

COMPLETED CARE PLAN EXAMPLE

This Completed Care Plan Example has been developed by the Northern Devon Healthcare NHS Trust Care Homes Team to accompany the jointly developed Care Plan Prompts v2, May 2017.

V1 July 2017

Introduction

This document has been produced to provide an example of what could be included in a Care Plan. It is designed to be used alongside the Care Plan Prompts, Version 2 May 2017. You will see from both documents it is important to ensure care plans are person centered and relate to the individual, demonstrating their support needs and preferences.

The content is given only as an example and there is no obligation on the provider to use this document or the Care Plan Prompts, or for Care Plans to be set out in the order suggested in this document. These are entirely matters for the provider to decide.

While we have used the term 'Care Plan' we are aware that some providers prefer to use other terms such as 'Support Plan'. We are not suggesting that the term 'Care Plan' must be used as this is also a matter for the provider to decide.

The Care Plan Prompts, on which this document is based, were jointly developed by Devon County Council's Quality Assurance and Improvement Team (Adult Commissioning and Health) and the Northern Devon Healthcare NHS Trust Care Homes Team (NDHCT), with input from colleagues from New Devon CCG, Northern Devon Healthcare Trust, Devon County Council and North Devon Hospice.

1 Level of Understanding
What care and support needs do I currently have?
<p>I have poor hearing and wear hearing aids, if these are working properly I am fully able to understand what is said to me when I am wearing them.</p> <p>I can call for help and/or use the call bell, but I am unable to see it easily due to my poor sight so I need this kept in the same place each time (bedside table when in bed and on a pendant around my neck when up and dressed)</p> <p>I would like to be fully involved in my care and support planning along with any decisions that need to be made about me.</p> <p>I do have some memory loss but that is mainly about recent things – I can recall things from a long time ago very easily. Sometimes I forget names of people I don't know well but don't have a problem with familiar people such as family and friends.</p> <p>I am aware what time it is as long as I have my large face watch on and I have my speaking alarm clock in my room.</p> <p>I know my way around the home and grounds but would need help and guidance anywhere else.</p> <p>I have a Lasting Power of Attorney plan set up so my daughter can help with any decisions regarding my health and finances if I am ever unable to do so myself</p>
What are my desired outcomes?
<ol style="list-style-type: none"> 1. I would like people to remember I am able to make my own choices and decisions and help/support me make them if I ask 2. I want to continue to make my own choices and decisions in as many areas of my life as possible and for as long as possible.
How do I want staff to support me to achieve my desired outcomes?
<ul style="list-style-type: none"> • Please ensure that I am wearing my hearing aids and glasses, especially if talking to me. • Please remember that I like to make my own choices and decisions in every area I can, so do not make assumptions or choose for me. • Please assist me to make choices, by clearly describing what I cannot see. • Ensure that if you approach me you introduce yourself, or if you see that someone else has approached me, let me know who they are.

2 Communication
What care and support needs do I currently have?
<p>My name is Kathleen but I prefer to be called Kate. I speak English and I am able to make my feelings and needs known without any problems. I am able to seek the assistance of staff either by calling out or by using my call bell when in my bedroom or in the bathroom (I do need to have this kept in the same place so I know where it is)</p> <p>I have some hearing loss, I wear hearing aids in both ears to help with this and as long as staff speak clearly, I don't have a problem with communicating. I attend the Audiology Clinic at the local hospital annually where my hearing is checked (usually in March)</p> <p>I have some visual impairment caused by macular degeneration. My macular degeneration means my central vision is blurred and obscured, I can only see clearly from the side. I wear glasses but they do not fully correct the problem, it helps me if you stand or hold items to my left or right side for me to look at. I attend regular appointments with both my optician (Boots Opticians – High Street, Barnstaple) and my Consultant Ophthalmologist at NDDH.</p>
What are my desired outcomes?
I want to be able to see and hear to the best of my ability. This helps me feel connected.
How do I want staff to support me to achieve my desired outcomes?
<ul style="list-style-type: none"> • Please talk clearly to me • Try to avoid background noise when you are talking to me so I can hear you better. • Ensure my hearing aids are working correctly and that I am wearing them. • Make sure my glasses are clean and that I am offered them to wear • Please remember that I can see things to the side of me better than directly in front • Please make sure I attend my appointments with the optician and the eye clinic, I write them on the calendar in my bedroom. • Please make sure that you tell me about all activities and events that are happening because I do find it hard seeing the posters that are in the home.

3 Mobility
What care and support needs do I currently have?
<p>Due to my arthritis and reduced eyesight, I sometimes need help from one carer to get around; I am able to ask for help when I need it.</p> <p>I am able to re-position myself in bed and in a chair without help and can sit unsupported.</p> <p>On days when my arthritis is very painful, I need assistance to get on and off the bed, chair, commode and toilet. On better days, I am able to manage this myself but need 1 carer to watch me in case I fall.</p> <p>I need some guidance from one carer to get to the toilet, but I can manage once I am there if somebody is nearby in case I need them. This is the same at night when I use the commode as I feel less confident at night time, especially if I'm tired.</p> <p>I am able to walk slowly with my wheeled frame, but need someone with me to supervise so that I am safe and to guide me to where I am going.</p> <p>If I need to go upstairs I use the stair-lift with someone there to guide and support me if I need it.</p> <p>I really enjoy going out for trips and visits and use my own wheelchair for this. I have this checked every year to make sure it's OK. I need one carer to push the wheelchair.</p>
What are my desired outcomes?
<ol style="list-style-type: none"> 1. I want to carry on doing as much for myself as possible. 2. I want to be able to continue to walk with my frame as often as I am able. 3. I want to enjoy activities within the home and go out on trips and visits as I enjoy this very much.
How do I want staff to support me to achieve my desired outcomes?
<ul style="list-style-type: none"> • Please remember that I can do some things for myself - encourage me and be patient if I am moving slowly • Because I have poor vision and hearing it can make me feel vulnerable and anxious sometimes but if you speak clearly to me and keep in my line of sight I am OK • Please make sure that I am using my own frame and wheelchair and that regular checks are undertaken to ensure they are safe and clean..

4 Personal Care
What care and support needs do I currently have?
<p>Due to arthritis and reduced eyesight I am not able to fully manage my personal care. I need help from one carer with washing and dressing. I need help with my hair, teeth, foot care and bathing.</p> <p>I like a strip wash each morning in my own bathroom, if I have my perch stool I can sit at the basin.</p> <p>I like to have a bath and wash my hair twice a week.</p> <p>My hairdresser, Sheila, visits me once per week (usually on a Friday afternoon) and sets my hair – I really enjoy Sheila's visits.</p> <p>My chiropodist visits me every 6 weeks to clip my toenails and to do a general review and treatments required.</p> <p>I like to wear make-up and perfume of my choice on a daily basis, I like choosing my own outfits. I like wearing nail varnish but need help with this.</p>
What are my desired outcomes?
<ol style="list-style-type: none"> 1. I would like to be clean, smartly dressed in outfits that I choose. I want to be wearing make-up, have my nails painted and wearing my favorite perfume. 2. I would like the staff to respect my dignity and ensure my privacy at all times during personal care.
How do I want staff to support me to achieve my desired outcomes?
<ul style="list-style-type: none"> • I need help and support from one carer with most aspects of personal care and to ensure that doors and blinds are closed when it is taking place. I am a very private person. • I would like staff to be there while I wash and dry my face, hands and underarm areas. I need help with washing and drying other areas. • I would like care staff to remove any hairs growing from my chin using my tweezers when I ask. • I would like carers to check my finger nails and assist me to keep them neat, clean and short. I prefer staff to use my emery board rather than nail clippers. • I would like a carer to help me to have a bath and hair wash twice a week (preferably on a Monday evening and a Friday morning). I can get anxious using a bath chair so need verbal reassurance. • I would like to continue with my weekly visits from my hairdresser Sheila and regular feet checks to make sure my toe nails are OK. I need staff to tell me if these plans change.

5 Continence Care
<p>What care and support needs do I currently have?</p> <p>I can use the toilet during the daytime and use a commode which is located close to my bed during the night time. I do need help from one carer with getting to and from the toilet.</p> <p>I had a urine Infection which made me feel very ill, since recovering from my infection I have experienced occasional episodes of leakage which usually occurs whilst trying to get to the bathroom / toilet, for this reason I wear incontinence aids (Tena Pull Ups – Medium size).</p> <p>I usually open my bowels on a daily basis, but require daily Movicol medication to help with this. I have had constipation in the past but it was when I was taking different pain killers for my arthritis.</p>
<p>What are my desired outcomes?</p> <ol style="list-style-type: none"> 1. I would like to be able to get to the toilet as quickly as possible in order to avoid 'accidents' which I feel embarrassed about 2. I would like help to avoid constipation 3. I would like staff to help me prevent another urine infection. 4. I always want staff to maintain my dignity with my toileting needs.
<p>How do I want staff to support me to achieve my desired outcomes?</p> <ul style="list-style-type: none"> • I will call for help when I need to go to the toilet, I always want to feel private when using the toilet so always like the bathroom/bedroom door fully shut • I would like the staff to ensure that my Tena pads are discreetly stored in my bedroom and to let me know when I only have one packet left. • I would like the staff to help with any episodes of incontinence quickly and discreetly. At these times I would like to wash down below and make sure my cream is applied so my skin doesn't get sore. • I would like the care staff to assist me by giving me my prescribed Movicol medication on a daily basis. I will let staff know if I am struggling to open my bowels. If I have not had a bowel movement for 3-4 days then I would like the staff to consult my GP for advice because I don't want to be uncomfortable. • I know I need to drink plenty of fluids to reduce the possibility of a urine infection. I would like staff to be vigilant to look for signs that I may be getting a urine infection and to report this to the GP quickly.

6 Oral Care
What care and support needs do I currently have?
<p>I wear a full set of dentures, I don't like to be seen without my dentures in. I take them out of my mouth prior to going to bed and put them back into my mouth first thing in the morning.</p> <p>I use Fixodent to help keep my dentures in place. I use Steredent as a soaking solution for my dentures every night.</p> <p>I like my dentures to have a thorough brush and rinse prior to putting them into soak and also before putting them into my mouth in the morning.</p> <p>I like to use a soft tooth brush to clean my gums and tongue after taking my dentures out and also before putting them back in.</p> <p>I use Corsodyl mouthwash in the morning and in the evening</p> <p>Because of my arthritis I need help with cleaning my dentures and taking the tops / lids off containers and tubes.</p> <p>I like to attend dental appointments and see the hygienist on a 6 monthly basis.</p>
What are my desired outcomes?
<ol style="list-style-type: none"> 1. For me to continue to be able to maintain my oral health and hygiene. 2. For any problems to be addressed and treated promptly by my dentist.
How do I want staff to support me to achieve my desired outcomes?
<ul style="list-style-type: none"> • I would like staff to ensure that my denture pot, Steredent, toothpaste, Fixodent and Corsodyl are to hand during my morning and evening personal care routine. • I would like staff to ensure that caps and lids are removed from products so that I can access the contents easily. • I would like the staff to put toothpaste on the soft toothbrush and to hand it to me so that I can brush my gums and mouth. • I would like the staff to brush my upper and lower dentures each morning and each evening, ensuring that they are thoroughly rinsed before being given to me to put in. • I would like the staff to apply small amounts of Fixodent to each denture after they have been rinsed in the morning. • I would like the staff to hand me sufficient mouthwash in the dispensing cap and to support me whilst I lean over the sink to spit it out. • I would like the staff to wash and dry my denture pot each morning. • I would like the staff to ensure that I visit my dentist and hygienist on a 6 monthly basis and keep a record of all visits. • I would like the staff to respond promptly if I experience sore gums or any oral pain. • I would like the staff to ensure that I am not seen by other residents or have visitors without my dentures in place.

7 Nutrition and Hydration
What care and support needs do I currently have?
<p>My weight has remained stable over recent years (around 9st 7lbs).</p> <p>I like a varied diet and I prefer to eat small meals throughout the day rather than large platefuls of food.</p> <p>Apart from spicy foods I enjoy most food, particularly roast dinners and milky puddings. I like to drink cups of tea with no sugars, I prefer weak tea. I need lots of encouragement in relation to drinking fluids as I am aware that this will help me to avoid a urine infection. I like Robinsons Barley Water.</p> <p>I am able to make decisions and choices in relation to the foods that I eat and if I think my bowels are a problem I will have some prunes to help this.</p> <p>My hand grip is poor due to arthritic pain so I do need assistance with cutting up food. I also find it difficult to pick up full mugs and glasses, so I would prefer my fluids to be presented in smaller and lighter cups with large handles if possible. I am able to use standard cutlery to eat my food.</p> <p>I don't have any food allergies but I tend to avoid very spicy foods as they cause be to experience acid reflux (which I usually treat by drinking warm milk).</p> <p>I prefer to eat my breakfast in my bedroom and my lunch and dinner with the other residents in the dining room.</p> <p>My preferred options for snacks are fresh fruit (cut into bite size chunks) and ginger biscuits with my cups of tea.</p>
What are my desired outcomes?
<ol style="list-style-type: none"> 1. For me to enjoy a healthy, varied and nutritious diet and for me to remain as independent as possible. 2. To use my diet to increase fluids so that I avoid repeated urine infections and have regular bowel movements.
How do I want staff to support me to achieve my desired outcomes?
<ul style="list-style-type: none"> • I would like staff to ensure that I have barley water to hand throughout the day. • I would like the staff to ensure that my cups are not too heavy or overfilled and preferable have larger, easy grip handles. • I would like the staff to present me with smaller sized meals and to offer me choices in relation to what I eat. • I like small snacks mid-afternoon and in the evening • I would like the staff to ensure my food is cut into bite sized chunks prior to putting it in front of me at the table as I find it embarrassing to have this done for me in front of other residents. • I would like the staff to monitor my weight on a monthly basis and to monitor that my weight remains stable. If it does not remain stable then I would like to talk to the staff about it and let my doctor know.

8 Skin Care
What care and support needs do I currently have?
<p>I get dry and itchy skin particularly on my arms; shoulders and legs. My doctor has prescribed Double Base cream to be applied each morning and in the evenings before going to bed.</p> <p>Before coming to live at the home I had a sore area on my bottom, the District Nurses said that it was a sore caused by moisture, I am prescribed Derma S cream to be applied to this area each morning.</p> <p>When my Arthritis is bad, I am less able to move in my bed or chair and this can mean I am in one position for longer periods. This causes me to become stiff and on one occasion my bottom became painful due to sitting in one place for a long time.</p> <p>I sleep on a Soft Foam mattress which is comfortable and helps my skin stay healthy.</p>
What are my desired outcomes?
<p>1. For my skin to remain healthy and not to get any sores.</p>
How do I want staff to support me to achieve my desired outcomes?
<ul style="list-style-type: none"> • I would like the staff to monitor the condition of my skin while helping me with personal care and report any concerns. • I know it is important that I change position at least every hour during the day and I need staff to remind and encourage me with this. • I would like assistance to be moved every two hours during the night, using pillows to support me. • I like to wear my comfortable wide-fitting slippers during the day (unless I am going out) because these fit well and do not rub against my feet. • During the day I always sit in an armchair that is suitable for my height, to prevent me getting a sore bottom. • I would like the staff to apply the creams that are prescribed for me. • If I have a leak of urine I would like staff to make sure I am clean and dry as quickly as possible.

9 Social Interests and Activities
What care and support needs do I currently have?
<p>I enjoy knitting and cross stitch but this has become too painful due to my arthritis. I have lots of framed examples of my cross stitch work in my bedroom; I enjoy looking at them and talking about them. I also enjoy gardening but had to give this up for the same reason. I would like to be offered the opportunity to help in the home's garden and enjoy arranging flowers.</p> <p>I like watching Countdown, Eggheads, Emmerdale and Coronation Street. I also like period dramas and old musicals like West Side Story; Pollyanna and My Fair Lady. I have a CD player in my bedroom and I have lots of Big Band and Swing music that I like to listen to.</p> <p>When I was younger I was a member of a local women's guild, I would like to become involved in the residents' committee.</p> <p>I enjoy spending time with my children and grandchildren and I really enjoy it when they take me to the local garden centre where we sometimes have lunch.</p> <p>I would still like to go to my church, St Mary's, as I have strong links with the congregation.</p> <p>I also really like to be involved when there are quizzes and craft activities within the home.</p> <p>I love to be around people and enjoy a good chat.</p>
What are my desired outcomes?
1. For me to join in with things that I enjoy and spend my time as I choose.
How do I want staff to support me to achieve my desired outcomes?
<ul style="list-style-type: none"> • I would like help to join in with activities I'm interested in. I need staff to tell me when outings are planned. • I will tell staff when I need help to get ready to go out with my family. When I make arrangements to go out I write on my calendar to help me remember. • I have a TV in my bedroom and I can use this myself so long as the remote control is kept on the small table next to my armchair. • As long as staff don't move my CD player I can use this myself. • I would like the staff to make time to chat to me. The 'This is Me' form I filled in with my daughter tells you lots of things about me that I enjoy talking about.

10 Night Time Support
What care and support needs do I currently have?
<p>I need help from one carer to get ready for bed and to help me get into bed.</p> <p>I need help during the night to use my commode. I will use the call bell for assistance so please make sure this is kept on the bedside cabinet.</p> <p>I usually go to bed at around 10pm, but I like to watch the TV in bed for an hour or so before going to sleep. I usually wake at around 6.30 in the morning</p> <p>I like to sleep with a night light on in my bedroom and I need to have the window slightly open in my bedroom at night.</p> <p>I prefer having cotton sheets and blankets rather than a duvet.</p>
What are my desired outcomes?
1. For me to enjoy a restful sleep.
How do I want staff to support me to achieve my desired outcomes?
<ul style="list-style-type: none"> • I would like to be helped to my bathroom, assisted with undressing and getting ready for bed. • I would like to be helped to my bed and assisted with getting my legs into the bed and getting comfortable. • I would like the carer to make sure there is a cold drink within reach. Please ask me whether I would prefer water or squash. • I would like the carer to ensure that the call bell and my remote control are within reach and that my TV and night light are switched on. • I would like my commode positioned close to my bed. • I would like the carer to ensure that my window is slightly open. • I would like assistance to be moved every two hours during the night, using pillows to support me. • I would like to be discretely checked on between being moved.

11 Emotional Support
What care and support needs do I currently have?
<p>I sometimes get a little anxious if I don't know what is happening or when I am in new situations, and I may need reassurance.</p> <p>I find September a difficult month to deal with emotionally because this is when my husband died. I need people to be aware of this in case I feel a bit low.</p> <p>I come from a large family who were very open and affectionate with each other and I still enjoy a hug.</p> <p>I like spending time with my children and grandchildren.</p> <p>I enjoy company.</p> <p>My Big Band music is guaranteed to put a smile on my face and reminds me of my dancing days.</p> <p>I like seeing friends from St Mary's church and we provide support to each other</p>
What are my desired outcomes?
<ol style="list-style-type: none"> 1. To continue to spend as much time as possible with my family. 2. To feel safe and happy. 3. To be offered the opportunity to join in the things that I wish to.
How do I want staff to support me to achieve my desired outcomes?
<ul style="list-style-type: none"> • I want to be reassured when I am feeling anxious. • I like a hug if I am feeling down and always appreciate the opportunity to talk about things. • Sometimes I don't like being on my own. I will let you know if I want company. • Please involve me in what is going on around me as I find this reassuring and interesting. • I would like help to take part in regular activities and visits. • I want to be able to see my family as often as possible and for them to be made welcome when visiting and given any help needed for them to take me out. • Please spend time talking to me as often as you are able as I enjoy hearing about other people's lives, what is going on in the world, or sharing a joke.

12 Expressing Sexuality
What care and support needs do I currently have?
<p>I always like to dress smartly, and I like wearing skirts and co-ordinating tops. I have some lovely beads and bracelets that I also like to match with my clothing. I have a gold cross and chain that I like to wear every day.</p> <p>It is important for me to have my hair brushed and nails varnished. I like to wear makeup when I choose to. I would like to carry on seeing my hairdresser, Sheila, once a week.</p> <p>I enjoy male company, as I grew up with four brothers and was married to my husband Charles for 47 years.</p>
What are my desired outcomes?
<ol style="list-style-type: none"> 1. To continue to take care of my appearance. 2. To feel confident in my hygiene and appearance.
How do I want staff to support me to achieve my desired outcomes?
<ul style="list-style-type: none"> • I would like staff to support me with my daily personal hygiene and I like to feel clean and smell nice. I enjoy wearing my perfume and make-up. • I would like staff to help me decide what to wear. I may need them to describe the choices available each day in my clothing and discuss accessories like scarves and jewellery as I really enjoy this. • It is really important to me that I wear my dentures; being seen without them makes me feel embarrassed. • I like compliments when I'm looking nice

13 Spiritual and Cultural Well-Being
What care and support needs do I currently have?
<p>I am a member of the Catholic Church (St Mary's) and used to attend church every Sunday to take communion and often once more during the week. I would like help to continue to take communion as often as possible.</p> <p>My faith is important to me and I have a strong link with my local church, which staff have told me they will help me continue to keep..</p> <p>I feel very strongly about attending some sort of service at Easter and Christmas. I feel quite unhappy if I am not able to do this.</p> <p>I enjoy the regular visits from Father Matthew, my own priest from St Mary's.</p>
What are my desired outcomes?
<ol style="list-style-type: none"> 1. To continue to go to church on a regular basis. 2. To have the opportunity to celebrate the Christmas and Easter Festivals. 3. To be able to visit my own church on other occasions such as the flower festival.
How do I want staff to support me to achieve my desired outcomes?
<ul style="list-style-type: none"> • I want staff to respect my religious beliefs. • I would like staff to ensure I am wearing my cross and chain necklace every day. • I prefer people not to swear around me as I find this upsetting. • I would like the opportunity to take Holy Communion regularly at my own church.

14 Health Care
What care and support needs do I currently have?
<p>Before moving into the home I lived alone in my own house.</p> <p>I had a urine infection and had to go into hospital to receive treatment. When I returned home I did not manage well, despite assistance from carers who visited me twice a day.</p> <p>I have arthritis in my hands, shoulders, hips and knees, this makes moving about very painful for me.</p> <p>I have high blood pressure and I take tablets to help this prescribed by my doctor.</p> <p>I had a hysterectomy in 2001 and an umbilical hernia repair in 2009.</p> <p>I have lost a lot of hearing and need to wear hearing aids in both ears. I really struggle without them</p> <p>I wear glasses and have been diagnosed with Macular Degeneration which is being monitored by the Ophthalmology department at NDDH. Because of the Macular Degeneration I experience a blurred vision within my central visual field.</p>
What are my desired outcomes?
<ol style="list-style-type: none"> 1. For my various health conditions to continue to be monitored and controlled 2. To continue to do things I enjoy despite my health conditions. 3. To be pain free.
How do I want staff to support me to achieve my desired outcomes?
<ul style="list-style-type: none"> • I would like the staff to ensure that I take all prescribed medication • I would like the staff to speak with the various hospital departments to make sure that I attend all appointments and I would like either a family member or a member of staff to attend them with me. • I will tell staff if I am in pain and need extra medication to stop this. • I would like to see my doctor when I feel unwell

15 Medication Management
<p>What care and support needs do I currently have?</p> <p>I am prescribed a number of tablets by my doctor. I am allergic to Penicillin so it is very important that I am not given anything with this in.</p> <p>My doctor reviews my medication every 6 months; my last medication check took place on the 15th May 2017.</p> <p>I need help taking my tablets and putting my creams on because I have poor eyesight and the movement in my hands is restricted because of my arthritis. I am happy for the staff to store and administer my medications for me and I can ask for pain killers if I need them.</p> <p>I do not currently take any over the counter medications but may like to take a vitamin tablet if I don't feel myself. I will let staff know about this</p>
<p>What are my desired outcomes?</p> <ol style="list-style-type: none"> 1. I want my health conditions to be managed as well as they can be by taking the tablets that I am prescribed by my doctor. 2. I would like to be involved in the discussions between my GP and Pharmacist regarding my tablets and creams on a 6 monthly basis.
<p>How do I want staff to support me to achieve my desired outcomes?</p> <ul style="list-style-type: none"> • I would like staff to help me take my tablets and apply my creams • I would like to see my doctor when I think I need to and to have my tablets reviewed • I do not want to be given Penicillin because it makes me very unwell

16 Mental Health
What care and support needs do I currently have?
<p>I am a happy lady who enjoys company and activity but I am also quite private.</p> <p>I get stressed about bills and finance and my husband always used to deal with this side of things, but my family now deals with this for me.</p> <p>I also feel sad around the anniversary of my husband's death which was in September 2014 and it helps to see or speak to my family at this time.</p> <p>I like to see my family regularly as that makes me very happy.</p>
What are my desired outcomes?
<ol style="list-style-type: none"> 1. To remain happy 2. To have my occasional anxieties and upset dealt with in a private, low key way without too much fuss.
How do I want staff to support me to achieve my desired outcomes?
<ul style="list-style-type: none"> • I want to have the opportunity to enjoy being in company and being involved with the activities and trips that are on offer. • I love to chat and get to know people and would like staff to encourage this. • I would like staff to reassure me when I am anxious • I love a hug if I am feeling down, especially from my family and friends. • I want staff to help me prepare for visits by my children and their families. I would like the staff to get to know them so that they know who everyone is when I talk about them. • I would like the staff to organize visits by my Priest Father Matthew as my faith is very important to me.

17 End of Life Preferences <i>(Sample care plan for this resident at the point of requiring end of life care)</i>
What care and support needs do I currently have?
<p>I have been diagnosed with a terminal cancer. I have been informed by my doctors that there is no further active treatment available to me. I have the support of my family, Church, my GP, Community Nursing staff and the Hospice Outreach nurse, Charlotte.</p> <p>I have a TEP (Treatment Escalation Plan) in place which states that resuscitation is not to be attempted in the event of cardiac / respiratory arrest. My TEP states that admission to the hospital for the purpose of re- hydration or treatment of any infection with intravenous antibiotics is not what I want. I have been fully consulted and am in agreement with the content of the TEP. It is important that all staff involved in my care are aware of the content of my most recently completed TEP.</p> <p>It is my wish to die in my own room surrounded by my own things. I have developed a very strong relationship with Charlotte (hospice outreach nurse) and am sure she will do everything to ensure that my symptoms are closely monitored and controlled with the appropriate medication / treatments.</p> <p>I do not have an advanced directive in place but I have spoken with my family and staff of the home about my end of life care and what I would like to happen after I pass away.</p> <p>My daughter and her husband hold power of attorney in respect of Health and Welfare and Property and Finances. When I am no longer able to make choices and decisions independently I am confident that they will make decisions in my best interest.</p> <p>It is vital to me that my symptoms are well managed and controlled. I would like my 2 children to be at my side in my final days, I have spoken to both of them and they are both in agreement with this. I would like to see my priest for the last rites – my local priest, father Matthew is aware and will be visiting me and my family on a daily basis during my final days.</p> <p>Together with my family I have arranged my funeral with Jones Undertakers and I would like for them to be contacted following my death.</p> <p>I would like my final days to be peaceful but uplifted I enjoy music and as such would ask that staff make every effort to ensure that my favourite music is played and that people still chat with me even if I can't talk back.</p>
What are my desired outcomes?
<ol style="list-style-type: none"> 1. To be in my own room and surroundings with my family and being cared for and supported by staff that I know and trust. 2. For my symptoms to be managed and controlled in such a way that I do not experience pain or distress. 3. It is important to both me and my family that my dignity is promoted and maintained throughout my end of life experience.
How do I want staff to support me to achieve my desired outcomes?
<ul style="list-style-type: none"> • I would like the staff to attend to my personal care needs swiftly, discreetly and with dignity. I want to maximise the time I have with my family. • I would like the staff to invite my family to contribute to my personal care routine in whatever way they are comfortable.

- I would like the staff to liaise with Charlotte and Dr Fisher my GP in relation to obtaining guidance and direction regarding the management of my symptoms.
- I would like my mouth and lips to be kept clean and moist.
- I would like my family to be given the opportunity to remain with me during the night time during the final phase of my end of life care.
- I would like the staff to liaise with father Matthew as an essential aspect of my end of life care.
- I would like the staff to ensure that close, detailed communication is maintained with me and my family members throughout my end of life phase.