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# **Enhanced End of Life Care Community project**

Dr Sarah Cox,  
Consultant in Palliative Medicine  
Chair of RM Partners' Palliative Care Group

# End of Life Care provision in the community

## Objective

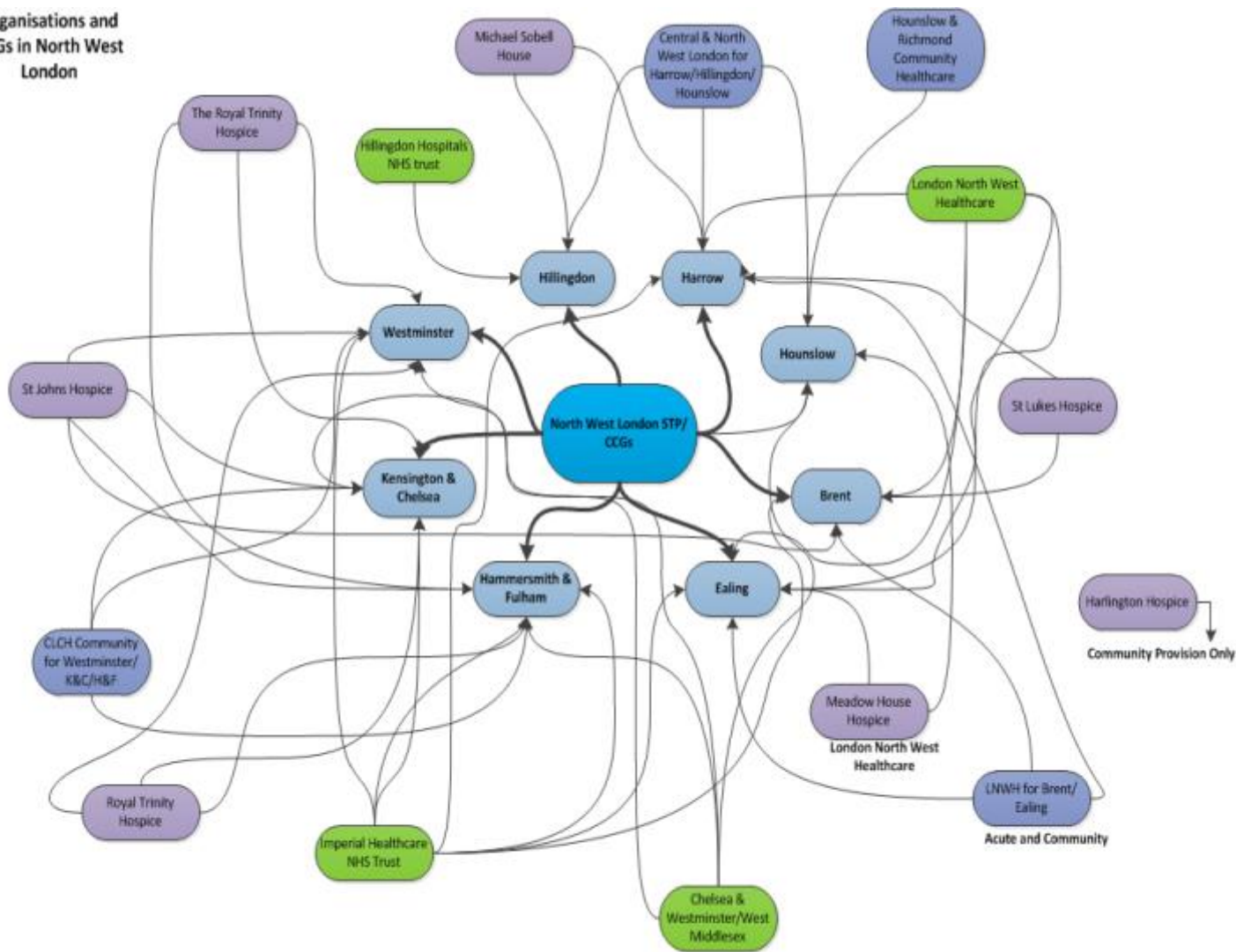
Transformational change in the model of community end of life care to enable better integration, coordination, responsiveness and effective use of resources.

# Process

- Scoping 24/7 End of Life Care Commissioning and provision in the community across North West, South West and South East London
- Identifying Models of Best Practice in London and elsewhere in the country
- SPC Workshop in December 2016 started the conversation about end of Life Care provision in the community and what that looks like

# Complexity

Organisations and CCGs in North West London



- Acute
- STP
- Community Nursing
- CCGs
- hospices
- Other Providers

# North West London STP Area

CCG	SPC & COMMUNITY SERVICE PROVIDERS	COMMUNITY NURSING PROVISION	ENHANCED SERVICES
<b>Hillingdon</b>	Central & North West London	Community Nursing and Twilight Service 8am-Midnight	?
<b>Harrow</b>	London and North West Healthcare  St Luke's Hospice	8am-4:30pm Mon-Fri	Hospice@Home 08:30-8pm Mon-Sat Rapid Response Team 07:30-11pmhrs Mon-Sun; Care Packages HCAs 24/7
<b>Hounslow</b>	Central and North West London Hounslow and Richmond Community Healthcare  Marie Curie	Community Nursing and Twilight Service 8am-Midnight Community Nursing 7am-7pm/7pm-7am	Marie Curie Rapid Response 6pm-7am 7/7
<b>Brent</b>	London North West Healthcare  St Luke's Hospice	Community Nursing Mon-Fri 8:30-5pm	Hospice @ Home 08:30-8pm Mon-Sat
<b>Ealing</b>	London North West Healthcare  Marie Curie	Community Nursing Mon-Sun 08:30-11pm	Marie Curie Rapid Response 6pm-7am 7/7
<b>Hammersmith &amp; Fulham</b>	Central London Community Healthcare	Community Nursing 8am-4:30p/12:00-8:30pm Nights 8pm-8am	?
<b>Kensington &amp; Chelsea</b>	Central London Community Healthcare  St John's Hospice	Community Nursing 8am-4:30pm/5pm-8:30pm Nights 8pm-8am	Hospice @ Home 08:30-8pm Mon-Sat
<b>Westminster</b>	Central London Community Healthcare  St John's Hospice	Community Nursing 8:30am-4:45pm/1pm-9pm Nights 8pm-8am	Hospice @ Home 08:30-8pm Mon-Sat

# South East London STP Area

CCG	SPC & COMMUNITY SERVICE PROVIDERS	COMMUNITY NURSING PROVISION	ENHANCED SERVICES
<i>Lambeth</i>	Guys & St Thomas`s Community Services (NHS Trust)	8am-11pm 7/7SPA Urgent EoL Care within 4 hours	?
<i>Southwark</i>	Guys & St Thomas`s Community Services (NHS Trust)	8am-11pm 7/7SPA Urgent EoL Care within 4 hours	?
<i>Lewisham</i>	Lewisham & Greenwich NHS Trust	9am-10;30pm 7/7	?
<i>Bromley</i>	Bromley Healthcare  Oxleas NHS Trust	No information  Central Access Team Mon-Fri 8-6pm/Sat-Sun 8-5pm	Bromley Coordination Centre
<i>Greenwich</i>	Lewisham & Greenwich NHS Trust  Oxleas NHS Trust	Central Access Team Mon-Fri 8-6pm/Sat-Sun 8-5pm Night Service 11pm-8am	Greenwich & Bexley Hospice
<i>Bexley</i>	Oxleas NHS Trust	Central Access Team Mon-Fri 8-6pm/Sat-Sun 8-5pm Night Service 11pm-8am Bexley Rapid Response Team Mon-Sun 8am-8pm	Greenwich & Bexley Hospice

# South West London STP Area

CCG	SPC & COMMUNITY SERVICE PROVIDERS	COMMUNITY NURSING PROVISION	ENHANCED SERVICES
<b><i>Croydon</i></b>	St Christopher's Hospice Croydon Health Services NHS Trust Marie Curie	?	St Christopher's Care Agency  Night sitting
<b><i>Kingston</i></b>	Your Healthcare CIC  Marie Curie Princess Alice Hospice	Community Nursing 08:00-19:00hrs then Twilight 19:00-Midnight Partnership with YHC providing 22:00-08:00hrs cover	Night sitting Rapid Response On Call Enhanced Support: Virtual Ward 7/7
<b><i>Merton</i></b>	Central London Community Healthcare St Raphael's Hospice Wandsworth EOL Care Service Marie Curie	?	End of Life Care Facilitator St Raphael's Hospice @ Home Patients with Wandsworth GP/DN 8am-8pm Night sitting
<b><i>Richmond</i></b>	Hounslow & Richmond Community Healthcare Princess Alice Hospice Marie Curie	Community Nursing 7am-7pm/7pm-7am	PAH service as for Kingston Night sitting
<b><i>Sutton</i></b>	Sutton Community Health Services (RMH) St Raphael's Hospice	?	Hospice @ Home
<b><i>Wandsworth</i></b>	St Georges University NHS FT Trust Wandsworth EOL Care Service Marie Curie	?	Night sitting Wandsworth End of Life Care Coordination Service Mon-Sun 8am-8pm

# Examples of Enhanced EOL services

- Bedfordshire Partnership for Excellence in Palliative Support
- NHS and Sue Ryder
- Single Point of Access hosted by hospice
- SPC telephone advice 24/7



# Bedfordshire Partnership for Excellence in Palliative Support

- Palliative Care Support Worker
- Crisis intervention – 2 hour periods multiple times a day for up to 3 days
- Ongoing support face-to-face 7/7
- CNS home visiting 7/7 9am – 5pm (5am – 11pm M-F)
- Support for discharge planning

# Bedfordshire Partnership for Excellence in Palliative Support

Evaluation 2013;

- 11% died in hospital (N=1051)
- 30% fewer emergency hospital admissions after pilot
- 30% shorter length of hospital stay – reduction of £300 per admission
- 90% GPs felt helpline had made a difference
- Median length of time referral to death 40 days
  
- Cancer vs non-cancer
- Costs

## Other data

- Nuffield trust report 2014

Exploring the cost of care at the end of life

- Marie Curie Delivering Choice

- PHE Analytics tool for enhanced EOL services

## Feedback from SPC stakeholder event re: 'what good looks like' December 2016

Core elements were:

- Access to SPC 7 days a week
- Access to 24/7 SPC telephone advice
- District Nurse 24/7 access
- “Patients to see a nurse every day in the last days of life”
- Access to medications: local Pharmacies/administration of medicines

Extra components distinguishing 'good services'

- Single point of access
- Joined up IT systems
- Respite for family/carers
- Good Nursing homes

## Next steps

Engaging community nurses - 4 Workshops in April/May 2017 (Information on tables)

Engaging Carers and Patients

Complete scoping of local enhanced services

Service specifications

Evaluations

Cost – service costs and cost savings

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