

Tailored care for end of life patients and their carers in Fife

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Background/context

In the coming years, Fife will face increasing challenges posed by the growth in the number of older people as a proportion of the Fife population. More people will be living with long term health conditions and will have multi-morbidities which require more complex care packages.

Service Design

A review of palliative patients and carers needs reported requirements for a co-ordinated care, available 24/7 with support for carers.¹

The service needed to work alongside primary care and social care teams.

Stakeholder workshops were able to design a new model of care with a single point of contact for professionals to get a tailored package of care from health and personal care assistants, registered nurses and volunteers.

Service Model

The service provides care for terminally ill people at home and can be used to prevent hospital admissions and help those who are in hospital to be discharged quickly.

All referrals are made through a single point of contact and with a senior nurse able to put together tailored packages of support to meet the needs of the patients. The Senior Nurse is able to re-assess needs daily based on direct feedback from the patient and carer and the nursing team.

Support available includes nursing care, personal care emotional support and practical information.

Service benefits and outcomes

Prior to this service, Marie Curie supported on average 140 patients in Fife per year.

- April 2014 Marie Curie Fife Service launched.
- In less than 5 months 125 patients with palliative care needs were cared for in their own homes.
- 829 Fast Track visits have been delivered to support patients to be discharged or prevent admissions. This has enabled 100% of patients visited to achieve their preferred place of death.
- 15 volunteer helpers have been recruited and trained who are being matched with a client and providing non clinical support to them at home.

Our partnership with Marie Curie offers patients high-quality palliative and end of life care at home or in a home setting. Delivering community-based care through a local team and in a coordinated way made a lot of sense to us. We've been pleased with the response to the service so far and look forward to continuing to work together for the benefits of patients and their families

Karen Nolan, NHS Fife

Evaluation

An independent evaluation will review through data matching, case studies, surveys and economic modelling the patient and care quality outcomes and economic benefits of this model. The interim evaluation is due in Feb 2015 and final evaluation in Oct 2015.