Information about family and social details requested and recorded in PACE and provides practical steps they can apply skills and attitude.

Training on the ward of staff as part of PACE improves knowledge, skills and attitudes of staff.

Collection of information on preferences facilitated in PACE, reinforcing attitude change.

Details of useful numbers in PACE to aid staff when they need help underpin training.

Enhanced patient/family/clinician interactions. Family feel empowered to ask questions and report problems. Positive feedback reinforces PACE use and change in staff attitudes, knowledge and behaviour.

Record of what has been discussed in PACE aids inter staff communication and care co-ordination.

Families feel a greater sense of continuity of information and honesty.

Staff are aware of preferences to help them guide care and discuss these with patients.

Support for dignity, respect and peace.

Timely referral and additional support gained from other services.

Improved communication.

Greater trust during difficult decisions.

Attention to individual wishes.

Improved symptom control.

Legend

- PACE action
- Action/intermediate outcome prompted by PACE action
- Patient/family outcome