
The NACEL Patient and Carer Tool

Community Hospitals Association

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National Audit of Care
at the End of Life

Auditing last days of life in hospitals



What we'll cover



About NACEL



What the data shows in community hospitals



The Patient and Carer Tool



Finding your own hospital's results



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What is NACEL?

NACEL is the national comparative audit of the quality and outcomes of care experienced by people who are dying (18+) , and those important to them, during their last hospital admission.

NHS Benchmarking Network delivers the audit, commissioned by the Healthcare Quality Improvement Partnership on behalf of NHS England, the Welsh Government and the Government of Jersey. NACEL is part of the National Clinical Audit and Patient Outcomes Programme (NCAPOP).



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Audit aims — and how NACEL drives improvement

Audit aims

- Improve quality of care at the end-of-life by identifying areas for action
- Reduce unwarranted variation through benchmarking, and manage outliers
- Understand and reduce health inequalities
- Share and adopt best practice, including QI examples

Driving improvement

- Benchmarked data in an online interactive tool
- National recommendations targeted at improving care
- Quarterly QI webinars, free to join
- Transparency in care supported by the Patient and Carer Tool



The elements of the NACEL audit

Each year's audit combines 4/5 separate data sources.



Hospital/Site Overview

(H/S)

A structured overview submitted by each participating hospital or site



Case Note Review

(CNR)

Retrospective review of clinical notes for patients who died in hospital



Bereavement Survey

(BS)

Survey responses from bereaved relatives and others important to the patient



Annual Death Data Collection

(ADDC)

Annual organisation-level return of headline death data



Staff Survey

(Inpatient Staff Survey)

Feedback from hospital staff caring for dying patients



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NACEL 2025 sample size

A review of care delivered to dying patients (18+) and those important to them, in acute and community hospitals across England, Wales and Jersey, 1 January – 31 December 2025.

19,705

Case Note Reviews (CNR)

8% of hospital deaths in participating sites

5,994

Bereavement Surveys (BS)

2% of hospital deaths in participating sites

232

Hospital/Site Overviews (H/S)

One per participating hospital or site

211

Annual Death Data Collections (ADDC)

Organisation-level annual returns

Data source (2025)	Acute hospitals	Community hospitals	Total sample
Case Note Review	17,623	2,082	19,705
Bereavement Survey	5,799	195	5,994
Hospital/Site Overview	179	53	232



Care and support: rated higher in community hospitals

“The quality of care delivered to those who are dying in community hospitals is better than acute hospital care.” — NACEL 2025 key message

Rated care given to the dying person as excellent or good – Bereavement survey, 2025



Rated care given to those important to them as excellent or good - Bereavement survey, 2025



Case notes showing recognition the patient was expected to die - Case Note Review, 2025

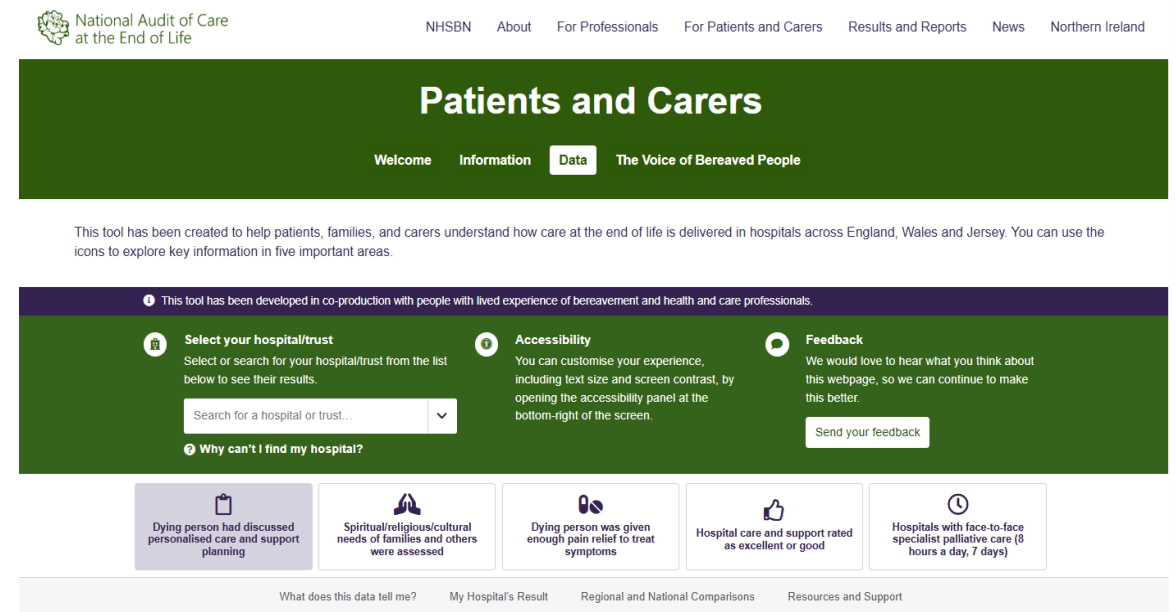


What is the Patient and Carer Tool?

A free, public tool that lets patients, families and carers see how end-of-life care compares across acute, community and mental health hospitals in England, Wales and Jersey.

Results are shown in plain language, alongside regional and national comparisons — supporting transparency and informed conversations about care.

www.nacel.nhs.uk/patients-and-carers-tool-welcome



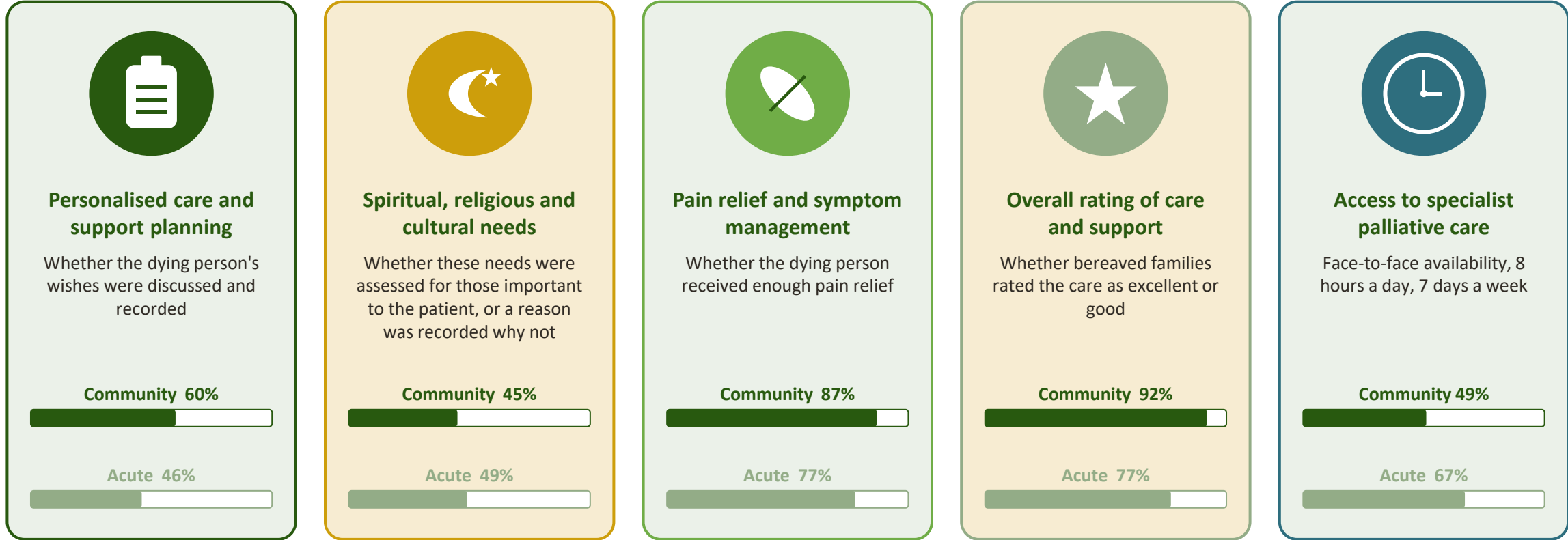
The screenshot shows the homepage of the 'Patients and Carers' tool. At the top, the logo for 'National Audit of Care at the End of Life' is on the left, and a navigation menu with links like 'NH&SBN', 'About', 'For Professionals', 'For Patients and Carers', 'Results and Reports', 'News', and 'Northern Ireland' is on the right. Below the navigation is a dark green header with the title 'Patients and Carers' and sub-links: 'Welcome', 'Information', 'Data' (highlighted), and 'The Voice of Bereaved People'. A paragraph explains the tool's purpose: 'This tool has been created to help patients, families, and carers understand how care at the end of life is delivered in hospitals across England, Wales and Jersey. You can use the icons to explore key information in five important areas.' Below this is a purple bar with a note: 'This tool has been developed in co-production with people with lived experience of bereavement and health and care professionals.' The main content area is divided into three columns: 'Select your hospital/trust' with a search bar, 'Accessibility' with instructions on customizing text size and contrast, and 'Feedback' with a 'Send your feedback' button. Below these columns are five icons representing key areas of care: 'Dying person had discussed personalised care and support planning', 'Spiritual/religious/cultural needs of families and others were assessed', 'Dying person was given enough pain relief to treat symptoms', 'Hospital care and support rated as excellent or good', and 'Hospitals with face-to-face specialist palliative care (8 hours a day, 7 days)'. At the bottom, a light grey bar contains links: 'What does this data tell me?', 'My Hospital's Result', 'Regional and National Comparisons', and 'Resources and Support'.



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Five areas of care, explained in plain language



Inside the tool

1

What does this data tell me?

A plain-language explanation of what each measure means and why it matters

2

My hospital's result

Search for a hospital or trust to see where it sits — no hospital is selected by default

3

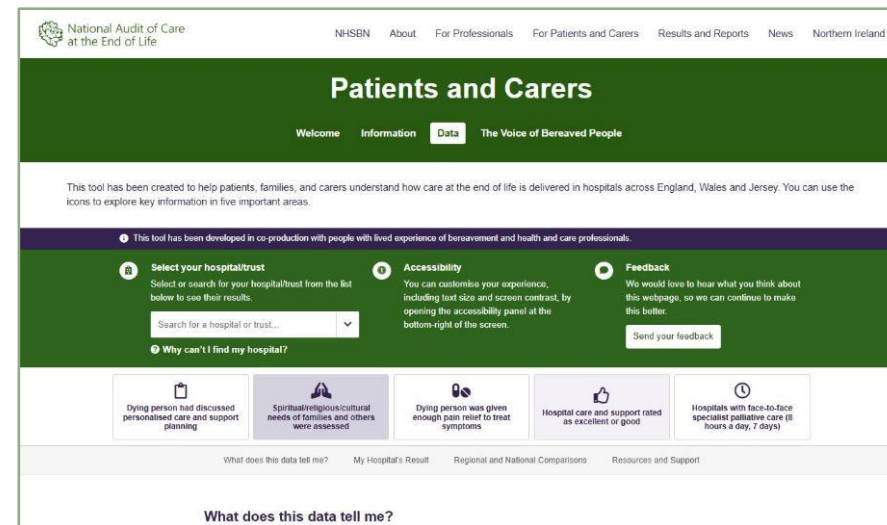
Regional and national comparison

Shows where results sit across the spread of all hospitals, by quintile

4

Resources and support

Signposted links, such as NHS England and Marie Curie guidance



Screenshot: nacel.nhs.uk/patients-and-carers-tool-data (live public tool, Aug 2026)



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A note on individual community hospital results

Community hospital and site-level sample sizes are often small. To protect patient confidentiality, many individual results are not shown separately in the Patient and Carer Tool — small numbers may be suppressed or grouped at trust level.

To see how your own hospital compares locally, regionally and nationally, use the NACEL Data and Improvement Tool instead.

**Select your hospital/trust**
Select or search for your hospital/trust from the list below to see their results.

 Why can't I find my hospital?

**Accessibility**
You can customise your experience, including text size and screen contrast, by opening the accessibility panel at the bottom-right of the screen.

**Feedback**
We would love to hear what you think about this webpage, so we can continue to make this better.
[Send your feedback](#)

**Dying person had discussed personalised care and support planning**

**Spiritual/religious/cultural needs of families and others were assessed**

**Dying person was given enough pain relief to treat symptoms**

**Hospital care and support rated as excellent or good**

**Hospitals with face-to-face specialist palliative care (8 hours a day, 7 days)**

Latest Result (2025)
N/A
There is insufficient data to report this hospital's result for the current year.

Previous Result (2024)
N/A
There is insufficient data to report this hospital's result for the current year.

Year-on-Year Change
N/A
Not available



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Demo

Your local results: the Data and Improvement Tool (DIT)

1

Who it's for

Organisations taking part in NACEL, and ICBs in England

2

What it shows

Your own hospital's results across every audit element, in full

3

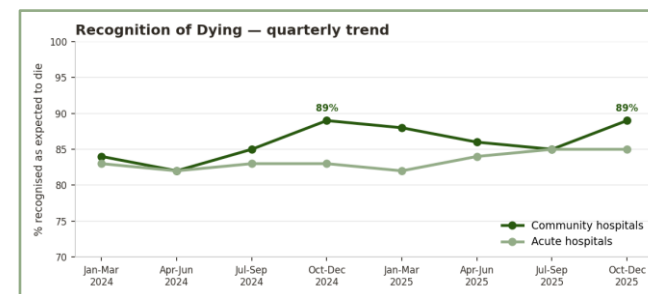
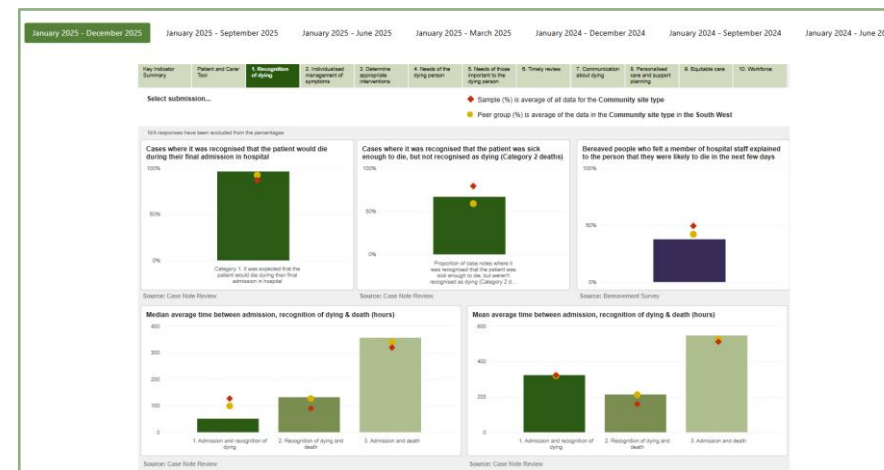
How to compare

Against other community hospitals, your region, and the national position

4

Access

data.nacel.nhs.uk — for participating organisations and ICB users



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Next steps

1

View your provider's results

Via the [NACEL Data and Improvement Tool](#)

2

Consider communications about the Patient and Carer Tool

So staff can answer questions that families may have about the [Patient and Carer Tool](#)

Transparency/ familiarity of improvement plans

3

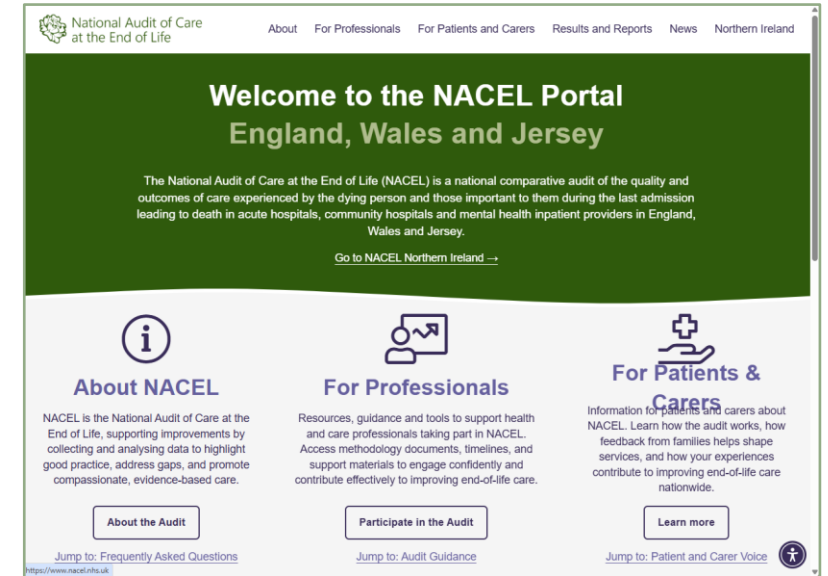
Look at examples of good practice

Via the [Good Practice Compendium](#)

4

Take part in NACEL 2026

Make sure your hospital is signed up



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Thank you

Further information and resources about the Patient and Carer Tool

<https://www.nacel.nhs.uk/qi-documents>

Quality improvement resources

<https://www.nacel.nhs.uk/qi-about>

You can get in contact with the NACEL team at:

nhsbn.nacelsupport@nhs.net

0161 521 8274

Visit the website at www.nacel.nhs.uk

Documents

Healthcare Quality Improvement Plan

+

Driver Diagram

+

Key Indicators

+

Reporting templates

+

Mapping document

+

Engaging with the Patient and Carer Tool

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FAQ Document

Development Report - English, Welsh

Information and Resources

Staff Support Sheet - English, Welsh (v2 uploaded 24.07.26)

Email Template

To access the Patient and Carer Tool, please click here.



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