audit's impact on Trust/Health Board end of life care service models. Example quotes shown below.

Good Practice Compendium

The [Good Practice Compendium](#) showcases 68 examples of innovation and improvement in care at the end of life, shared by Trusts through NACEL. These initiatives highlight practical, real-world approaches to enhancing quality of care, improving efficiency, and supporting better outcomes for service users and staff.

These case studies have been used to support National Improvement Initiatives such as an Integration Event hosted by NHSE and DHSC. Since launch, there has been a growing demand for NACEL to introduce teams and individuals keen to learn more about entries in the Compendium.

Local impact of NACEL

Dorset County Hospital, Dorset County Hospital NHS Foundation Trust

"We use the data to identify areas where we under perform compared to peers and to help us shape our quality improvement plan and our education programmes. This has led to extensive work around escalation planning and care of the dying patient. We use the data to monitor improvement and highlight areas where we perform well."

Norfolk and Norwich University Hospital (Norwich site), Norfolk and Norwich University Hospitals NHS Foundation Trust

"Feedback from NACEL, particularly from bereaved families, has encouraged us to place even greater emphasis on meeting the needs and preferences of patients and their families. This has led to more personalised care planning, ensuring that patient values, beliefs, and wishes are central to our end of life care."

Calderdale Royal & Huddersfield Royal, Calderdale and Huddersfield NHS Foundation Trust

"Our CHFT end of life care strategy & action plan are linked to NACEL audit results and key priorities. The strategy has clear actions aligning to the Ambitions Framework and also aligning to our results from the last NACEL report. Clear reporting and feedback structure to ensure progress of actions."

Tameside General Hospital, Tameside and Glossop Integrated Care NHS Foundation Trust

"Data from NACEL auditing has allowed us to really share the message with the Trust that end of life care is not where it should be and that improvements are required. NACEL has enabled us to tailor education to our own locality and to drive quality improvement initiatives such as the new end of life care plan."

Further examples can be found in the [Impact Compendium](#).

