Key Achievements, Challenges and the Future – Hospice Perspective

Debbie Raven – Chief Executive
Thames Hospice

- 17 bed in patient unit in Windsor
- Community Therapy Unit – Ascot
- Hospice at Home Service
- Complementary Therapy
- Bereavement Support
- Lymphoedema Services
Achievements

- Benchmarking – occupancy and quality
- Accessibility – diversity 12% vs 2%
- User Satisfaction
- Staff development-clinical and nursing
- Complexity of patients and response
- Sanctuary and identification of future demand
Challenges

- Increased demand – average 7 on waiting list daily
- Increased patient complexity – skilling up resource
- Increased patient turnover – support services resource
- Co-ordination of care in patient homes
- Lack of resources and integrated working in community
- Sustainability in terms of income generation
- 2 site model – inefficient use of resources
- Public perception to Hospices
- Ongoing appropriate placements on discharge
Vision

- Integrated care across Community, Acute and Hospice
- Expansion of IPU – demand predicts 34 beds
- Financially sustainable – fund raising, palliative care tariff ? opportunity
- Increased outreach – nursing homes, home, primary care
- Single site model
- Advanced care planning – people accessing sooner
- Dispel the myth – 56% of our patients go home!
Thames Hospice
Expert care, everyday kindness