



## STANDING OPERATING PROCEDURE

<b>Subject</b>	Hospice Outreach and Discharge Support Service (SOP005)
<b>Applicable to</b>	All Care Services Staff in the Hospice
<b>Date issued</b>	8 Nov 2022
<b>Next review date</b>	8 Nov 2023
<b>Lead responsible for Policy</b>	Director of Care
<b>Policy Reviewed by</b>	Palliative Care Practice Lead
<b>Notified to</b>	Quality & Safety 8 Nov 2022
<b>Authorised by</b>	Quality & Safety 8 Nov 2022
<b>CQC Standard</b>	Safe, Effective, Caring, Responsive, Well-led
<b>Links to other Policies/Procedures</b>	SOP008 Hospice Therapy and Wellbeing Service – GRACE Unit SOP018 Hospice Night Support
<b>Summary</b>	This Procedure outlines the care that will be delivered by the Hospice Night Support Service and general exclusions.
<b>Target Audience</b>	All Care Services Staff in the Hospice
<b>Replaces</b>	SOP005 Hospice Outreach and Discharge Support team (short-term visiting service) during the COVID 19 pandemic.

**IMPORTANT NOTICE:** Staff should always refer to the website or Policies and Procedures Folder on the 'N' drive for the most up to date information. If the review date of this policy or procedure has expired staff should seek advice from their clinical lead or manager regarding the appropriate action to be taken.

## 1. Aim

The aim of this Standard Operating Procedure (SOP) is to describe the model of care for the Hospice Outreach and Discharge Support (HODS) Service teams.

## 2. Context

*Due to the Covid 19 pandemic and subsequent closure of Day Therapy services, Nottinghamshire Hospice followed UK Government advice to support discharge from hospital wherever possible for people at end of life allowing them to remain in their homes where this was their preferred place of care and death and the HODS service was initiated (within Nottingham City and South Nottinghamshire area only).*

There are three main service areas that make up the total service offer from the Hospice:

- Therapy and Wellbeing services (GRACE Unit)
- Hospice in your Home services incorporating Hospice at Home (H@H), Hospice Outreach and Discharge Support (HODS) and Hospice Night Support (HNS).
- Carer and Bereavement Support.

This SOP describes the HODS service, incorporating the following:

- Day time care provision between 08:00 – 16:30 undertaking visits to patients on the Hospice Outreach and Discharge Support (HODS) caseload.
- Supporting planned shifts to Hospice at Home service when capacity allows. Visits are undertaken by other Hospice services out of hours in order to provide continuing support to patients.

- Hospice at Home shifts will be booked in advance based on availability provided by Lead Nurse to the Coordinators on a monthly basis and care provided between the hours of 08:00 and 16:30. This may be 09:00 – 12:00 and/or 13:00 – 16:00 or 10:00 – 15:00.
- The HODS service covers the whole of Nottingham City and South Nottinghamshire.

### **3. Principles**

Care and support will be based on priority of need for those patients who have been approved a package of care agreed by the fast-track Continuing Healthcare budget and who have an EPaCCs status of RED (days) or AMBER (weeks).

HODS will provide up to 3 visits a day to patients on their caseload for up to 30 days.

HNS twilight service will pick up the 4<sup>th</sup> visit between 19:30 - 21:30pm.

The needs of the patient, carer and the family<sup>1</sup> will be core to the service offer.

Care visits take as long as is necessary; there is no hurry to our care

### **4. Purpose**

The purpose of the HODS service is to:

- Expediate the discharge of patients at end of life from hospital or prevent unnecessary hospital admission.
- Help people achieve their preferred place of death and preferred place of care when this is home.
- Increase palliative care provision for those at end of life.

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<sup>1</sup> Family and carers will be referred to as carers throughout this SOP

- Reduce carer fatigue and/or burnout by supporting carers and increasing their resilience so they can look after loved ones at home for as long as possible.
- Improve patient experience through timely access to extended palliative community services and other hospice services e.g., bereavement services.
- Provide emotional support and care for patients and their families.

## **5. Location and Hours**

The HODS team is located at the Nottinghamshire Hospice, 384 Woodborough Road, Mapperley, Nottingham NG3 4JF.

The service operates from 08:00 – 16:30 7 days a week for 52 weeks a year including bank holidays.

The service operates in the community, in patients' homes.

## **6. Models of Care**

### **Referral and Inclusion Criteria**

- Patients and carers will be referred to HODS via identification through the continuing healthcare fast-track service via telephone, e-referral or email. This service has been established as a 30-day service and for patients with a life expectancy of 30 days or less.
- Patients should be identified via SystemOne EPaCCs with a palliative diagnosis and a GSF prognostic indicator of RED or late AMBER
- Patients must be registered with a Nottinghamshire GP and live within the City or South Nottinghamshire locality
- Patients must be over 18.

## **General Exclusion criteria**

- Patients who are mobile and independent with their own care needs
- Patients who have a GSF prognostic indicator of GREEN or whose condition has stabilised and are no longer considered to be in the last weeks of life.

## **What care do we deliver**

Following a thorough assessment including weekly 'Integrated Palliative Care Outcome Scores' by the HODS team, care will include but is not limited to:

- Personal care
- Mouth care
- Continence and/or catheter care
- Pressure area care including repositioning of patients and monitoring of skin integrity
- Symptom management including prompting and/or assisting with medication (but not administering unless Registered Nurse status) medication
- Emotional Support to a patient and a patient's family.
- Liaising with District Nurses/Care Agencies/GPs as required.

## **Occupancy and Discharge**

A weekly Case Conference will be led by a Registered Nurse to ensure the following:

- Care records for each patient are up to date on SystemOne
- All patients on the caseload are relevant for the service

- To deduct any patients who have died or have been transferred to an alternative care provider and no longer require the service
- To discuss newly referred patients and help identify any further care and support needs.

## **7. Staffing**

HODS staff are all Senior Healthcare Assistants with an NVQ3 Health and Social Care qualification.

Leadership and management responsibility will be with the Registered Nurse Lead.

Between one and two teams will operate on a daily basis.

Where there is a shortage of staff due to sickness and annual leave, the service will be supported by staff from Hospice at Home.

## **8. Record Keeping**

The Director of Care will collate information on the effectiveness of the HODS and present the information to the Quality and Safety Committee bi-monthly and to others as required. This will include:

- Occupancy rates
- Patient satisfaction questionnaires
- Clinical incidents and complaints