

# Our promise to you

## End of Life Care Charter

From the moment you enter our services, to the moment you leave, we aim to provide support that meets your preferences and wishes. This charter sets out our commitments, offering you and those closest to you, the best possible end of life care and support.



**We will put you at the centre of your support and care, enabling you to make decisions for as long as you are able, and ensuring comfort and peace at the end of life.**

**We will ensure that death and dying can be talked about openly and sensitively, and that those supporting you have the necessary attitudes and skills to listen to you and to advise you.**

**We will support your family and friends for as long as is needed, helping them to be with you when you need them, and helping them to say goodbye and to celebrate your life.**

**We will acknowledge the impact that supporting you towards the end of your life will have on our colleagues and volunteers, showing them care, and giving them time to acknowledge their own feelings.**

To see our commitments in more detail, visit [www.mha.org.uk/endoflifecarestrategy](http://www.mha.org.uk/endoflifecarestrategy)