Informative, timely and sensitive communication is an essential component of each individual person’s care. Investing time to provide information, elicit and clarify expectations will improve care experience. Conversations about what to expect when someone is dying can improve understanding and expectations.

Significant decisions about a person’s care, including recognizing the possibility of dying are made through MDT discussion. Ensure appropriate and realistic decisions about care that will be individualized and goal focused. Recommend early discussion with patient and family.

Recognize, anticipate and meet care needs – physical, psychological, social and spiritual. Think about actual and potential symptoms and plan ahead to ensure comfort is optimal. Consider referral to PCT, spiritual care team, AHPs to ensure individual care needs are addressed in a holistic and responsive way.

Relatives and carers need comfort and care too. Grief and loss result in many difficult emotions that will necessitate empathy and understanding. Spiritual care support may be valuable. Ensure general comfort including seating, overnight facilities, Quiet Time signs.

Do they want to participate in care delivery?