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Integrated End Of Life Care

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Background

- In 2006 Halton Borough Council in-house home care service and Halton district nursing service established a social care end of life service to support the work of the district nurses in providing high quality end of life care in a person's own home.

- The service was designed to enhance dignity and choice in the end of life care and ensure that all adults nearing the end of life would have access to high quality care which is free at the point of delivery and to be able to live and die in the place of their choice.

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Integrated EOL Care - Pilot

- Pilot established for 1 year.
- Users of the service exempt from the application of the Fairer Charging Policy.
- Eligibility is determined through a comprehensive assessment of health and care needs by the district nursing service.
- Service available 24 hours a day, 7 days a week.
- Prevent unnecessary admissions to either hospital or care home.
- Criteria and pathways established and agreed.
- Spot purchase framework with the PCT and council funding the package of care 50/50, the total budget was £30,000 which equated to approximately 30 hours of direct care per week.

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Training

- Initial training was commissioned and all care and senior care staff attended.
- Additional support and ‘on the job’ training was provided by the district nursing service.

Evaluation – qualitative and quantitative

- Questionnaires to all professional staff across the service
- Family and carers comments/satisfaction obtained
- Statistical information gathered

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Performance

- The total average care hours delivered per week was 76 hours however the range during the period was 1 - 114 hours
- The average length of stay on the service was 34 days
- Total number of people using service was126

Outcomes

- 75 % were supported to die at home
- 13% were discharged to hospice or hospital
- 3% care component transferred to family
- 2% care transferred to district nurses
- 7% remaining on the service at the time evaluation

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Recommendations

- Block contract : based on service provided during pilot with an average of 100 hours direct care per week and an agreement to spot purchase additional hours when required to enable the service to be flexible to meet any increase in demand.

- Service performance and monitoring mechanisms established to ensure the service continues to meet the needs of service users and their family/carers.

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Integrated EOL Care

Contract review 2010 and block contract agreed 200 hours of direct care to be delivered per week with an agreed tolerance of 40 hours per week as per SLA.

Contract duration 2010 - 2013

Future Challenges

- Whole System Approach
- Finance
- Culture
- Direct Care