

Key Achievements, Challenges and the Future – Hospice Perspective

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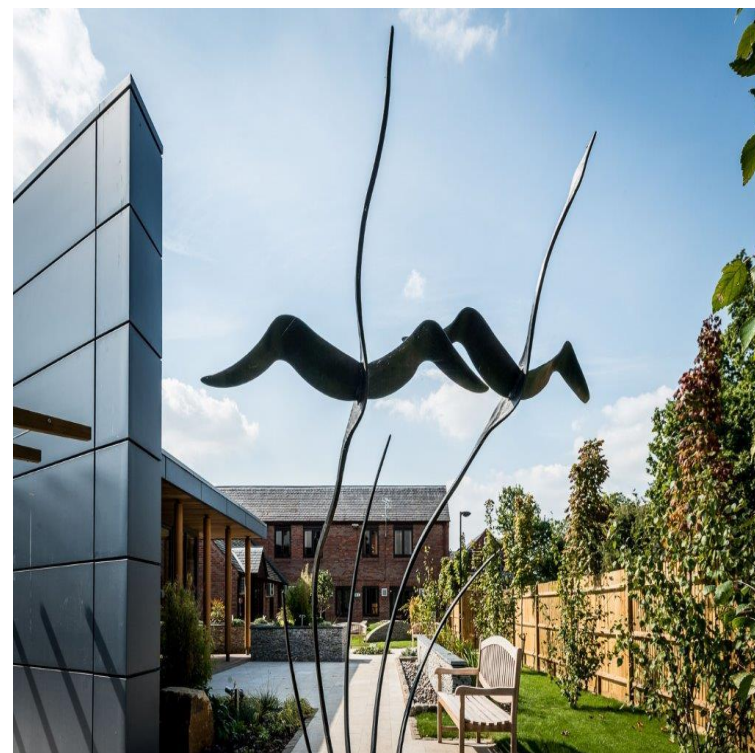
Thames Hospice

- **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