Help the Hospices

Building on the NAO censuses of Independent Hospices

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Two Cheers for the Census !

- Acknowledges the importance of Hospice care
- Provides data which NHS understands
- Used locally to support business case
- NHS Income 2006-07 = 26% costs
- NHS Income 2009-10 = 43% costs

Some words of Caution

- Measurement needs to be fit for purpose and is not a neutral activity
- What is measured will be prioritised.
- Many of the measures concern volume, throughput and occupancy
- However Hospice model of care is based upon time spent with patient and flexibility of response
- Measures should promote the EOL strategy based as it is on a “good death” and home care

Measures Fit for Purpose

- Home care (support provided not just contacts)
- Telephone advice
- Day interventions not just day places
- Admissions: number and weekly distribution
- "A Good Death"
- Not just location but quality of support
- *"How people die remains in the memory of those who live on" Dame Cicely Saunders*
- Need system of weighted, family feedback on service and experience

Help the Hospices

Building on a changed landscape

- Implementation of World Class Commissioning
- Roll out of NHS Contract for Community Services
- Increased competition and marketisation of palliative care
- National and personal funding pressures

Help the Hospices

Building on the hospice experience

- Unique as a provider and a co-commissioner of healthcare
- Provide innovative care appropriate to the local community
- Experienced in working across organisational boundaries
- Focused on outcomes of care
- Not risk adverse
- Positioned within their community

Help the Hospices

Building further .....

- Education and workforce planning
- Support to other providers of care
- Widening Access agenda
- Care beyond cancer
- Family support
- Access to a wider range of services
- Spiritual care

Help the Hospices

Knowledge means power

Suddenly I was in control again, free of obligations, unembarrassed to tell my story or make demands and the more relief I felt at understanding the drugs, the treatments, what could and could not be achieved, the more it opened up the prospect of making the most of what time I had left. I will always be grateful to the hospice for that.

(Hospice service user M47)

Help the Hospices

Before you die you need the peace which comes from saying thank you, I am sorry, forgive me, I forgive you, I love you, I did try, I did not mean it, goodbye, I am going to miss you so much, Be happy.

Without this you feel held back from easing into death. At the hospice they knew this.

Hospice service user April 2007