



# CEOL

## Compassionate End-of-Life in Residential Care Centres - A Quality Improvement Approach

A Journey of Change. Key findings from evaluation and recommendations for future development (K.Walsh, 2017).  
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### BACKGROUND

Over 7,000 people die in residential care in Ireland every year (25% of all deaths). The Irish Hospice Foundation (IHF) introduced a quality improvement (QI) programme to assist residential care centres (RCC) identify, reflect and implement changes to enhance compassionate end of life care for their residents, families and staff. CEOL which stands for 'Compassionate End of Life' commenced in 2015 with over 100 residential care centres participating.

An independent evaluation of the CEOL programme (formally A Journey of Change) was conducted in 2016 as follows:

### AIMS

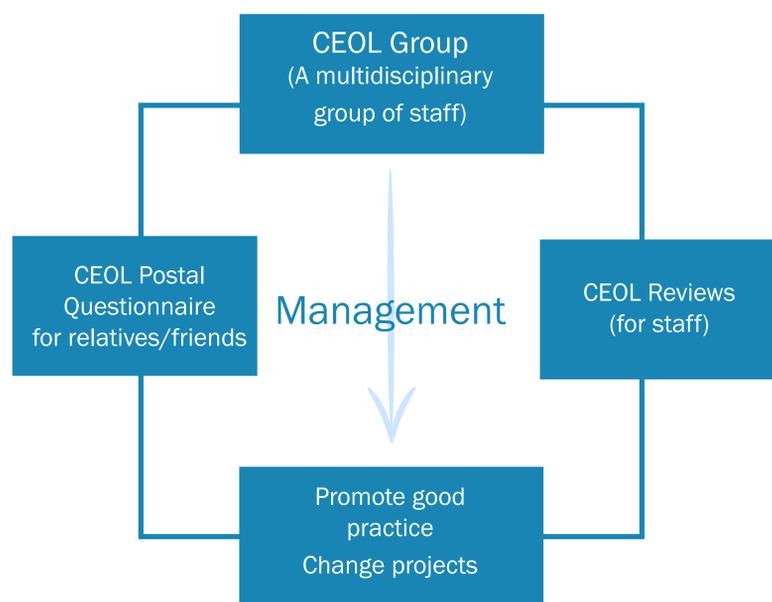
To evaluate the impact on:

- Staff
- Management
- Residents

### OBJECTIVES

- Demonstrate impact of programme
- Insight into RCC staff experience of the programme
- Outline challenges and areas for development
- Identify opportunities for sustainability

### The CEOL Review Process:



### METHOD

- A utilisation-focused approach
- Combined research and field work
- Five case study sites
- Interviews and focus groups with key stakeholders.

### PROGRAMME CONTENT

- CEOL Group
- CEOL Reviews
- CEOL Postal Questionnaire for bereaved relatives & friends
- Change projects

### Examples of Change Projects:



### FINDINGS

- Enhanced end-of-life care
- Significant changes in practice to advanced care planning
- Significant changes in practice for end-of-life planning, care at the time of death and after death
- Increased staff confidence & ability to deal with end-of-life care
- Earlier involvement with Specialist Palliative Care and GP' services
- Management support essential for protected time for CEOL Reviews & CEOL Group Meetings and implementing change

### CONCLUSION

- All components 1) CEOL Group, 2) CEOL Review and 3) CEOL Postal Questionnaire must be implemented
- Development of CEOL Regional Network structure to support sustainability of the CEOL Programme
- Revise structure of workshops
- Further research needed to evaluate the impact on end-of-life care for staff, residents and family members