

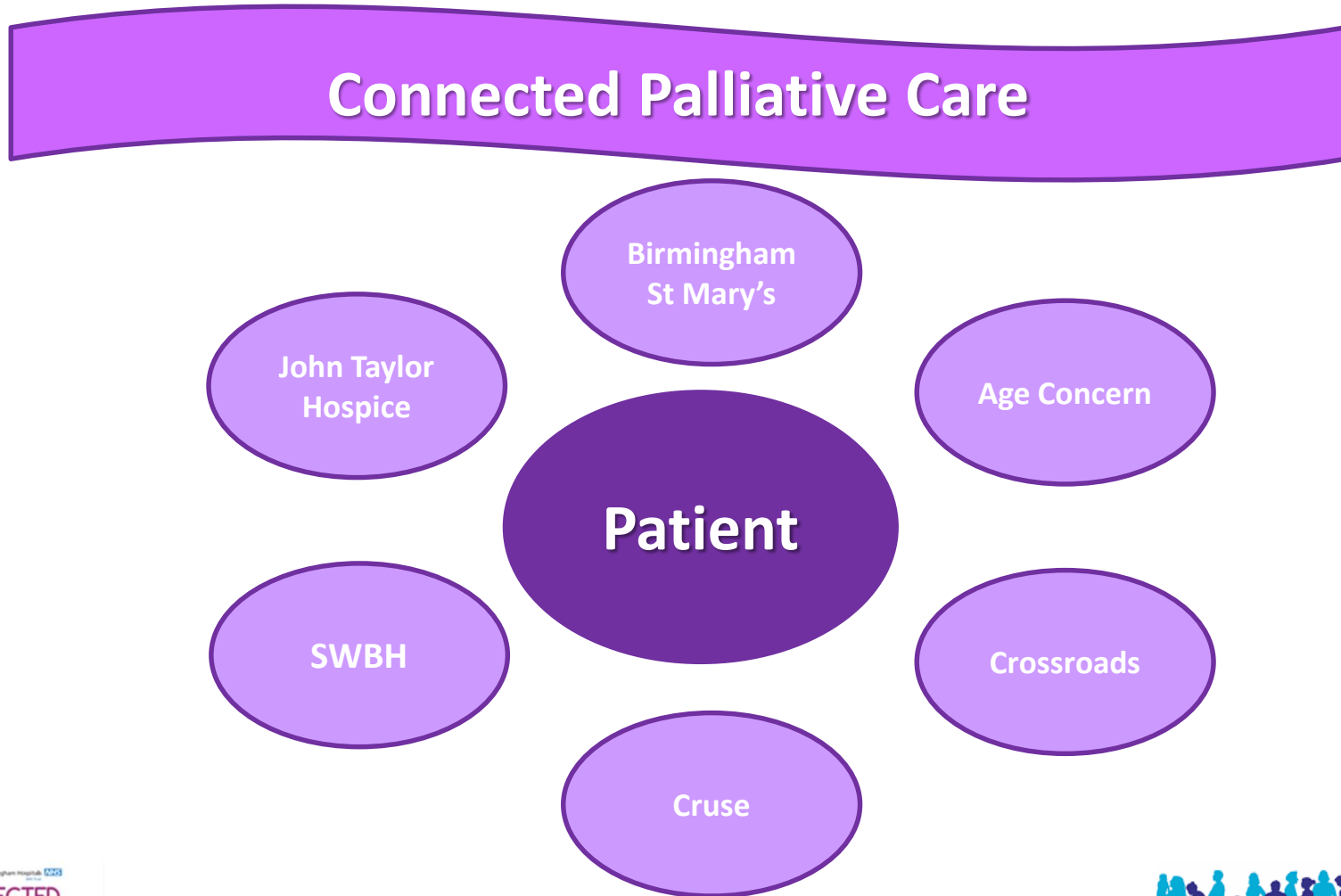
Update on SWB End of Life Care Service

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New End of Life Care

- Improve the quality of care and experience for patients within the last 12 months of life and their families/carers
- Increase the number of patients dying in the place of their choosing
- Reduce the number of unnecessary hospital admissions in the last 12 months of life
- Improve access to support services
- Coordination of services to provide seamless care

Connected Palliative Care Partnership: Integrated Service



Services include

- Specialist Palliative Care – face to face 7 day per week 8am – 4pm
- Palliative Care Coordination Hub (single point of access)
- Urgent Response Team
- Specialist Hospice Facilities
- Domiciliary Support
- Befriending
- Respite
- Night Sits
- Welfare Advice
- Bereavement Support
- Home from Home Beds

Palliative Care Coordination Hub

- Operational from May 2016
- Based Sandwell Hospital site 7 days per week from 8am – 8pm
- Staffed by End of Life Care Facilitators [EoLCF] (trained nurses), Care Coordinators and Administration Staff
- Register of patients deemed to be in the last 12 months of life (System1)
- ACD telephone system
- Governed by robust policies
- Co-located with Specialist Palliative Care team
- All Admin staff receive bespoke training in Advanced Communication

Palliative Care Coordination Hub

Patients/Carers

- Clinical triage
- Advice regarding symptoms, finance, care, support
- Signpost / arrange appropriate services

Professionals

- Advice regarding Specialist Palliative Care
- Processing of referrals
- Updating records
- Arrange hospice / EOL care bed admission

End of Life Care Facilitators (EoLCF)

- Experienced nurses trained in general palliative and EoL care
- 5 WTE in post
- 1 always present in the hub
- Audit
- Teaching and training:
 - Nursing / residential homes (6 so far)
 - All GP practices / Primary Care
 - SWBH wards
 - Nursing Medical Teams
 - Social Care

Home From Home Beds

- 6 beds offered (Leasowes, St Mary's, John Taylor)
- 7 day admission
- 24 hour care, qualified nursing and medical care
- Overseen by Specialist Palliative Care
- For patients within the last 2 weeks of life



Urgent Response Team

- General Palliative Care team
- Available 24/7
- Visit patients at home at times of crisis to reduce the need for unnecessary hospital admissions:
 - Hands on care
 - Symptoms control/medication
 - Rapid assessment
- Work with District Nurses, Specialist Palliative Care and coordination hub

Urgent Response Team

- Recruitment difficult
- So far recruited 8 staff out of the required 12 for a full 24/7 service
- Staff in post undergoing intensive induction and training
- Aim to have a fully functioning service by September

Governance and reporting

- Services governed by End of Life Care Board (SWBH led & sub-contractors) and supported by engagement Group
- Key Performance Indicators within contract reported on monthly / quarterly as appropriate
- Clear reporting lines to SWBH board and CCG
- Linked closely to SWBH quality plan – audit of preferred place of death, number of admissions to hospital in the last 12 months of life and the recognition of patients at the end of life (SPCIT)

Future plans

- 24/7 Urgent response team
- Rolling training programme
- Increase awareness of services with further engagement: launch event, web page, social media, patient groups
- Increase engagement with hard to reach groups
- Full evaluation and analysis including qualitative data from interviews with patients, carers, staff (with University of Birmingham)
- Work in partnership with Sandwell and West Birmingham CCG colleagues on the Day Hospice Consultation