

Day Hospice Services consultation – Progress report

Joint Health Overview and Scrutiny Committee
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Context

- In 2010 there were a high number of services providing End of Life services and patients reported not knowing when or who to call
- A number of contracts with different providers meant competition between providers and confusion for patients
- No strategy for End of Life Care and increasing demands
- We needed to develop a new approach to End of Life Care

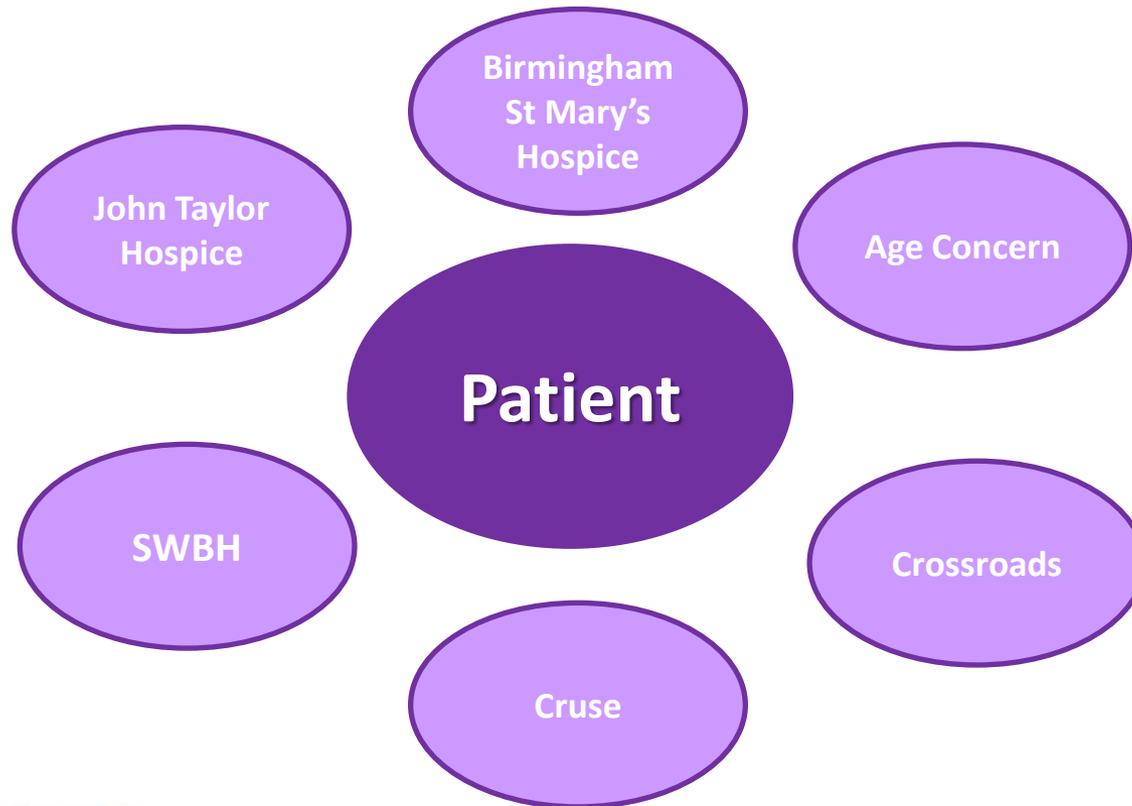
Scene setting

- Three feasibility studies and a number of “Experience Led Commissioning” workshops were undertaken
- Patients and carers wanted a 24/7 co-ordinated service from one provider with one contact number who could respond to urgent situations
- In 2012 with Department of Health funding we worked with Marie Curie to carry out workshops with providers and partners
- As a result a new End of Life Care model was developed
- We attempted to procure a new service in 2014 using a social investment model
- The CCG committed to invest an additional £1million annual funding. The service was retendered in 2015 and the contract was awarded to Sandwell and West Birmingham Hospital Trust

Aims of the new EoLC service for Sandwell and West Birmingham

- 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 produce seamless care

Connected Palliative Care: A partnership approach



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 e.g. John Taylor Hospice
- Domiciliary support e.g. Age Concern provide a light housework service
- Befriending
- Respite
- Night Sits
- **Day Hospice**
- Welfare advice
- Bereavement support
- Home from Home Beds e.g. beds away from home that provide a homely environment

What are Day Hospice services?

- Day Hospice services provide care for people who have a diagnosis of advanced life limiting illness
- Symptoms may be physical, psychological, spiritual, social, or a family and carer orientated issue
- Attendance may also be for respite care to support family members and carers
- Hospice services aim to feel more homely than hospitals do
- Teams include doctors, nurses, social workers, therapists, counsellors, and trained volunteers

Current Day Hospice Services

- In **Sandwell**, we have Bradbury House which offers short programmes of care over four days a week. The service offers social support with some palliative care advice
- In **Birmingham**, we have John Taylor Hospice in Erdington and St Mary's Hospice in Selly Park which offer good levels of staffing, equipment and services

Improving local Day Hospice Services

Following a number of internal reviews, CQC reports and stakeholder events the Trust have the view that the current Day Hospice service is not fit for purpose. The day hospice services need to be improved to meet the needs of the people we serve.

Currently in Sandwell, services are provided at Bradbury House in Oldbury.



The current view is that the location restricts and inhibits the quality and range of services delivered.

Why do we need to change?

- **Bradbury House** is limited in size and a stand alone site
- It has limited access to healthcare staff
- Excludes some with mobility difficulties
- Lack of security for staff and patients
- Bradbury House is not owned by the Trust or the CCG. It is owned by NHS Property Services

Our approach to the consultation

- Four dedicated public consultation meetings
- Drop in sessions at Bradbury House, Rowley Regis hospital and Leasowes
- Reached out to forty six protected groups and communities
- Using our existing forums and networks
- Using our website and social media

Our reach so far...

- We have reached 312 patients and carers at various meetings, networks and forums so far
- So far we have 63 completed surveys, 700 have been distributed
- The dedicated webpage has been viewed 483 times
- We have a strategy for a “final push” to increase the number of returned surveys
- A petition with over 4,000 names has been handed into the CCG asking regarding an in-patient hospice for Sandwell
- A number of letters from prominent local councillors have been received regarding an in-patient hospice for Sandwell

Emerging themes (so far)

- Most respondents so far have expressed an interest in Day Hospice Services or are an existing patient
- Having a range of clinical and complementary services is seen as the most important aspect of Day Hospice Services
- The social side, getting out of the house and a pleasant environment are also important
- 60% (38) agreed that the preferred option allows for the provision of high quality day hospice care. 24% (13) disagreed

Emerging themes (so far)

- Four respondents wanted a more central location than the preferred option
- Transport and the cost of car parking were issues raised during discussions
- Patients want to keep the homely feel and excellent staff
- Patients want a smooth transition to the new location

Next steps

- Consultation finishes on the 24th November
- Findings will be shared with the SWB CCG Governing Body who will make their recommendation

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Questions?