

OUR PLANS FOR IMPROVING HEALTH IN BROMLEY

Our commissioning intentions 2015-2020

END OF LIFE CARE

Good quality End of Life Care ensures all patients, regardless of their age, ethnicity or gender, have access to appropriate services through effective identification and a coordinated approach that includes patients, families and carers.

What are the challenges in Bromley?

Around 0.59% of people in Bromley have been identified by healthcare professionals as probably being in the last 12 months of their life. It is essential to know who these people are to make sure they receive coordinated care from the appropriate services in line with their own wishes. Over the last two years, there have been huge improvements in end of life care through the Bromley Care Coordination Service provided by St Christopher's. However, there is still more that can be done to identify patients nearing the end of their life and support them to live as well as possible and die in a place of their choice.

People dying in the place of their choice

Research shows that most people would prefer to die at home. Although the number of people dying in hospital is decreasing in Bromley it is still higher than the national average.

Identifying patients

We need to improve the identification of those patients who would benefit from coordinated end of life care earlier and ensure they have an individual care plan in place that reflects the wishes of the patient and their family.

We have the highest rate of death from dementia in London yet only a small number of dementia patients are using end of life care services. Part of the reason for this is that many people with dementia are not diagnosed.

We also know that a higher proportion of non-cancer deaths happen in hospital rather than at home.

Workforce

More staff working in hospitals and community teams, including district nurses, need to be supported in identifying patients earlier who could benefit from End of Life Care services in Bromley.

What are we going to do about it?

Our shared vision across Bromley is to develop a coordinated approach for all patients nearing the end of their life and their families or carers. This involves improving identification of those in need of End of Life Care and ensure an individual care plan is agreed, coordinated and delivered with compassion. Our plans include:

Staff training

- Educate and work with all local services including GPs, nurses, therapists and doctors to help identify and support more patients who are nearing the end of their life, including those discharged from hospital.
- Ensure staff have the knowledge and confidence to sensitively communicate with and support patients and their families – in particular for those in the last few weeks/days of their life.

Timely and personalised care

- Ensure that there are timely and prompt assessments for patients nearing the end of their life.
- Support patients and their families/carers to have as much control as possible about their care.
- Review current bereavement services provided by St Christopher's Hospice to make sure that families are offered immediate emotional and spiritual support that is suitable for their needs.
- Provide high quality care for patients with mental health needs.
- Ensure that those requiring spiritual support are able to access the appropriate services at the right time – including those provided by the voluntary sector.

Coordinated care

- Use care networks (ie primary, community and social care plus voluntary sector working closely together) to improve the coordination and integration of services so that staff can work together in a flexible way to provide seamless services for all patients, including those nearing the end of their life.

Better information

- Produce a directory of services for health and social care staff, patients and carers.

- Provide guidance and information for all faith groups to help raise the profile of end of life care services and to encourage more open discussions about death and end of life care.

What benefits will patients see?

- Improved access to end of life care services, including St Christopher's Bromley Care Coordination, for patients who previously would not have had this.
- Patients and those important to them will be more involved in decisions about their care to the extent that they want. All end of life care patients being able to die in the place of their choice where possible.
- More patients using locally based specialist services where appropriate rather than having to go into hospital.
- More awareness of the services that are available for people nearing the end of their life.

What do you think?

We would like your views on our plans for end of life care services.

Q1: Do you agree with what we are planning to do to improve end of life care in Bromley?

Q2: Is there anything else you think we should consider?

Q3: Do you have any other ideas about how we can meet the health and care needs of patients nearing the end of their life who live in Bromley (bearing in mind limited resources and increasing demand)?

Contact us with your views on 01689 866 643 or complete our survey on our website at www.bromleyccg.nhs.uk by 16 October 2015.