

**02 ENSURING QUALITY AND CHOICE IN END OF LIFE CARE**

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The presentation will provide a brief background to CQC, its role, the legislation that governs how it operates, its strategic priorities and its principal methodologies. It will identify how CQC will assess whether provider organisations are complying with regulatory requirements and the action that CQC might take if it found that organisations were not compliant. In particular, it will focus on outcomes from CQC's Essential Standards of Quality and Safety which are key to the delivery of end of life care that meets these requirements, which will include (among other issues):

Outcome 1 - Respecting and Involving People who use services: ensuring people are involved in planning their care, that decisions and rights are respected and that people and their representatives are supported in making informed choices etc.

Outcome 4 - Care and welfare: ensuring that people have the care, treatment and support they need at the end of their life, including access to special palliative care services and pain control; that they are involved in decision making; that they have appropriate information; their families' (or those close to them with them/supporting them) wishes are respected; and that they have a dignified death with appropriate respect, privacy, dignity and comfort needs met.

Outcome 6 - Co operating with other providers: that all providers involved in end of life care work in partnership to ensure appropriate access to services, for example district nurses, palliative care services, appropriate transfers between care providers.