End-of-Life Support and Compassion Policy

PRN-52: End-of-Life Support and Compassion Policy
Company Name: AI Auto-Tech Ltd
Trading/Business Name: CAREHOPES
Company Registration Number: 15556946
SIC Code: 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled
Email: admin@carehopes.com
Version Number: V01 20260815
Date of Review: (August 2026)

---

1. Policy Introduction

CAREHOPES, the trading name of AI Auto-Tech Ltd, is committed to providing compassionate, dignified, person-centred support to service users approaching the end of life. End-of-life support is a sensitive, deeply human aspect of companionship work, requiring emotional intelligence, professional boundaries, cultural awareness, and safeguarding vigilance.

Our companions often work closely with individuals experiencing terminal illness, advanced age, disability-related decline, or life-limiting conditions. This policy outlines how CAREHOPES ensures safe, respectful, culturally competent, and emotionally supportive care during end-of-life stages.

2. Key Principles

- **Dignity:** Every person deserves respect, comfort, and honour at the end of life.
- **Compassion:** Companions provide emotional presence, empathy, and calm reassurance.
- **Person-centred care:** Support is tailored to the individual's values, culture, beliefs, and preferences.
- **Safety:** Safeguarding remains paramount, especially when vulnerability increases.
- **Boundaries:** Companions maintain professional boundaries while offering emotional support.
- **Cultural competence:** End-of-life rituals, customs, and spiritual needs are respected.

- **Collaboration:** Work alongside families, carers, social workers, and healthcare teams.
- **Non-judgement:** Companions provide support without imposing personal beliefs.
- **Reflective practice:** Staff reflect on emotional impact and seek supervision when needed.

3. Policy Statement

CAREHOPES ensures that end-of-life support is delivered with compassion, professionalism, and sensitivity. Companions must uphold dignity, respect cultural and spiritual needs, maintain boundaries, and follow safeguarding procedures.

End-of-life support may include:

- Emotional companionship
- Gentle conversation
- Reading, music, or quiet presence
- Cultural or spiritual observance support
- Comfort measures within companion remit
- Supporting family members
- Observing changes in condition and reporting appropriately

Companions **do not** perform clinical tasks, administer medication, or provide medical advice.

4. Purpose

- Provide a framework for compassionate end-of-life support
- Ensure companions understand their role and boundaries
- Protect service users' dignity, rights, and cultural preferences
- Support families and carers appropriately
- Ensure safeguarding vigilance during heightened vulnerability
- Promote reflective practice and emotional resilience among companions

5. Scope

This policy applies to:

- All employees

- Volunteers
- Contractors
- Agency workers

It covers end-of-life support delivered in:

- Private homes
- Community settings
- Residential environments
- Digital communication contexts

6. Related Policies (Selected ONLY from relevant categories)

Safeguarding & Protection

- **PRN-003** Adult Safeguarding Policy
- **PRN-136** Safeguarding Children Policy
- **PRN-144** Child Abuse Policy
- **PRN-131** Prevent Duty Awareness Policy
- **PRN-056** Mental Capacity Act Policy
- **PRN-070** Safeguarding Reporting and Escalation Procedure

Conduct, Ethics & Behaviour

- **PRN-014** Code of Conduct Policy
- **PRN-015** Code of Ethics
- **PRN-099** Professional Boundaries Policy
- **PRN-030** Dignity and Respect Policy

Specialist Care & Support

- **PRN-031** Emotional Intelligence Policy
- **PRN-127** Loneliness and Social Connection Policy
- **PRN-059** Person-Centred Support Policy
- **PRN-135** Relationship-Centred Care Policy
- **PRN-020** Compassionate Practice Policy

Lone Working & Multi-Agency Work

- **PRN-054** Lone Working Policy
- **PRN-053** Lone Working and Community Visits Procedure
- **PRN-145** Working in Pairs Policy
- **PRN-146** Working with Other Social Workers and Carers Policy
- **PRN-147** Proxy Working Principle
- **PRN-058** Partnership Working and External Agencies Policy

Digital & Information Governance

- **PRN-112** Data Protection and GDPR Policy
- **PRN-023** Confidential Information Management Policy
- **PRN-024** Confidentiality Policy
- **PRN-050** Information Sharing and Confidentiality Procedure

7. Definitions

End-of-Life Support: Non-clinical emotional and social support provided to individuals approaching death.

Compassionate Presence: A calm, respectful, emotionally supportive presence without overstepping boundaries.

Cultural or Spiritual Needs: Rituals, practices, or beliefs important to the individual or family.

DSL: Designated Safeguarding Lead responsible for managing safeguarding concerns.

8. Companion Responsibilities

8.1 Emotional Support

- Provide calm, empathetic companionship
- Listen without judgement
- Offer reassurance and presence
- Support meaningful conversation or quiet reflection

8.2 Cultural & Spiritual Sensitivity

- Respect rituals, customs, and beliefs
- Support observance where appropriate
- Avoid imposing personal beliefs

8.3 Safeguarding Vigilance

- Monitor for signs of neglect, abuse, or coercion
- Report concerns immediately
- Maintain professional boundaries

8.4 Family Support

- Offer gentle reassurance
- Maintain neutrality
- Avoid involvement in family conflict
- Respect privacy and emotional space

8.5 Professional Boundaries

Companions must **not**:

- Provide medical care
- Administer medication
- Offer clinical advice
- Perform physical interventions
- Make promises about outcomes
- Engage in personal or intimate contact

8.6 Communication

- Speak gently and respectfully
- Avoid distressing topics unless initiated by the service user
- Maintain confidentiality
- Document observations factually

9. Recognising End-of-Life Indicators

Companions may observe:

- Increased fatigue
- Reduced appetite
- Withdrawal or quietness
- Changes in breathing

- Emotional shifts
- Requests for spiritual or cultural support

Companions must report observations to the office or appropriate professionals.

10. Responding to End-of-Life Situations

10.1 Immediate Actions

- Remain calm and supportive
- Ensure the environment is peaceful
- Contact the office if condition changes
- Follow emergency protocols if required

10.2 After Passing

Companions must:

- Maintain dignity and respect
- Notify the office immediately
- Avoid making assumptions or statements about cause
- Support family members with calm presence
- Follow cultural or spiritual preferences where appropriate
- Avoid touching or moving the body unless instructed by professionals

11. Staff Wellbeing & Emotional Support

End-of-life work can be emotionally demanding. CAREHOPES provides:

- Supervision
- Emotional debriefing
- Reflective practice sessions
- Access to wellbeing support resources

Companions are encouraged to seek support when needed.

12. Confidentiality

All end-of-life information is confidential and shared only:

- With the DSL
- With relevant professionals

- On a need-to-know basis

Records must be stored securely.

13. Training Requirements

Companions must receive training in:

- End-of-life awareness
- Emotional intelligence
- Cultural competence
- Safeguarding adults and children
- Professional boundaries
- Lone-working safety
- Trauma-informed practice

14. Documentation & Record Keeping

- All observations must be documented factually
- Records must be stored securely
- Documentation may be shared with authorities when required

15. Policy Review

This policy will be reviewed annually or sooner if required due to:

- Legislative changes
- Safeguarding updates
- Organisational changes
- Feedback from staff or regulators

Next Review Date: (Month and Year)