

Ref: FOI/GS/ID 5266

Please reply to:
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Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to End of Life Care pathway.

You asked:

- 1. Please list the number of patients per year placed on an end-of-life pathway (LCP or otherwise) or end-of-life care plan between the years 2011 - 2018.*
- 2. Please detail the number and type of complaints relating to end of life care per year for the years 2011 - 2018. Please detail the nature of the complaint (e.g. poor communication, issues to do with consent, or the care itself etc.) and whether the complaint was upheld.*

Trust response:

1.

The Trust does not hold the information for the number of patients who have been placed on an end-of-life pathway or who have an end-of-life care plan in a reliable reportable format.

We introduced an individualised care plan for the dying (ICP) patient in 2015, which is for use for adults who have a life expectancy of hours to days. This was mandated for use in Nov 2017. Despite this we still find that the majority of clinicians write a plan in the medical records rather than use the specific ICP documentation.

The Trust has estimated that it will cost more than the appropriate limit to consider this part of your request. The appropriate limit is specified in regulations and represents the estimated cost of one person spending 3½ working days in determining whether the Trust holds the information, locating, retrieving and extracting the information. Under Section 12 of the Freedom of Information Act 2000 the Trust is not obliged to comply with this part of your request and we will not be processing this part of your request further.

2.

2011 – Unable to provide data as there was no specific sub-subject code in use to capture complaints about end of life care

2012 – Unable to provide data for Jan – Jun (inclusive) as per above. Data from July – Dec as follows:

Description (Policies)	Outcome code
Delays in treatment and palliative care review Poor communication	NOTUP
concerns over care and treatment	NOTUP
Delays in diagnosis and palliative care review Poor communication	NOTUP
Inappropriate behaviour/manner of employee	NOTUP
Query regarding cause of death listed on death certificate.	NOTUP
concerns over care and treatment	NOTUP

2013

Description (Policies)	Outcome code
concerns over care and treatment	PARTUP
Poor communication	UPHEL
concerns over care and treatment	NOTUP
concerns over care and treatment	NOTUP
concerns over care and treatment	PARTUP

2014

Description (Policies)	Outcome code
Discussions and decision re: DNAR.	NOTUP
Poor communication and palliative care	PARTUP
Poor communication	PARTUP
Concerns with the nursing care/pain relief and end of life care	NOTUP
Concerns regarding end of life care	NOTUP
Concerns raised about end of life care	PARTUP
concerns over care and treatment	NOTUP

2015

Description (Policies)	Outcome code
Delays in treatment. Poor communication	PARTUP
Delayed discharge and the lack of consideration regarding DNAR and living will.	PARTUP

2016

Description (Policies)	Outcome code
Poor communication and end of life care	NOTUP
Poor communication and end of life care	PARTUP
Concerns with the nursing care/pain relief and end of life care	PARTUP
Delays in diagnosis and end of life care Poor communication	NOTUP

2017

Description (Policies)	Outcome code
Poor communication	UPHEL
Poor communication and end of life care	PARTUP
Poor communication and end of life/ palliative care	INSUFF
Poor communication and end of life/ palliative care	UPHEL
Poor communication and end of life/ palliative care	PARTUP
Concerns regarding lack of nursing care and attention Poor communication	PARTUP

2018

Description (Policies)	Outcome code
Concerns with the nursing care and end of life care	
lack of consideration regarding DNAR.	
Concerns with the nursing care/pain relief and end of life care	NOTUP
Concerns with the nursing care/pain relief and end of life care	
Concerns with the nursing care and end of life care	PARTUP
Concerns with the nursing care/pain relief and end of life care	NOTUP
Concerns regarding lack of pain relief and end of life care.	NOTUP
Concerns regarding delays in end of life care and pain management.	PARTUP
Concerns with the nursing care and end of life care	PARTUP

Please note: Those missing outcome codes are still open complaints (i.e. they haven't been answered yet).