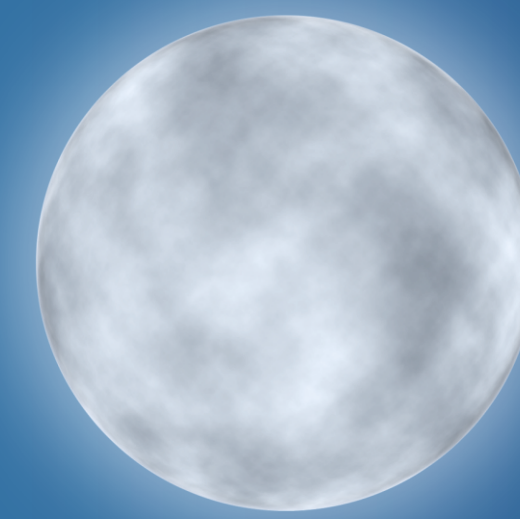




Severn Hospice at Home - a day and night service



Background

In 2003 Severn Hospice secured funding to launch a Hospice at Home service to provide hands on nursing care for patients in the last six weeks of life who wished to die at home. Since launching the service the hospice has seen a steady rise in the number of referrals. In response to the increasing demand for our Hospice at Home night service we decided to trial a proof of concept for a day service within parts of Shropshire in conjunction with our night service. We have been working in partnership with the Complex Care Teams, previously known as Continuing Health Care Teams, covering parts of Shropshire.

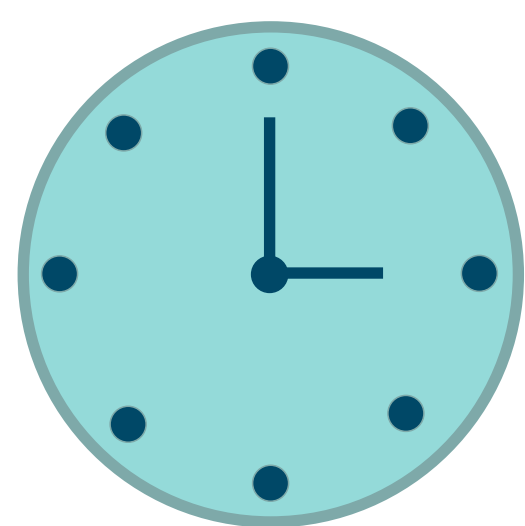
Aim

The aim of the proof of concept was to assess whether the new day service has improved patient satisfaction and facilitated more end of life care at home.

Service

Our day service is available between 9am and 7pm and sees experienced Healthcare Assistants visit patients to provide hands on nursing care and emotional support for the patients and their families. Patients who are considered to be in the last six weeks of their life can be referred to the service, irrespective of diagnosis. The length of time for each visit is flexible depending on the individual needs of each patient. Some visits last more than an hour and some are only 15 minutes depending on the needs of the patient. As patients referred to the service are in the last few weeks of life, the majority of calls are made by two Healthcare Assistants as a patient's care needs at this stage of their illness may be complex.

Results



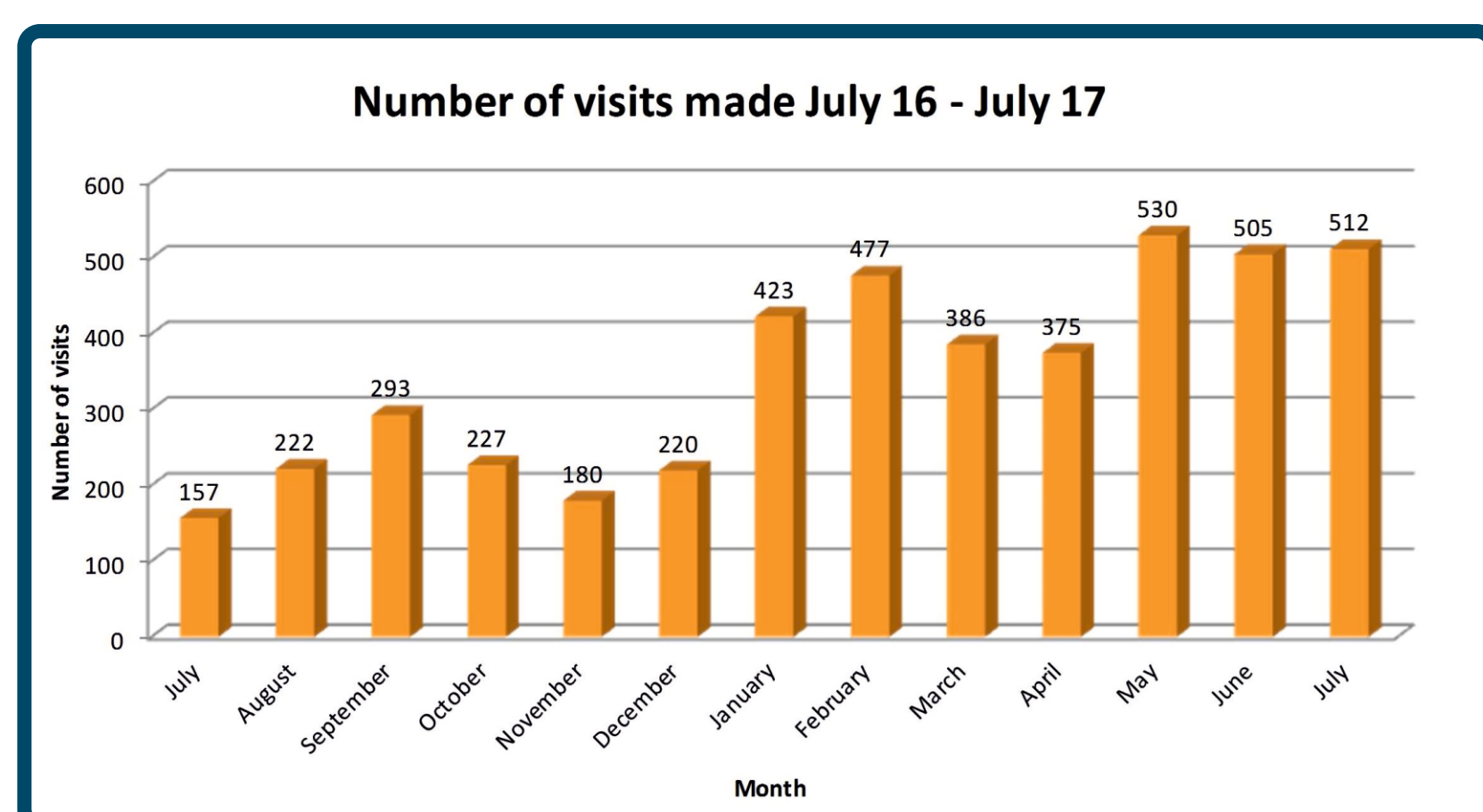
the average
length of a
visit is 48
minutes



days of care were
provided January
to June 2017 by
our H@H team



is the average
number of days
we provided
care



Conclusion

The proof of concept has identified a need within Shropshire for a hands on nursing service during the day for those patients in the last six weeks of life who wish to remain at home. An increase in our workforce is planned to ensure that equitable provision is available to patients in Shropshire.

We found by providing fewer visits per day and spending more time with each patient was of greater benefit to them and their families.

What our patients say....

“You gave us time to be his family, you cared for us and held our hands; you calmed our fears and helped us accept, with love, the inevitable loss of our much loved husband and father.”

“I don’t know what we would have done without you.”

“You soon felt part of the family and I will never be able to thank you enough for the way that you cared for my husband but also how you cared for me and my daughter.”

“We truly appreciate what you have done for us - you made a massive difference to us.”

Presented by

Dawn Evans, Carole Hamer, Debbie Morris, Niki Taylor, Becky Richardson and
Prof. Derek Willis



**Severn
Hospice**



**University of
Chester**