



BATH AND NORTH EAST SOMERSET, SWINDON AND WILTSHIRE (BSW) PALLIATIVE AND END OF LIFE ALLIANCE

WHAT MATTERS TO YOU?



This Charter has been developed to support 'What Matters to You?' conversations, as part of the person and family centred care that we provide to our communities. Planning ahead is an important life task, and it remains important until the end of life.

Bath and North East Somerset, Swindon and Wiltshire (BSW) Palliative and End of Life Care Alliance is supporting a system wide campaign to encourage all health and social care staff to move away from asking "What is the matter with you?" to a mind-set of "What matters to you?" This becomes even more important when working with patients with end of life care needs, their families and carers

The ambition is that this promotes personalised care to ensure we get a better understanding of what matters to patients and so develop services with them at the centre.

This approach changes a professional's behaviour when working with patients and their families in the last 1000 days. It will support the continued

development of high quality compassionate support, care or treatment focused around what people really need and want and support the Advance Care Planning discussions.

Discussion and recording of preferences about future medical treatments is known as Advance Care Planning (ACP). It has gained wide acceptance in health care as a way of discovering people's wishes about their care towards the end of life, but has become very focused on what **NOT** to do: what interventions to avoid, what treatments not to begin.

While these wishes are important, knowing what treatment people don't want towards the end of life doesn't help us to wrap care around individuals in a way that matches what they **DO** want.

It is time to change the conversation and ask 'What Matters to You?' as part of advance care planning.

This charter has been developed to support 'What Matters to You?' conversations and can be adopted and used by organisations and services across BSW.

CHARTER PRINCIPLES

SUPPORTING 'WHAT MATTERS TO YOU?'

1. 'What Matters to You?' conversations can be discussed at any point in life

These conversations can be had at any time of life from childhood to the last years of life, during health or illness, at important anniversaries.

People can change their minds about decisions they make so 'What Matters to You' conversations need to be ongoing and involve different people over time.

2. Promote a culture of openness about living as well as possible for the whole of life, including living with life-limiting illness

Encouraging a culture that supports conversations about 'What Matters to You' during living and dying, as part of the normal cycle of life.

3. 'What Matters to You?' conversations are centred on individuals and their significant relationships rather than being owned by healthcare

Conversations are based on personal preferences and wishes, supportive of individuals making their choices for living well, up to and including the end part of their life

4. To enable living well until death

Supporting everyone to live as well as they can until they die.

