

Improving Day Hospice Services

Public Consultation - *dates*

A preferred option for Day Hospice Services across Sandwell and West Birmingham

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A Foreword

Day Hospice services are an important part of End of Life Care and should support patients to live as well as possible in their last months of life. We are passionate about great hospice care for the people of Sandwell and West Birmingham and want services to be the best they can be. A vital part of improving services is listening to, and acting upon the voice of patients and carers.

We are now in a position to consult with our patients, their carers and families on what they think is the best option for them locally.

We are entering this consultation with a preferred option because we think that this will deliver the best care possible for our patient population, but we will consider any additional options which also meet the same goal. I would strongly recommend that you read this document and consider the information we have given you before you give us your feedback.

We look forward to meeting you at one of the public consultation meetings and hearing your views via the feedback and communication channels.

Dr SA Ahmed, Clinical lead for End of Life Care, Sandwell and West Birmingham CCG

Improving local Day Hospice Services

This document will explain what Day Hospice Care services are, what services are currently delivered for patients and their families in Sandwell and West Birmingham and our preferred option for delivering these services in the future. We believe our preferred option is the best model for our patients, carers and their communities. We would like you to tell us what you think about this option and if there are any other options we should be considering.

What are Day Hospice Care services?

Day Hospice services provide care for people from the point at which their illness is diagnosed as terminal, to the end of their life, however long that may be. The aim of day hospice care is to improve the lives of people who have an incurable illness and support their carers and families.

Day hospice care can be provided in the home, in a care home, or as a day patient visiting the hospice or other setting. Hospice care is a style of care, rather than something that takes place in a specific building.

Hospice services aim to feel more homely than hospitals do. They can provide individual care more suited to the person who is approaching the end of life, in a gentler and calmer atmosphere than a large hospital.

Hospice teams include doctors, nurses, social workers, therapists, counsellors, and trained volunteers.

Services may include:

- Specialist medical and nursing advice and symptoms control including pain management
- Physiotherapy
- Occupational therapy
- Complimentary therapies
- Rehabilitation
- Respite care
- Financial and practical advice
- Bereavement and pre bereavement care
- Spiritual and psychological support

We have listened to patients and carers and there are a number of areas that are important when considering how we best provide Day Hospice Services.

Accessibility

At locations within the area of Sandwell and West Birmingham with good parking and transport links; they should have disabled access and full accessibility for all services.

Availability of related services

Holistic services such as physiotherapy, counselling, personal care, occupational therapy, complimentary therapies and specialist medical and nursing palliative care in combination with social support and pre-bereavement care are reported as improving quality as opposed to any single End of Life Care service. End of Life patients may also require more complex and serious health services such as blood transfusions if their condition deteriorates. The location for day hospice services should ideally have capacity to allow the range of services required to meet such holistic needs.

Positive Environment

A pleasant relaxed environment which is conducive to care with appropriate space, light and comfort with appropriate facilities to ensure minimal risk of infections and to allow the right equipment to be used to provide the right care for patients. The location of day hospice services should allow safe working practices reducing the need for lone working. The location should have a range of onsite facilities for patients and their loved ones.

Reaching the Gold Standard

The Gold Standards Framework is a model that enables good practice to be available to all people nearing the end of their lives, irrespective of diagnosis. This is what we strive for in Sandwell and West Birmingham. It is a way of raising the level of care to the standard of the best. The Gold Standard Framework provides a framework for a planned system of care in consultation with the patient and family. It promotes better coordination and collaboration between healthcare professionals.

A new End of Life Service launched in April 2016

Sandwell & West Birmingham Hospitals NHS trust and partners have been awarded a new End of Life care contract to improve all services for Sandwell and West Birmingham patients within the last 12 months of life. This aims to deliver a range of services to enable patients to have coordinated, high quality, responsive care with higher rates of preferred place of care and death and increased patient and carer satisfaction. One feature of the new contract is improving day hospice services to ensure a service that meets the needs of the whole community and this is the next area we want to focus on.

Current Day Hospice Services in Sandwell and West Birmingham

Sandwell

Day hospice services for the majority of the community of Sandwell currently operate over four days at Bradbury house in Oldbury, West Midlands. The service aims to offer short programmes of care for patients with unresolved symptoms which may be physical, psychological or social.

Bradbury Day Hospice has been providing Day Hospice Services for a number of years for local families in the Sandwell area and understandably many local families will have emotional ties to the building.

There are currently approximately 36 patients attending Bradbury Day Hospice on a weekly basis. The hospice is open four days a week.

The current location of Bradbury House has the benefit of being within the Sandwell locality. However, the current model delivered is largely social with some additional specialist end of life care advice and input. In order to develop a holistic approach there could be an option for Sandwell and West Birmingham Hospital Trust to provide members of the multi-disciplinary team to provide sessions. However, as this would need to be from an offsite service it would result in only being available at certain set times and therefore not fully inclusive or responsive to needs.

Bradbury House has one large room for group sessions and dining but there are only two dedicated clinical rooms, one of which lacks space for therapy. There is no area for exercise intervention. There is an on-site kitchen but the isolated nature of the building limits the number of staff available and so there is no contingency for staff absence.

There are considerable health and safety concerns surrounding the Bradbury House building; the lack of security and the fact that it is unoccupied overnight leading to a potential risk of staff entering and leaving alone. The building is not owned by Sandwell and West Birmingham Hospital Trust and so outside cleaning agencies and maintenance support is difficult to monitor.

Sandwell residents can also access day hospice care services from the following:

- St Giles Walsall Hospice, Walsall.
- Compton Hospice, Wolverhampton.

- The Mary Steven's Hospice, Stourbridge, Dudley.

West Birmingham

Day Hospice services for the community of West Birmingham are delivered from hospices that are close by but not within West Birmingham. These hospices provide a good level of staffing, equipment and services which provide good quality holistic End of Life care which include a wide range of therapies and activities.

West Birmingham residents currently receive day hospice care services from the following:

- John Taylor Hospice in Erdington, Birmingham.
- Birmingham St Mary's Hospice, Selly Park, Birmingham.
- Marie Curie Hospice, Solihull, West Midlands

Our engagement and review of Day Hospice Services so far

- An independent survey of the End of Life day therapies by Agewell with current and future users of the day hospice services which was published in April 2014.
- A review of the current service at Bradbury Day Hospice including engagement with current and previous patients, staff and volunteers which was carried out February 2016.
- Two stakeholder events, inviting current and previous patients and carers, staff and volunteers, entitled "What could the future look like?" which took place in February 2016

Patients told us that the most important areas of a day hospice service are a lounge area, information points, a room for activities or therapy and a café with the provision of meals. Most important services were reported to be physiotherapy, counselling and pedicure/manicure.

The review of the existing services on offer, in particular the services that can be provided from the Bradbury day hospice has identified areas requiring improvement and a lack of holistic, consistent and equitable care in line with gold standard day hospice objectives.

At the stakeholder events it was found that the company of staff and patients was helpful and patients enjoyed the activities on offer but they wanted more complimentary therapies, more activities and more staff.

The next stage of this work is to carry out this formal consultation with patients, carers and their communities and other stakeholders.

The preferred option for future Day Hospice Services

Following the consideration of our engagement thus far, a review of Bradbury Day Hospice and other local day hospice services alongside an evaluation of potential alternative facilities within Sandwell and West Birmingham, we have a preferred option for future Day Hospice services.

Sandwell and West Birmingham Hospital Trust propose to deliver a Day Hospice from the Rowley Regis Hospital site which currently offers a full range of services throughout the week with staffing models to support consistency and responsiveness. For example, Rowley Regis has on site physiotherapists, occupational therapists, medical and nursing staff who could contribute to the day hospice programme alongside the core day hospice team. There are facilities available such as large rooms for group sessions and spacious clinic rooms for 1-1 consultations and therapy. On site catering is available to allow hot meal provision which is not dependant on one individual. There are also on-site facilities and available equipment to support appropriate treatments. The building is fully accessible and has features which are conducive to a therapeutic environment. Arrangements are in place that allow for health and safety and control of infection to be monitored and standards maintained with the additional reduction to lone working implications for staff. There is adequate parking onsite and transport links to the door of the building. Rowley Regis Hospital has fully disabled access. The Rowley Regis site is a hospital, but it is a small community hospital with more of a homely feel than a large general hospital.

The long term ambitions for day hospice services include an outreach service with satellite programmes to become further accessible for community groups that we find difficult to reach. However, in the interim a fully functioning Gold Standard Day Hospice Hub with a full range of facilities is required. Rowley Regis Hospital provides services and facilities which could be developed for End of Life patients to meet those offered by existing neighbouring hospices but within the locality of Sandwell and West Birmingham and without structural alterations.

How can you have your say?

 By filling out the feedback survey at the back of this booklet and returning it to the freepost address below.

 By completing the feedback survey online at <http://sandwellandwestbhamccg.nhs.uk>



By attending one of our public consultation meetings where you can meet some of the staff involved, make comments and ask questions.

Please join us on:

Wednesday, September 7th at 6pm
At Brasshouse Community Centre, Brasshouse Lane, Smethwick, B66 1BA

OR

September 14th at 6pm
The Venue, Icknield Port Road, Birmingham, B16 0AA

Feedback Questionnaire

We want to know what you think. Whether you are a patient, carer, staff member, representative group, community organisation or local resident, you can write to us or fill in the questionnaire in the middle of this document and post it free of charge to:

Please let us know your views and experiences by taking the time to complete this short survey. This will help us understand how we can we improve Day Hospice Services in Sandwell and West Birmingham. The deadline for all responses is XXXX.

When we talk about End of Life services we are talking about services a patient would receive in the last 12 months of their life.

1. Please tell us more about you (Tick all that apply)
 - I am a patient of these services
 - I am a carer or relative to someone using these services
 - I have an interest in the services
 - I work for a third sector organisation e.g. voluntary sector
 - I work for a health and social care organisation e.g. NHS, council
 - Other, please state

2. Please name the 3 most important aspects of End of Life care services to you?

3. How important is it that day hospice services are of a gold standard with a good range of therapies, activities and staff? (Please tick one)

Very important	
Quite important	
Neither important or unimportant	
Not very important	
Not at all important	

4. You have read about our preferred option above. Please let us know what you think?

Yes, I agree with the preferred option	Please tell us why
Yes, I agree with parts of	Please tell us why

the preferred option	
No, I don't agree with the preferred option	Please tell us why
Any other comments on the preferred option	
Are there any other options you would like us to consider?	

5. Please let us have any other comments?

What is your ethnic group?	
White	
<input type="checkbox"/>	English, Welsh, Scottish, Northern Irish, British
<input type="checkbox"/>	Irish
<input type="checkbox"/>	Gypsy / Irish Traveller
<input type="checkbox"/>	Any other White background, please describe
Mixed / Multiple Ethnic:	
<input type="checkbox"/>	White and Black Caribbean
<input type="checkbox"/>	White and Black African
<input type="checkbox"/>	White and Asian
<input type="checkbox"/>	Any other Mixed / Multiple ethnic background, please describe
Asian / Asian British:	
<input type="checkbox"/>	Indian
<input type="checkbox"/>	Pakistani
<input type="checkbox"/>	Bangladeshi
<input type="checkbox"/>	Chinese
<input type="checkbox"/>	Any other Asian background, please describe
Black / African / Caribbean / Black British:	
<input type="checkbox"/>	African

	Caribbean
	Any other Black / African / Caribbean background, please describe
Any other ethnic group	
	Arab
	Any other ethnic group, please describe

What is your gender?	
	Male
	Female
	Transgender
	Prefer not to say
	Other (please state)

Are your day-to-day activities limited by a health problem or disability?	
Yes, limited a lot	
Yes, limited a little	
No	

Which of the following age categories do you fit into?	
Up to 17	
18 – 24	
25 – 34	
35 – 44	
45 – 54	
55 – 64	
65 – 74	
75+	
Prefer not to say	

What is your religion?	
No religion	
Christian	
Buddhist	
Hindu	
Jewish	
Muslim	

Sikh	
Other (please specify)	
Prefer not to say	

Which of the following options best describes how you think of yourself?	
	Heterosexual or straight
	Gay or Lesbian
	Bisexual
	Prefer not to say
	Other (please state)

Please send your completed feedback survey to:

Freepost address:
 RTHG-KAKC-RTBZ,
 Engagement, Sandwell and West Birmingham
 Clinical Commissioning Group,
 Kingston House,
 438 High Street,
 West Bromwich,
 B70 9LD

Contact us:

Tel: 0121 612 1447
 E-mail: swbccg.engagement@nhs.net

Follow us on twitter [@swbccg](https://twitter.com/swbccg)

To request the information in alternative formats including other languages, braille, audio and easy read, please call us on 0121 612 1447. We want to speak to as many local groups as possible, and will try and visit as many as we can.