

## Overview

This standard identifies the requirements when supporting individuals at the end of their life. This includes supporting individuals and others to prepare for the end of life and to plan the care and support they wish to receive during the process of dying. It also includes providing care and support as death approaches and carrying out agreed actions immediately after death has occurred.

## Performance criteria

### *You must be able to:*

1. establish consent and access information on individuals and end of life care and support
2. identify and agree the roles and responsibilities of yourself and others in providing care and support at end of life
3. support individuals and others when they receive information about end of life
4. pace interactions so individuals and others can process the information, and you can assess their reactions
5. provide individuals and others with time, privacy, and the facilities they need to initially adjust to the information
6. work in partnership with individuals and others to access information, resources and support they require
7. work in partnership with individuals and others to plan end of life care and support
8. encourage individuals to identify their preferences and needs on how, where, and who they want to have with them when they die
9. identify where the preferences of individuals may present a challenge and work in partnership to address this in a sensitive manner
10. provide support when individuals or others express thoughts, feelings, or concerns about end of life
11. monitor changes with individuals as they reach end of life
12. work with others to address any pain or distress individuals may experience
13. contact those who are to be with individuals when death approaches, in line with their preferences and needs
14. provide individuals and others with support, privacy and the time they need
15. carry out your roles and responsibilities following death
16. complete records and reports required for care and support at the end of life
17. reflect on how you carried out your roles and responsibilities to provide care and support at end of life

## Knowledge and understanding

### *You need to know and understand:*

1. how to access and review the information needed to provide care and support at end of life
2. the importance of well-coordinated and timely support during end of life care
3. how to provide supportive environments and the importance of effective communication when individuals and others are informed about end of life
4. the importance of dignity, kindness and compassion when providing care and support at end of life
5. how to support individuals and others with their emotions and the complexity of emotions during care and support at end of life
6. types of end of life support and resources available for individuals and others and how to access this
7. the sensory and physical changes that occur during end of life
8. the importance of individuals and others having as much control as possible to plan end of life care support
9. how different health conditions impact the timeframe for death
10. the potential impact of end of life on individuals and their families
11. how to apply trauma informed principles to provide care and support at end of life
12. the influence of neurodivergence and additional needs on the provision of care and support at end of life
13. the influence of culture, background and spirituality on care and support at end of life
14. how to use strategies to manage your own emotions and reactions when providing care and support at end of life
15. the workplace procedures to be carried out following death
16. the records and reports required for providing care and support at end of life
17. theories relevant to providing care and support at end of life
18. the relevant legal requirements, standards of practice, frameworks and guidance for providing care and support at end of life
19. the workplace requirements on equality, diversity, inclusion, and rights when providing care and support at end of life
20. how to work in partnership with others to provide care and support at end of life
21. how your personal experiences and unconscious bias may impact when

provide care and support at end of life, and how to address this

22. the role of supervision, reflective practice and learning and development in providing care and support at end of life

## Glossary

The glossary for this National Occupational Standard is available on the Skills for Care and Development website.

HSCCLD336



Provide care and support at end of life

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