

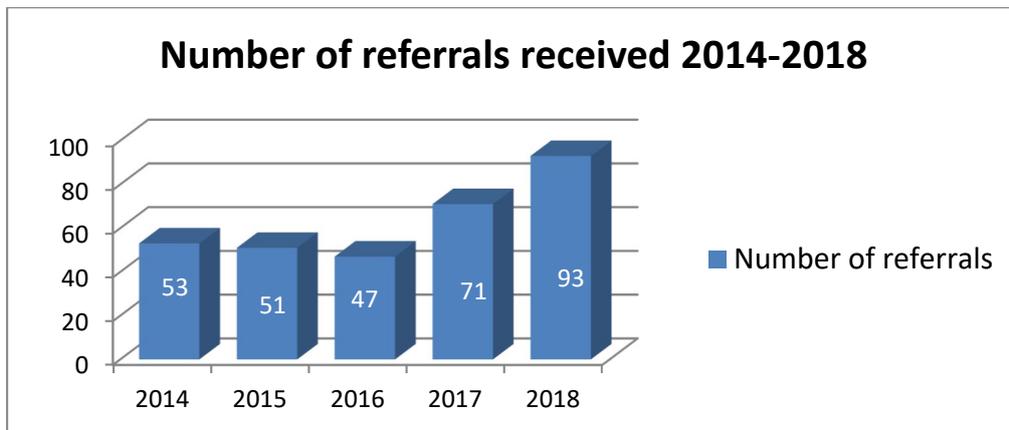
Report for Diana Princess of Wales Hospice Care at Home Trust

Hospice at Home

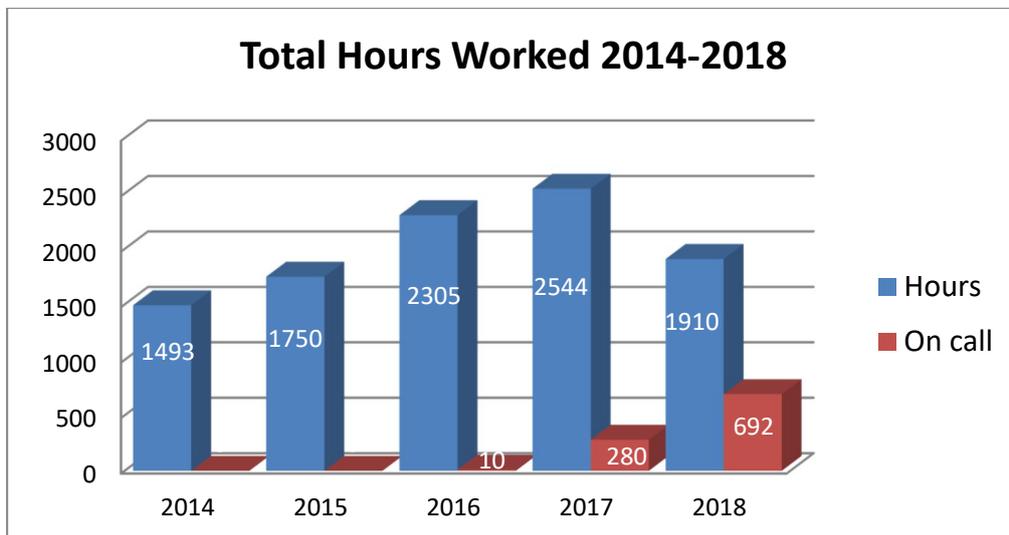
The service started 2018 with 16 patients on the caseload. During the year 93 new referrals were received. This is a 30% increase from 2017 (See figure 1). The team provided a total of 1910 hours of direct care to patients and their families and 692 hours of an on call service (Figure 2).

Throughout 2018 the team cared for 78 patients with a cancer diagnosis and 31 patients with other life-limiting conditions such as motor neurone disease, chronic obstructive pulmonary disease (COPD), end stage heart failure and dementia.

(Figure 1)



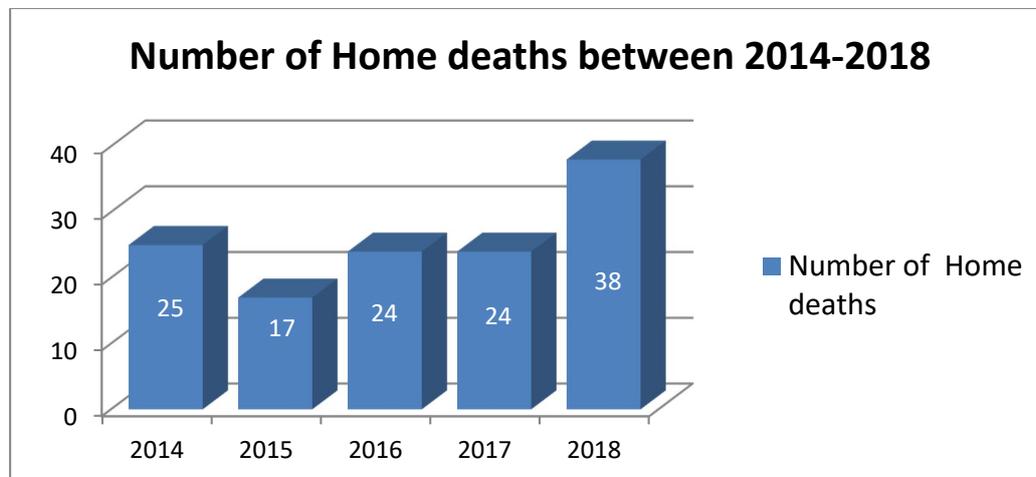
(Figure 2)



The team continue to have a close working relationship with the district nursing team and the palliative clinical nurse specialist team (PCCNST) supporting people to die at home if that is their choice. This year 38 people were supported to die at home (figure 3), and a further

3 supported in their care home. This was made possible by the flexibility and expertise of the staff.

(Figure 3)



Respite remains an integral part of the Hospice at Home Service and is provided mainly during the day and at night if required. Carers continue to value a short period of time each week to themselves. A Hospice survey with carers at the beginning of 2018 highlighted that respite was key to supporting carers and families and enabling them time to meet their own wellbeing needs.

During 2018

- The registered nurses have provided an on call out of hour's service to patients and their families whose choice it is to die at home. By providing this service the team have been able to support up to three people at one time in the community to remain at home to die thus enabling the service to reach more people.
- Senior Nurse Barbara Lawton introduced a volunteer care support worker role which has proved invaluable by extending the respite service available to families known to the service. The volunteer has also provided a second pair of hands during end of life care delivery out of hours ensuring patients comfort and dignity is maintained at this difficult time. We intend to increase this service by further recruitment of volunteers in the near future.
- One of our Health Care Assistants commenced the Qualifications and Credit Framework (QCF) level three and is due to complete this mid-2019. This will underpin her knowledge and improve her confidence in delivery of care to patients.
- Education and professional development is part of the Hospice's core business and using our experience and expertise to develop others is fundamental to our work thus offering Hospice influenced care in different settings.
- The senior nurse and one of the health care assistants attended the National Hospice at Home (NAHH) Conference on 4th and 5th October 2018. This gave them an

occasion to learn from others, identify areas of good practice, discover new opportunities and hear about current research. This information was disseminated throughout the team. This year's conference was held in Harrogate and the theme was: "Success: Managing the True Cost of Care"

- In October 2018 our hospice strategy was launched 'Much More Than a Building.' The focus of the strategy is delivering 'hospice influenced care' that is well co-ordinated, flexible and personal when you need it, in a setting of your choice.

As a team we look forward to the opportunities 2019 will bring but our focus will remain in providing care to support to patients staying at home for as long as possible, and in dying at home if that is their wish. We hope to enhance the present service by providing more care to more people in a place of their choice.

The team have received excellent feedback from families and patients who have used our service. These passages were taken from just some of the cards and letters received from family, carers and friends over the last two years who have accessed the hospice at home service

"I could not leave the Island without thanking you first for being there with me on the night my friend died. I loved your chatter; it really helped me cope with this most difficult of goodbyes".

"What excellent care and to know you were on call was a real bonus to the much needed support".

"I wanted to thank the whole Hospice at Home team for their support over the last months It was a great comfort you were there to offer help and support and enable me to have some time for myself thank you. It was very important to me to be able to keep Dad at home. His last two weeks were comfortable, pain free and very peaceful".

"Thank you for all the help and information given to the family at the most difficult time of our lives. We were fortunate to have had the help in the last few hours of a wonderful nurse to help our father at home".

Once again we would like to thank the Diana Princess of Wales Hospice Care at Home Trust and everyone who supports them, for raising a huge amount of money each year. This allows us to continue the invaluable work in the community.

Christine Bloomer
Director of Palliative Care Services

