



# Fictionalised vignette

## Theory 5: Supporting Families

**Noor**

Family distress and conflict over how to support mum.

Staff spending many hours supporting family



### 1. Context




**Outside** Location of care home; mobility of staff;

**In the care home** Family characteristics; Different decision-making protocols; Information-sharing structures; Staff confidence and skill mix

## Supporting families

### 2. How can it change?

Case conferences; staff confidence & development; Clear, accurate, timely communication; Applying learning from Needs Rounds; ACP tools and decision-making; Family conflict as a trigger for discussion at Needs Rounds



### 3. What changes?

**For staff** Understanding dying trajectories; less conflict to manage; more time;

**For Noor and family** Improved perception of care home staff and care; More informed, involved, supported; No longer care co-ordinators