

HHFT EOL Home Care Service and Nursing Home Beds

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Why?

- Delay in discharge and its impact on unnecessary hospital bed occupancy
- NHS 'must get a grip on hospital discharge delays'
- Delays in discharging patients from hospital have risen 23% since June last year, NHS England has revealed
- Vulnerable and dying patients are getting stuck in hospital in England as delays discharging people hit record levels
- “Please, I want to go home” choice of place of care in palliative care

CHC Commissioning Case for Change

- Lack of capacity in market
- CCG Spot purchase methodology in place
- Individuals agreed for Fast Track funding in Hospital, but unable to be discharged from hospital due to lack of provision
- Individuals agreed for Fast Track funding in the Community, being admitted to hospital due to lack of provision
- Increasing numbers of Fast Track applications over the last year
- CHC Department was understaffed and challenged to meet the NHS CHC Framework timeframes
- Fast Track reviews not being undertaken within 3 months
- Some individuals on Fast Track pathway for up to 3 years

Commissioner Contract Aims

- Quality assured service provision
- Responsive to changing care needs of individuals
- Implementation of service delivery within 48 hours
- Oversight of Palliative Care Team and Community Nursing
- Continuity of care
- Continuous review of Fast Track eligibility
- Dynamic care delivery dependent on changing needs and personal circumstances
- Best value use of NHS Continuing Healthcare resources
- Improved Patient experience

Aims of service

Allow patients to return quickly to the comfort of their own home

Reduce fast track discharge delays from 15.3 days to less than 2 days

Allowing patients to die in their preferred place of death

Improve patient flow through our hospitals

Provide timely, high quality, flexible care

The HHFT EOL Home Care Service

- The home care service within Winchester and Andover provides high quality care to patients in their own homes, funded by CHC fast track
- Developed from March 2016, the first patient was supported by the Home care team on 18th July 2016.
- In the first 6 months (July 18th to January 2017) the service supported 32 patients and delivered 1,147 hours of care.
- Band 3 carers, working 7.30am -8.30pm supported by palliative care CNS and multidisciplinary team

The HHFT EOL Nursing Home Beds

- As of February 2017 HHFT have commissioned:
 - 3 nursing home beds in Flowerdown Nursing home Winchester
 - 2 beds in Ashbourne Court, Andover
 - 1 bed at The Grange, Basingstoke.
- Care provided by the nursing home, with support from the HHFT palliative care team, at least weekly review, 7/7 telephone support
- Regular training: 1 to 1 / small group in care home, access to all HHFT palliative / end of life care training
- Health Education Wessex QI fellowship
- The first patient was transferred to Flowerdown nursing home on 14th October 2016, since then and up to January 2017 13 patients have been able to access these beds for a total of 539 bed days. Length of stay 2-42 days.
- HHFT contract with care home: accept patients within 24 hours of bed becoming vacant, very few empty bed days. Dealing with HHFT, not CHC. Shared responsibility for assessment etc



Andover War Memorial Hospital

Basingstoke and North Hampshire Hospital

Royal Hampshire County Hospital

Dear Helen.

Thank you for all you have done for Dot & I, she was a very special lady, who was treated by a very special doctor.

I cannot express my gratitude for the way Dot was treated by yourself, if we had paid a million pounds Dot would not have got the same kindness, and friendship with any other doctor.

You made a very difficult time a bit easier.
Thanks, Love Chris x

Dear Carers.

Thank you all if it wasn't for your help and support, I would not have been able to keep Dot home. I cried with relieve several times when you knocked the door, you gave me so much care and help. We were lucky to have got your team.

Thank you all Love Chris

Dear Mother Sarah, Paul, Jane, Lynn, and Sarah and the whole family, I just want to say thank you for the way you have looked after Dot who she was so special, you have been such support at such a difficult time, we have got the support of your family & friends, we have enjoyed it so much, thank you all.

Thanks Love Chris x

P.S. a special box collection at the church!

... .. - - - - - Heaven
... .. (Daddy) so beautifully -
... .. were overwhelmed with caring
... .. him at home - you enabled
us to be his family for the last
11 days of his life which was
priceless. He was treated with
such dignity and love we really
cannot thank you enough -
with thanks for all you do -
Love Jane & Family