

How person centred thinking can help deliver the End of Life Care Patient Charter

A charter for the care of people who are nearing the end of their life

"Listen to your wishes about the remainder of your life, including your final days and hours, answer as best we can any questions that you have and provide you with the information that you feel you need."

If I could I would

What is important to me...	How best to support me...
What's important to me and how I want to be supported	
What I want and do not want in the future. My hopes and fears	

"Do our utmost to ensure that your remaining days and nights are as comfortable as possible, and that you receive all the particular specialist care and emotional and spiritual support that you need."

History

Good day and bad day

What is important to me...	How best to support me...
What's important to me and how I want to be supported	

Working and not working

me
Family
friends

"Help you think ahead so as to identify the choices that you may face, assist you to record your decisions and do our best to ensure that your wishes are fulfilled, wherever possible, by all those who offer you care and support."

What I want	What I don't want	My family's view
Where I want to die		
About my funeral (music, readings, flowers etc)		
What I want and don't want in the future as I think about the end of my life		
About what people do after my funeral (e.g. food, drink, a celebration, memorial)		
About a grave stone or marker for my ashes or burial place		
What else is important to me?		

Who would you like to:
Say goodbye to towards the end of your life?
Be there in your last moments?
Organise your funeral?
Who would I like to do what towards the end of my life
Write your obituary?
Other things I would like to ask people to do/help with:

"Do all we can to help you preserve your independence, dignity and sense of personal control throughout the course of your illness."

What I want to happen towards the end of my life	Any actions needed for my decision to happen
My decisions and actions	

Decision to be made	How I must be involved	How the decision is made and who makes the final decision
What decisions need to be made and how I must be involved		

"Talk with you and the people who are important to you about your future needs. We will do this as often as you feel the need, so that you can all understand and prepare for everything that is likely to happen."

Relationships

Action plan

Who	What	By when
Action plan		

"Support the people who are important to you, both as you approach the end of your life and during their bereavement."

How I would like to be remembered

Who would you like to:
Say goodbye to towards the end of your life?
Be there in your last moments?
Organise your funeral?
Who I would like to do what towards the end of my life
Write your obituary?
Other things I would like to ask people to do/help with:

"Endeavour to ensure clear written communication of your needs and wishes to those who offer you care and support both within and outside of our surgery hours."

What is important to me...	How best to support me...
What's important to me and how I want to be supported	

We also invite your ideas and suggestions as to how we can improve the care and support that we deliver to you, the people who are important to you and others in similar situations.

Working and not working

Family
friends