

# A realistic approach to delivering person centred care for the dying

## CREOL

(Care Record for End of Life)

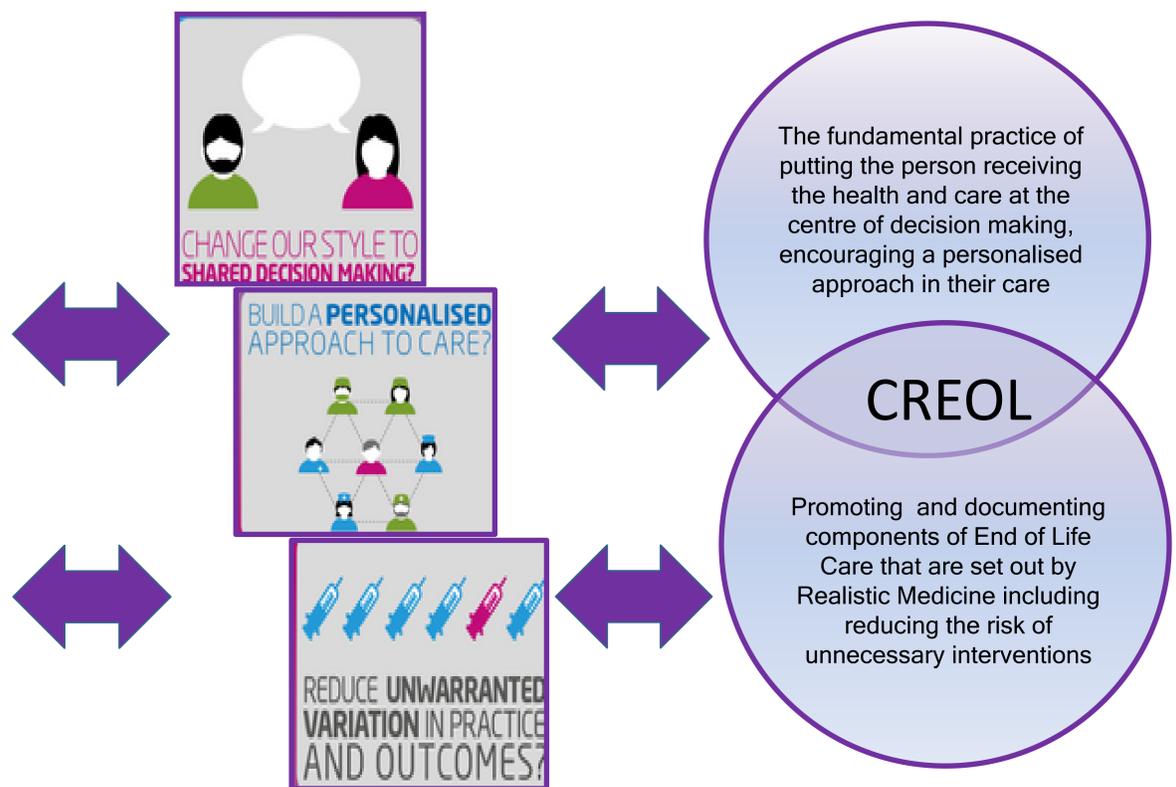
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### AIM

The CREOL document is designed to support and guide clinicians to ensure that the end of life care (EOLC) that they provide is of a high quality and puts the dying person and their loved ones at the heart of all decisions. This ensures that they are cared for and supported in accordance with their wishes.

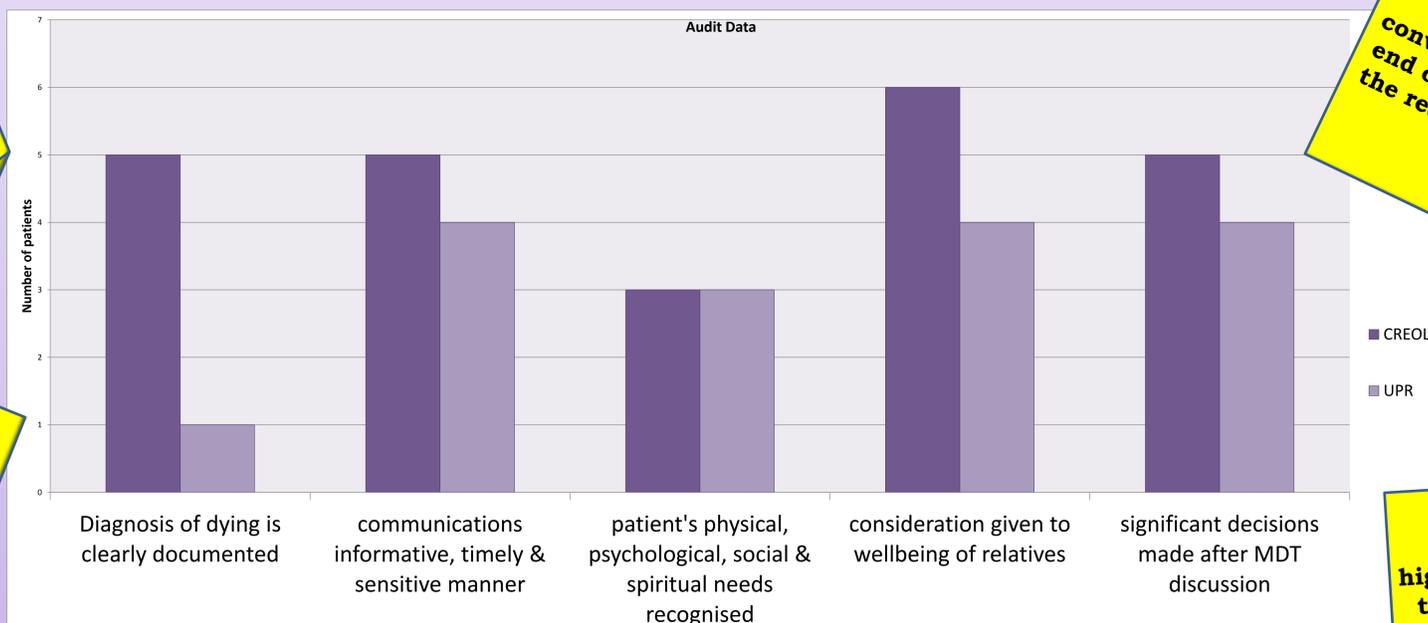
### Method

- The CREOL was developed to help achieve high quality accessible EOLC across all settings.
- It is a record of care delivered to patients and not a tick box exercise.
- It can be used to promote discussion of diagnosis of dying between the wider MDT and the patient and family.
- The patients wishes and goals of care are clearly documented so future care can be planned , ensuring all clinicians including OOH team are informed and aware of care needs.



### Outcome

- Patients notes audited - improvements noted when CREOL document used
- Significant improvement in documentation of diagnosis of dying
- Communication improved
- Consideration of relatives improved
- Improved MDT decision making
- Many endorsements by the clinical team - contribute to anecdotal evidence



...Feel it brings the team together with a common goal

...helps less experienced members of the team to ask the right questions

...So easy to use as it just flows and asks logical questions

Really helped to start the conversation around end of life care with the rest of the team

“...I think it highlights to the team the importance and benefit of clearly documenting a diagnosis of dying.”