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

Record of what has been discussed in PACE aids inter staff communication and care coordination

Families feel a greater sense of continuity of information and honesty

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

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

Timely referral and additional support gained from other services

Support for dignity, respect and peace

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