

Update on SWB CCG End of Life Care Service

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Trust



Co-ordination Hub

Based at Sandwell General Hospital

Single Point of Access – telephone system software already in use across Trust

Administration Team (6WTE) cover 08.00-20.00, 7 days a week – first point of contact

Calls between 20.00 - 08.00 directed to Urgent Response Team (12 WTE – 2 on shift, covering 24/7)

End of Life Care Facilitators (5 WTE) cover 08.00-20.00, 7 days a week – clinical triage

Shared learning from community contact centre (ICARES)

Operational policy to govern how Hub functions in practice

Co-located with specialist palliative care team & consultants



End of Life Care Facilitators & Admin Team

- 08:00 – 20:00 base in Hub
- Joint training on using SystemOne, referral management & Hub processes
- Admin Team will receive bespoke communications & telephone training, and the Facilitators will complete 'Advanced Communications' course
- Currently holding workshops to finalise referral management flow charts and clinical triage criteria
- Facilitators will engage with GP practices at LCG level through to MDTs
- Facilitators will provide education and training to healthcare professionals on advance care planning & working with patients at end of life
- Bridges staff to TUPE to organisation and take up some of the Hub Admin positions
- Five EOLC Facilitators to cover 7 days a week and coordinate Admin Team – Band 7 recruited 03.02.16



End of Life Care Register

- Will be held on SystemOne
- All patients currently registered with SWBH Palliative Care team, John Taylor Hospice & Birmingham St Mary's Hospice will form the initial Register
- EOLC Facilitators will work with GPs to ensure patients on GP registers are also registered with the Hub
- Information sharing agreements being finalised to ensure that SWBH, John Taylor, St Mary's, Age Concern and Crossroads can view relevant sections of Register on SystemOne
- Healthcare professionals will be sent registration form for patients in their last year of life to be registered with the Hub, as well as contact number for telephone referrals
- Registration template developed on SystemOne in line with national End of Life Care Register guidelines



Urgent Response Team

- Available 24/7
- Will take some time to recruit and embed full staffing establishment (12 WTE)
- Will work alongside District Nurses to provide enhanced support
- Focus on enabling dying patients to remain in their own home rather than having unnecessary hospital admissions
- Crossroads will provide team of HCAs to enhance Urgent Response Team
- Training for Urgent Response Team being developed in conjunction with District Nursing (Sandwell / West Birmingham) and key acute teams (discharge liaison, specialist palliative nursing)



Hospices

- John Taylor Hospice & Birmingham St Mary's Hospice are two of the four sub-contractors
- Both will continue to provide their existing services to SWB CCG patients (inpatient specialist beds, Hospice @ Home, holistic therapies, bereavement support, day hospice)
- In addition, they will provide up to 6 dedicated home from home beds*
- Where patients have expressed a wish to go to another hospice, this wish will be respected and a bed will be spot-purchased. This will also be the case where clinical need dictates a different hospice.

* 2 further home from home beds will be provided from Leasowes



Support services

- Age Concern Birmingham and Sandwell Crossroads working collaboratively to ensure equity of access to support services across SWB CCG
- Age Concern Birmingham recruiting to 4 new positions to provide domestic support, befriending, sitting and welfare rights advice – aligned closely to current Bridges service to provide continuity for patients
- Sandwell Crossroads will provide the HCAs for the Urgent Response Team, as well as staff to carry out carer support (assessments & visits), day and night sitting and respite care.
- The Hub will hold a Directory of Services which will include contact details for a wide range of support agencies across the area and signpost patients/families/carers where appropriate



Governance & reporting

- 5 year contract – head contract being drafted by SWB CCG, and sub-contracts drafted by SWBH
- Service will be governed by new End of Life Care Board (SWBH & sub-contractors) and CCG Implementation Group
- KPIs within contract will be reported on monthly
- Data will be collected by SWBH to inform service improvement
- Monthly contract management meetings will take place to ensure key contract provisions are being met



Launching the service: communication & engagement

Action	Date
Attend all LCG meetings	January – February 2016
Press release to launch service	Mid February 2016
Launch Event for SWBH staff	17 th February 2016
Feature in SWB CCG stakeholder newsletter	End February 2016
External launch event for all stakeholders	Mid March 2016
Patient information leaflet / health care professionals leaflet circulated	Mid March 2016
Local media/social media coverage	Throughout March & April 2016

