

## End of Life Care Clinical Competencies for Community Matrons/Clinical Managers

Name:	Role:
Base:	Date initial training

### Competency Statement:

The participant demonstrates clinical knowledge and skill in end of life care without assistance and/or direct supervision (level 3 - see level descriptors). Assessment in practice must be by a Registered Nurse who can demonstrate competence at level 3 or above.

Performance Criteria	Assessment Method	Level achieved	Date	Assessor/self assessed
<b>The Participant will be able to:</b>				
<b>1. Communication Skills</b>				
1.1 Acts as a role model for effective communication skills	Questioning / observation			
1.2 Facilitates and manages interactions with family members and family groups in complex situations	Questioning / observation			
1.3 Initiates and manages and documents conversations with patients regarding their preferences at end of life according to the principles of Advance Care Planning (ACP)	Questioning / observation			
1.4 Ensures that ACPs are shared and discussed with general practice and are updated as necessary	Questioning / observation			
1.5 Ensures effective channels of communication are in place to inform GSF meetings according to locally agreed protocols	Questioning / observation			
1.6 Recognises fear, anger, denial or collusion, particularly when these are impacting on effective communications and demonstrates effective communication skills in these circumstances	Questioning / observation			
1.7 Manages challenging conversations with other professionals, demonstrating a commitment to partnership working to facilitate patient preferences	Questioning / observation			
1.8 Facilitates and empowers effective team working	Questioning / observation			
1.9 Recognises significant communication issues and provides constructive feedback to colleagues about their communications skills identifying appropriate training as necessary	Questioning / observation			

1.10 Identifies own and workforce learning needs regarding communication skills at end of life and accesses training as required	Questioning / observation			
<b>2. Assessment and Care Planning</b>				
2.1 Critically assesses clinical situations interprets complex information, prioritises needs and coordinates appropriate nursing care referring when necessary to specialist services	Questioning / observation			
2.2 Undertakes preliminary clinical examinations as appropriate to continue to multidisciplinary decision making	Questioning / observation			
2.3 Applies clinical judgement, in consultation with others, to plan and provide nursing care that meets the complexity of the patient's illness	Questioning / observation			
2.4 Recognises patients and carers with complex social, spiritual or emotional needs, making appropriate use of specialist and other resources	Questioning / observation			
2.5 Identifies common palliative care emergencies and accesses advice as necessary	Questioning / observation			
2.6 Initiates and contributes to multidisciplinary assessments, for example, continuing care	Questioning / observation			
2.7 Regularly reviews assessments to take into account changing needs and wishes and ensures that this information is shared with all other professionals involved	Questioning / observation			
2.8 Recognises need for change in medication, seeks appropriate advice and prescription to initiate the change	Questioning / observation			
2.9 Anticipates changing clinical status of patient and ensures access to out-of-hours medications and that information is passed on as appropriate	Questioning / observation			
<b>3. Symptom Management and Maintaining Comfort and Well being</b>				
3.1 Presents cases clearly, consistently and professionally to the multidisciplinary team in this way contributing effectively to the patient's management of end of life care	Questioning / observation			
3.2 Participates as a member of the multidisciplinary/multi-agency team through the development of collaborative and innovative practice in end of care	Questioning / observation			

3.3 Takes a leading role in the discussion of legal, ethical and professional nursing issues related to end of life care within the multidisciplinary and nursing team	Questioning / observation			
3.4 Provides education and support to junior nurses in the team to improve knowledge and skills	Questioning / observation			

Source: End of Life Core Competency Framework St Christopher's Hospice 2012

Date all elements of Competency Tool completed to level 3 \_\_\_\_\_

Name \_\_\_\_\_ Signature \_\_\_\_\_ Status \_\_\_\_\_ Date \_\_\_\_\_

I confirm that I have assessed the above named individual and can verify that he/she demonstrates competency in end of life care

Assessor \_\_\_\_\_ Signature \_\_\_\_\_ Status \_\_\_\_\_ Date \_\_\_\_\_

Review Dates:	Competent Yes / No	Registered Nurse Signature	Verifier signature	Comments

### Levels of competency Rating Scale

	Level of achievement	Level
Novice	Cannot perform this activity satisfactorily to the level required in order to participate in the clinical environment	0
↓	Can perform this activity but not without constant supervision and assistance	1
	Can perform this activity with a basic understanding of theory and practice principles, but requires some supervision and assistance	2
<b>Competent Practitioner</b>	Can perform this activity with understanding of theory and practice principles without assistance and/or direct supervision	3
↓	Can perform this activity with understanding of theory and practice principles without assistance and/or direct supervision, at an appropriate pace and adhering to evidence based practice  At this level competence will have been maintained for at least 6 months and/or is used frequently (2-3 times /week) The practitioner will demonstrate confidence and proficiency and show fluency and dexterity in practice <b>This is the minimum level required to be able to assess practitioners as competent</b>	4
	Can perform this activity with understanding of theory and practice principles without assistance and/or direct supervision, at an appropriate pace and adhering to evidence based practice.	5
	At this level the practitioner will be able to adapt knowledge and skill to special/ novel situations where there maybe increased levels of complexity and/or risk	
Expert	Can perform this activity with understanding of theory and practice principles without assistance and/or direct supervision, at an appropriate pace and adhering to evidence based practice. Demonstrate initiative and adaptability to special problem situations, and can lead others in performing this activity  At this level the practitioner is able to co-ordinate, lead and assess others who are assessing competence. Ideally they will have a teaching and /or mentor qualification	6

Adapted from: Herman GD, Kenyon RJ (1987) Competency-Based Vocational Education. A Case Study, Shaftsbury, FEU, Blackmore Press, cited in Fearon, M. (1998) Assessment and measurement of competence in practice, *Nursing Standard* 12(22), pp43-47.