

TRANSFORMING END OF LIFE CARE IN DUDLEY

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Macmillan Specialist Care at Home Newsbite

March 2016, Edition 1

We're transforming end of life care in Dudley

There are no dress rehearsals, we have to get end of life care right for people with cancer and other life limiting conditions, first time and every time.

That's why Macmillan is working in partnership with Dudley CCG, The Dudley Group NHS Foundation Trust and Mary Stevens Hospice in Stourbridge, to develop consistent palliative care services by trialling a new way of working called Macmillan Specialist Care at Home (MSCaH).

It is a two year pilot, supporting local services to work more effectively together and enhance the quality of care and treatment they provide for people at the end of their lives.



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NHS

Representing The Dudley Group
NHS Foundation Trust and Dudley CCG

A Specialist Palliative Care Hub

Based in new offices at Mary Stevens Hospice in Stourbridge, our new hub makes it quicker and easier for health professionals to refer patients to the specialist palliative care team in Dudley.

This means there is now one simple way to access the multiple specialist teams involved in end of life care in Dudley, resulting in care that is better coordinated and puts the needs of the patient first.

Once a patient is known to the service, additional referrals are not required, just a telephone call to request support from the service.

Clinics

The Dudley Macmillan Specialist Care at Home service provides an opportunity for some patients to be reviewed in out-patient clinics. There are 2 clinics held weekly at the Chemotherapy out-patient centre at Russells Hall Hospital. We also hold a weekly clinic at a local out-patient health centre at Brierley Hill Health & Social Care Centre, which is attended by Palliative Consultant, Macmillan CNS, Macmillan CAB advisor and Consultant Psychologist. These clinics improve access for patients and enable flexibility for the team to review more patients in their preferred setting.



Specialist Palliative Care Hub

Advice Line

Open Monday to Friday, 9am–5pm, the advice line is staffed by a clinician and provides advice to professionals regarding Specialist Palliative Care for their patients.

If an urgent visit is required the clinician will make arrangements for a visit by an appropriate member of the service.

MDT allocation

All referrals are assessed for urgency as they are received at the Hub and actioned in accordance with the identified need.

All routine referrals are reviewed by a multidisciplinary team (MDT) each morning and allocated to the most appropriate part of the MSCaH service according to the patients need.

Consultant led service

Macmillan and Dudley CCG have provided funding for two new part-time consultants, who are based at the hub and are delivering additional expert care to patients in the community.

The consultants are supporting other economy wide initiatives to ensure an equitable end of life care service is available for all regardless of diagnosis or setting.

Referrals

Dudley Group Acute hospital - electronically submitted through Soarian for patients who are in hospital.

Primary Care – the referral form can be found on Emisweb.

All other services via referral form or phone the advice line 01384 321800

For professional support & advice regarding any patient 01384 321800.

The most secure way to communicate patient information with us is via: DMSCaH@nhs.net

Alternatively you can fax 01384 321524

Please ensure you follow information governance guidance when faxing patient identifiable information

Useful information for palliative and end of life care: Dudleygroup.nhs.uk

If you would like more information about these services, please contact:

Telephone:
01384 321800
Fax: 01384 321524
Email: DMSCaH@nhs.net

Early referral

We support multidisciplinary teams to identify patients and the care they need earlier. This enables better planning, which will give patients more choice and control over the end of their lives, reduce avoidable and stressful hospital admissions and mean that more patients will be able to die where they choose.

Each member of the team is linked to primary care localities & ward areas and will provide specialist palliative care support through attending palliative care MDTs and providing education.

Who's who?

Locality/Ward

Dudley/Netherton

Sedgley/Coseley/Gornal

Halesowen/Quarry Bank

Stourbridge, Wollescote & Lye

Kingswinford, Amblecote & Brierley Hill

A2, B5, B6, C1, C7, ITU

C4, C5, C6, C8, B2, MHDU, CCU

A3, B3, B4, C3, EAU, ED

Lung cancer MDT

Upper GI MDT

Heart failure and Palliative MDT

Respiratory Palliative MDT

Urology MDT

Colorectal cancer MDT

Cancer of unknown Primary MDT

Dementia steering group

Muscular Dystrophy meetings

MSCaH Team Member

Dr J. Bowen/Rachel Baker

Dr Ben Ritzenthaler/Michelle Humphries

Dr Richard Alleyne / Bal Gill

Dr Jane Reynolds/Bal Gill

Dr Jane Reynolds/Jayne Burns

Louise Westbury

Nadine Cowdell/ Kirstin Davies

Sadie Tighe

Nadine Cowdell

Louise Westbury

Dr Jo Bowen

Dr Reynolds

Dr Reynolds

Dr Alleyne

Dr Ritzenthaler

Dr Alleyne

Dr Alleyne

Volunteers

Our Community Volunteers visit patients and carers at home and provide vital support to people with Cancer and other life limiting conditions.

What our Community Volunteers can provide:

- One-to-one companionship and support through weekly home visits.
- A listening ear and time to engage in everyday conversation.
- Practical support with crafts, hobbies and interests.
- Support for carers to take a short break out of the house

Community Volunteers will:

- Receive full training for this role

Community volunteers will not:

- Provide nursing, personal care, counselling or advice

For more information please call:

Christine Wheale, Community Volunteer Services Coordinator

Telephone: 01384 321 523

Email: christine.wheale@dgc.nhs.uk

'Our volunteer has been a godsend and so reliable and punctual that I have been able to get ready to go out as soon as he arrives, knowing that I can leave my husband to have a good time talking to the volunteer. I now have the chance to go shopping, or for a walk or stay in and go for a lie down!'

Mrs A



Christine Wheale and some of the superb volunteers!

Contact Us

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Email: DMSCaH@nhs.net