



End of Life Care Quality Assessment Tool



National end of life care
INTELLIGENCE NETWORK

End of Life Care Quality Assessment Tool



Quality is an important focus for every organisation involved in end of life care. Whether you are commissioning or providing services, you need to be able to measure progress in delivering care, monitor quality in a systematic way and share best practice across your locality.

ELCQuA is a free online self-assessment tool designed to support local service improvement and the commissioning of end of life care services. Any organisation caring for people at the end of life can use it – the tool works seamlessly across the health, social care, voluntary and private sectors.

ELCQuA has been updated in December 2012 and the new edition allows both commissioners and providers to benchmark services against the NICE Quality Standard for end of life care, and to compare assessments with similar organisations in your locality and across England. You can also track progress over time by completing and comparing assessments each year.



How can ELCQuA help my organisation?

ELCQuA enables users to:

- Electronically self-assess and track progress against the NICE Quality Standard for end of life care
- Plan priorities for end of life care
- Share good practice with other organisations
- Support the best investment decisions for patients
- Gather the information needed to complete Care Quality Commission and other assessments.

What does ELCQuA include?

- 42 measures linked to the 16 quality statements set out in the NICE Quality Standard for end of life care, plus a section on raising public awareness of death, dying and end of life care
- Alignment of the measures, performance indicators and red/amber/green (RAG) levels of ambition for each NICE quality statement
- A mix of outcomes and process/structure indicators
- Specific measures identified for particular groups - e.g. care homes, ambulance services, acute hospitals
- Easy to navigate web pages and a facility to download reports.

Who can use it?

ELCQuA is easy to use and designed for a wide range of organisations, including:

- Acute hospitals
- Ambulance services
- Care homes
- Clinical Commissioning Groups
- Community services including community hospitals
- Hospices and specialist palliative services
- Local authority commissioners
- Out of hours services
- Primary care organisations
- Social care providers.

"I found the tool really easy to use, very informative with links and really easy to move around."

Margaret Kendall
Consultant Nurse in Palliative Care /
End of Life Care Lead
Warrington and Halton Hospitals
NHS Foundation Trust

"This will be very helpful in viewing detailed reports. A wonderful resource."

Mrs Chris Haywood
Head of Hospice Services
Willowbrook Hospice

"Information can be easily edited or changed after it has been saved. I was quite anxious at first inputting data whilst reviewing our service with the tool in case I found more up to date info and then could not easily edit it, but I found out I could!"

Giselle Martin-Dominguez
Joint Deputy Nursing Director
North London Hospice





**National End of Life
Care Programme**

Improving end of life care

www.elcqua.nhs.uk

Find out more

ELCQuA has been designed and developed by the National End of Life Care Intelligence Network (www.endoflifecare-intelligence.org.uk), with input from a wide range of organisations involved in end of life care.

Support resources, frequently asked questions and useful links are available on the ELCQuA website. For further information and to register for free access to ELCQuA:

Web: www.elcqua.nhs.uk

Email: information@neolcin.nhs.uk

Tel: **0116 222 5103**

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