

A Heartful Journey

Hospice Transport Service



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Abbreviated Abstract

Who	Patients and Families referred for inpatient care and support
What	Safe transfer using a Hospice Transport Service
Where	Home or Hospital to Hospice
Why	Improve experience * Reduce transmission of COVID-19 * Support the SAS
When	24 hours per day * 7 days per week

Rationale

*NHS National Services Scotland: National Infection Prevention and Control Manual
SNAPC: Scottish Network for Acute Palliative Care*

Scottish Partnership for Palliative Care Every Story's Ending Proposals to improve people's experiences of living with serious illness, dying and bereavement in Scotland



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This poster is part of
the SPPC Poster
Parade 2022



Plans & Outcomes

11th May 2020 - 11th May 2022




11th May 2020

Volunteers and Hospice Staff begin...

-  Education & Training
-  Infection Control
-  Moving & Handling
-  Communication Skills
-  Driving Skills

By 11th May 2022


-  122 transfers have been undertaken
 - 50% via Hospice Ambulance via evac chair or stretcher
 - 50% via Hospice Minibus with or without a wheelchair


 *A journey rarely forgotten*

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St Margaret of Scotland Hospice

SMH 47 patients admitted to Hospice

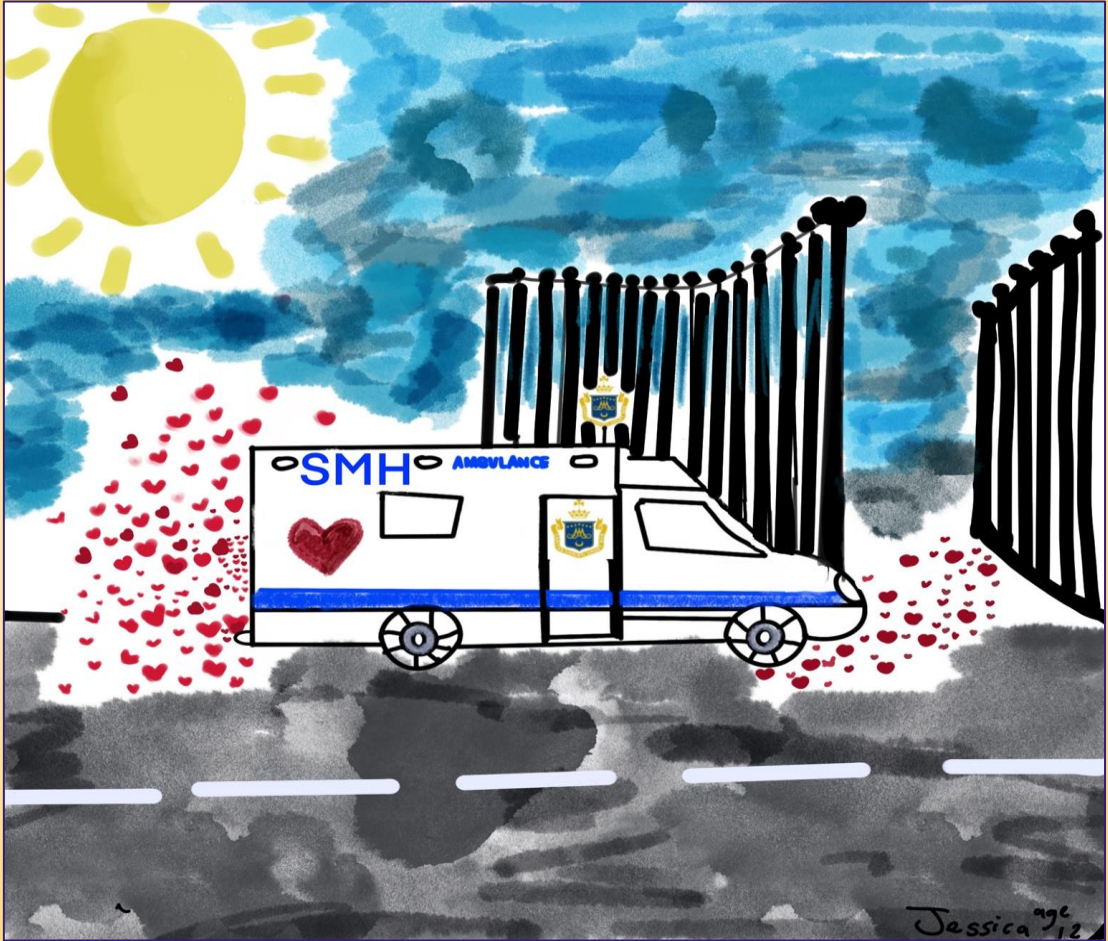
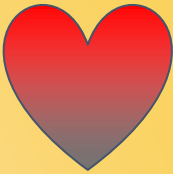
 16 patients supported home on discharge or pass

 7 patients transferred back to hospital for urgent treatments

 52 patients supported to attend investigations & appointments

 Conversation surrounding hopes, dreams, wishes and preferences begins





Reflecting Back & Looking Forward



"So gentle and kind"

Trust

"We know when the patient will arrive and everything is ready for them"

"Family got the chance to see her for the first time in months... it was emotional"

"Compassion behind the mask... it was a challenge, but we managed"

"So lovely arriving to hot soup"

Hope

"It was such a privilege to help with transfers to the Hospice"

"Sometimes we just stood in the car park in the sunshine... it had been a long Time"

Love

"Knowing when the patient would be discharged was so helpful"

"Hospice Values in action"

Calm

"Being introduced to the Core Lifts was amazing... the dignity of the patient was protected always..."

"It was lovely to be met by a well kent face... and here I am home sweet home"

"The Hospice Transport System is such a wonderful resource... We will never look back! Patients and families come first. Knowing when they will be collected, and by whom, has made such a difference to the quality of their experience. We couldn't ask for more."

