



Terminal Illness

Self Paced learning September 2020

Select to start

Introduction

This bitesize product aims to explain the steps to take when a claimant reports a terminal illness

DWP has a responsibility to ensure that we do the right thing for our claimants and provide extra support for those who need it.

As you work through this learning you will be referred to guidance for further information. The Terminal illness guidance and Covid 19 guidance is available here:

[Terminal Illness](#) and [Coronavirus](#)

Depending on your own life experiences, some of the circumstances shown in this bitesize may create an emotional response. If you require further support, please speak to your line manager who is there to assist you.

Select to continue

Reporting terminal illness

DWP terminal illness description

For benefit purposes, DWP describes a terminally ill claimant as having a health condition and due to that condition they are not expected to live more than 6 months.

If a claimant reports a terminal illness **during the claim** they would be asked the name of the condition and the date of their change of circumstances.

They can request a call back to discuss their terminal illness and they would do this through the journal.

Making a claim

During a claim

Select to continue

Claimant does not request a call back

Claimant does not request a call back to discuss their terminal illness.

Claimant completes health gather and any other outstanding information and chooses to declare and submit.

Record terminal illness to-do received.

Confirm the prognosis and completes the to-do

Follow the instructions in [Coronavirus](#)

Select to continue

Claimant requests a call back – Actions (1)

1. Claimant requests a call back to discuss their terminal illness

2. **Call about terminal illness** to-do received.

3. Call the claimant to:
- confirm their condition and prognosis
 - support them in completing their health gather and any other claimant to-dos
 - establish if they are claiming PIP, DLA, AA or AFIP and have a DS1500
 - record details of conversation on Agent Notes.

4. Either you or the claimant completes health gather and any other outstanding information and select declare and submit.

5. **Record terminal illness** to-do received

6. Confirm the prognosis and completes the to-do.

Follow the instructions in [Coronavirus](#)

Select to continue

The DS1500 form (1)

The DS1500 form is confirmation that a person is terminally ill and not expected to live more than 6 months.

It can be completed by a doctor, other health care professional or Macmillan nurse.

A staff member can determine if a claimant is terminally ill and record that decision, based on the DS1500.

The DS1500 must contain details of:

- the diagnosis
- whether the patient is aware they are terminally ill (if they are unaware, it must include the name and address of the representative who requested the DS1500)
- current and proposed treatment
- brief details of clinical findings.

This enables the DS1500 to be processed and the additional amount for having LCWRA to be awarded from day 1 where applicable.

Select to continue

The DS1500 form (2)

Where the claimant is unaware of their terminal illness it is important that DWP do not disclose if a DS1500 has been requested or completed on their behalf by a GP or a third party, or disclose their condition/prognosis.

Once a DS1500 is provided, there may be an increase in the amount payable. If the claimant queries this increase, do not disclose the terminal illness or prognosis. Instead explain the increase may be due to the severity of their health condition.

Check if the claimant (or partner, in couple claims) is in receipt of the additional amounts for having LCWRA, LCW or caring. See [Guidance](#)

Select to continue

Reporting a terminal illness (1)

Your health conditions

Do you have any illnesses, disabilities or ongoing conditions?

☐

Yes

☐

No

Next

[Back](#)

We are now going to take you through step by step what happens when a new claimant requests a call back to discuss their terminal illness.

Henry is making a new claim.

Select “Yes”, to report a disability, illness or ongoing condition.

Reporting a terminal illness (2)

Tell us what conditions you have

Name of condition 1

Add another condition

Next

Henry records his health condition.

Select Next to continue

About your health conditions

Has your doctor said you might have less than 6 months to live due to any of your conditions?

This could also be a consultant or a specialist nurse.

- ☐ Yes
- ☐ No
- ☐ I do not know

Henry is has been diagnosed with a life expectancy of under 6 months.

Select “Yes”, to record this

Next

Calling you about your health

Before you continue your online health questions, we can call you to find out if you need extra support. We can also explain what you need to do next.

Do you want us to call you?

☐

Yes

☐

No

Next

Henry wants to request a call back to discuss his terminal illness

Select “Yes” to request a call back from a case manager.

We will call you soon

We will try to call within 24 hours. This will take longer on weekends or public holidays. Your phone might show our number as blocked or say 'no caller ID'.

You can still continue with the rest of your application.

[Continue your application](#)

Henry is notified of call-back timescales

[Back](#)

[Select to continue](#)

Claimant requests a call back (2)

Once a claimant has requested a call back to discuss their terminal illness

A **Call about terminal illness** to-do generated

Select to continue

Call about terminal illness (1)

Details reported by the claimant

Condition



This claimant has requested a phone call on 0 to discuss a terminal illness.

You need to report this to your supervisor immediately. Any delay may affect this claimant's entitlement or payment.

Please report to your supervisor.

☐

I have reported this to my supervisor.

Done

Henry has requested a call. Before calling Henry you need to check:

- what information he has entered on his online account
- if he is receiving any other benefits indicating terminal illness.

Henry has not reported any details of his terminal illness. Henry will need to provide this information on his online account to complete his health gather.

Select to continue

Call about terminal illness (2)

Details reported by the claimant

Condition



This claimant has requested a phone call on 0 to discuss a terminal illness.

You need to report this to your supervisor immediately. Any delay may affect this claimant's entitlement or payment.

Please report to your supervisor.

☐

I have reported this to my supervisor.

Done

The check box on the to-do reminds you to speak to your team leader. You should let your Team Leader know you are making this call as they can support you during and following the call.

Henry may need further support from external organisations.

We should have information ready to signpost to him if we feel it is appropriate (such as Macmillan).

Remember to check the District Provision Tool for contact information for external organisations.

Select to continue

Claimant requests a call back – actions (3)

Once the **Call about terminal illness** to-do is received.

Call the claimant to:

- confirm their condition and prognosis
- support them in completing their health gather and any other claimant to-dos
- establish if they are claiming PIP, DLA, AA or AFIP and have a DS1500
- record details of conversation on Agent Notes.

Select to continue

During the call back - behaviours

The relationship between you and the claimant is very important. Establishing a rapport based on trust, support and respect for the claimant's dignity will help to make these discussions easier for you both.

Take a moment to think about what behaviours you should demonstrate when calling the claimant.

You should demonstrate:

Compassion

Empathy

Sensitivity

Active
listening

Respect

Remember: Empathy is about understanding how the other person feels in the situation, not how you would feel. Empathy means trying to understand how and why a person feels the way they do, in other words, putting yourself in their shoes.

Even if you have been through the same life event or circumstances as the customer, you may have reacted in a totally different way, so you cannot truly say that you know how the customer is feeling.

Select to continue

Demonstrating empathy

Decide whether each statement below is 'Demonstrating Empathy' or 'Not Demonstrating Empathy' and select the answer button to see if you are correct.

"I can see you are upset. Would you prefer me to call back later?"

Answer

Demonstrating Empathy

"I realise this is a difficult time for you, are you alright to continue?"

Answer

Demonstrating Empathy

"I know how you feel"

Answer

Not Demonstrating Empathy

"Take as much time as you need"

Answer

Demonstrating Empathy

5. "That happened to my mother too"

Answer

Not Demonstrating Empathy

"Put the claimant at the heart of what you do"

Select to continue

During the call back

When calling a claimant to speak about their terminal illness it is important that you:

- Support them to access their online account and complete their health gather
- Check to see if the claimant is receiving Personal Independence Payment (PIP), Disability Living Allowance (DLA), Attendance Allowance (AA) or Armed Forces Independence Payment (AFIP). This can be verified by a terminal illness marker on CIS or verbal confirmation from a member of staff
- Record the content of the discussion - condition, prognosis and any other useful information on the 'Agent notes' of the **Call about terminal illness** to-do
- Explain why the DS1500 form is needed for those who are not expected to live more than 6 months
- Explain the next steps in the Universal Credit claim.
- Refer to the District Provision Tool and signpost the claimant to appropriate local support and/or charities
- Answer any questions

Select to continue

Other benefits to consider

Is the claimant is receiving PIP, DLA, AA or AFIP.

Select the two circumstances below to reveal what you should do.

Claimant has informed us that they receive PIP/DLA/AA/AFIP

If the claimant or their representative states they have made a claim for or sent a DS1500 to PIP, DLA, AA or AFIP, confirm this information with the relevant colleagues. This can be verified by either:

- a terminal illness marker on CIS
- verbal confirmation from a member of the relevant benefits staff

Claimant has not informed us that they receive PIP/DLA/AA/AFIP

When a claimant informs you they have a terminal illness, signpost them to PIP or DLA if they are not already in payment, as they may be entitled to them.

PIP staff will notify Universal Credit of any DS1500 forms received where there is no PIP claim and the claimant has a terminal illness prognosis of less than 6 months to live.

Remember to check [Terminal Illness](#) guidance for full information on the DS1500

Select to continue

Recording the terminal illness information

To-do

Agent notes

9 February 2018 at 1:06pm by [Agent 1083](#)

[Delete](#)

Condition: Lung cancer Prognosis: 5 months Date of diagnosis:
08/02/2018

Add a new Agent note

Remember: It is important to record the information you have gathered during the call on the to-do to support other job roles who may interact with the claimant.

[Att:](#)

Save note

You should record the information Henry provides on the call back. As you can see, we have added the details Henry gave us on the call to the 'Agent notes' box. **Select the 'Agent notes' box to continue.**

Select to continue

Support available

What support is available to help you following a difficult phone call?

Select the ones you think are correct.

Talking to a line manager

Talking to your colleagues

Talking to a Work Psychologist

Contacting the Employee Assistance Programme

All the options are suitable.

Select for more information on the [Employee Assistance Programme](#)

Select to Continue

Declare and submit

During the call back, you will support Henry through the health gather screens to report details of his terminal illness on his online account.

Henry will need to check the boxes shown below to declare and submit his circumstances.

Select “I understand and make the declarations above” to continue.

Are these details correct?

☒ Yes, I confirm these details are correct

☐ No, I want to change these



I declare that the information I have given is correct and complete

I understand that if I fail to promptly report changes in my circumstances which I know will affect my entitlement to Universal Credit I may be liable to prosecution or have some other financial sanction taken against me.

☒ I understand and make the declarations above

Next

Select to continue

Record terminal illness to-do

Record terminal illness

Claimant contact details

Name
Phone (preferred)
Email
Claim status

Details reported by the claimant

Conditions **cancer**
Medical evidence

All the options generate the **Consider Day 1 WCA referral** to-do
Follow the instructions in [Coronavirus](#)

This claimant has told us that they have a terminal illness.

What is their prognosis?

☐ More than 6 months

☐ 6 months or less

☐ Not known

☐ Claimant is not terminally ill

Select to continue

Prognosis gathered

Claimant meets the DWP description of terminal illness

Once the claimant or their representative has submitted the DS1500:

- the claimant is determined and treated as having LCWRA.
- they are not required to submit a fit note.
- they are not required to attend a Work Capability Assessment.

Claimant does not meet the DWP description of terminal illness

- if the claimant satisfies the conditions of being treated as having LCW or LCWRA, they will be submitted for a day 1 WCA referral.

Remember, a claimant with a diagnosis of over 6 months is still likely to be seriously ill, with a progressive disease which is likely to deteriorate. You should manage their expectations, show understanding and signpost them to any relevant support.

“Put the claimant at the heart of what you do”

Select to continue

Claimant requests a call back – actions (7)

Once a work coach or case manager confirms the prognosis and completes the to-do.

Claimants not expected to live more than 6 months submit a DS1500. Once confirmed the claimant is treated as having LCWRA

Claimants with a terminal illness expected to live more than 6 months Day 1 referral action should be taken accordance with [Coronavirus](#) instructions

Select to continue

Submitting a DS1500

A DS1500 can be provided directly to DWP by the claimant or a third party representing the claimant. If it is provided after the Day 1 referral has begun, it should be faxed to the Centre of Health and Disability Assessment and returned to the claimant or third party.

- Record the decision on the Work Capability decision within the Service. The decision date is the date of diagnosis
- Once you have completed the action, email the DS1500 and DS1500 forms to PIP
Subject title: DS1500UC and the claimant NINO
- Email: DWP BD Disability Performance and Products team
- NI mailbox address: PIP.WORKFLOWGENERAL@NISSA.GOV.UK
- PIP will contact the claimant to support them in making a claim to PIP

Select to continue

DS1500

Do DWP need a DS1500 to determine that Henry has LCWRA from day 1?

The correct answer is **Yes**.

If the DS1500 is held and the claimant is terminally ill with a life expectancy of 6 months or less, they are determined and treated as having LCWRA from the first date of claim for new claims or the date of diagnosis for existing claims. In both situations the claimants will be eligible for the LCWRA additional amount from the first day of the assessment period.

If the claimant doesn't have a DS1500 and has a life expectancy of 6 months or less, they must be advised to contact their GP or other healthcare professional to obtain one.

A staff member can determine if a claimant is terminally ill based on the DS1500 and record the decision.

Remember to check guidance for full information on [Terminal Illness](#)

Select to continue

Providing the DS1500

Does Henry need to provide the DS1500 himself?

The correct answer is **No**.

A DS1500 may be requested and provided directly to DWP by:

- the claimant
- a third party who is representing the claimant such as a GP or Macmillan Nurse

Remember: The claimant must never find out if a DS1500 has been requested or completed on their behalf by a GP or a third party. They must never find out about their condition or prognosis from DWP.

Remember to check guidance for full information on [Terminal Illness](#)

Select to continue

Key points to remember

- Never tell a claimant if a DS1500 has been requested or completed on their behalf by a GP or a third party. They may be unaware of their condition and its prognosis, and must never find out about it from DWP
- You may need to support the claimant making their claim and discuss the claimant's terminal illness at the same time
- Demonstrating empathy is important during the call back
- Post call support is available to you
- A claimant with a diagnosis of over 6 months is still likely to be seriously ill, with a progressive disease which is likely to deteriorate. You should manage their expectations, show understanding and signpost them to any relevant support

Remember to check guidance for full information on [Terminal Illness](#)

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