

“People on the Margins” - What is our response?

A summary document from a study day held by The West Hertfordshire Palliative and End of Life Care Education Group on Tuesday 12th July 2018 at The Stanborough Centre, Watford

Nationally

- Individualised holistic care
- Deliver Ambitions Framework for Palliative and End of Life Care Training
- Keep it high on the national palliative care agenda
- Ensure awareness is raised in nursing/ healthcare undergraduate and other training
- Give people from minorities a voice within strategic groups
- Give people on the margins a voice
- Pursue national money to effect change/ keep such work on the agenda
- Raise profile of such work/ projects at national conferences
- Feedback on local projects to Hospice UK/ nation/ local conferences
- Research- ascertain what the issues are nationally and locally
- Lobby other countries re equality rights for all

Locally/ Organisationally

- Individualised holistic care
- Awareness training for staff – face to face, e-learning, webinars
- Network of link nurses/ staff with specialist interest/ knowledge in supporting individuals from different groups on the margins
- Review palliative care literature - what message does it send about palliative care? Who accesses the literature? Make it accessible!
- Implement cultural assessment tool
- Give a voice to those on the margins
- Learn from cases involving those on the margins
- Easy access to resources/ specialists/ numbers with understanding of the needs of individuals from different groups
- Work with A and E departments eg for those experiencing homelessness
- Link in with organisations who have a voice for those on the margins
- Research the demographics of local communities/ localities- are there groups that need to be targeted?
- Work collaboratively on education projects across the county – focus groups
- Connect with YMCA for palliative care beds supported by hospice palliative community team
- Look at establishing champion leads to spearhead agenda/ education of different groups
- MDTs with seldom heard groups
- Engage seldom heard communities – actively engage with BME/ churches/ travelling groups etc during Dying Matters week
- Ensure people on the margins are in the organisation/ strategic work plans
- Palliative Care Homelessness post?
- Have open doors to all

Individually

- Become aware of our own bias
- Share the learning/ knowledge gained from the training session
- Identify local resources/ professionals with knowledge / expertise on whom to call
- Identify who to ask
- Ensure respect for all
- Acknowledge your limitations and work collaboratively with others or refer on if appropriate
- Respect choice and preference
- Share this work/ awareness within teams
- Relationship- centred plans
- Cultural assessments
- Look at Rainbow symbol to show working towards being LGBT friendly
- Debrief and learn from experience
- Bespoke care
- Listen to others
- Individualised holistic care