

The new West Lothian Community Palliative Care Service: Reflections from the first year

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Care and support through terminal illness

Background

March 2014

The new West Lothian Community Palliative Care Service was launched as a unique partnership between Marie Curie, Macmillan and NHS Lothian and is based in the Macmillan Centre in St John's Hospital.



August 2014

Specialist Palliative Care Day Services commenced from the Macmillan Centre operating 3 days/week.



Aims

The West Lothian Community Palliative Care Service aims to deliver a flexible, patient centred and locally delivered specialist palliative care service working alongside the St John's Hospital Palliative Care Team and other care providers.

The team accepts referrals to support any person with advanced, progressive and incurable illness, and their families/carers, in any community location eg home, community hospital, nursing home, prison.

Service Delivery Model

The Core Community Team

Community Service Manager, 4 Community Clinical Nurse Specialists, Consultant in Palliative Medicine, Staff Nurse, Health Care Assistant, Team Administrator.

Wider Team

Marie Curie Hospice Edinburgh, Marie Curie specialty doctor, NHS OT, NHS Physiotherapist, NHS Chaplain, NHS Pharmacist, West Lothian Council Social Work, Macmillan Benefit Advisor, NHS Volunteers, Complementary Therapy Volunteers, NHS St John's Hospital Palliative Care Team.

Results

Figure 1: Total referrals

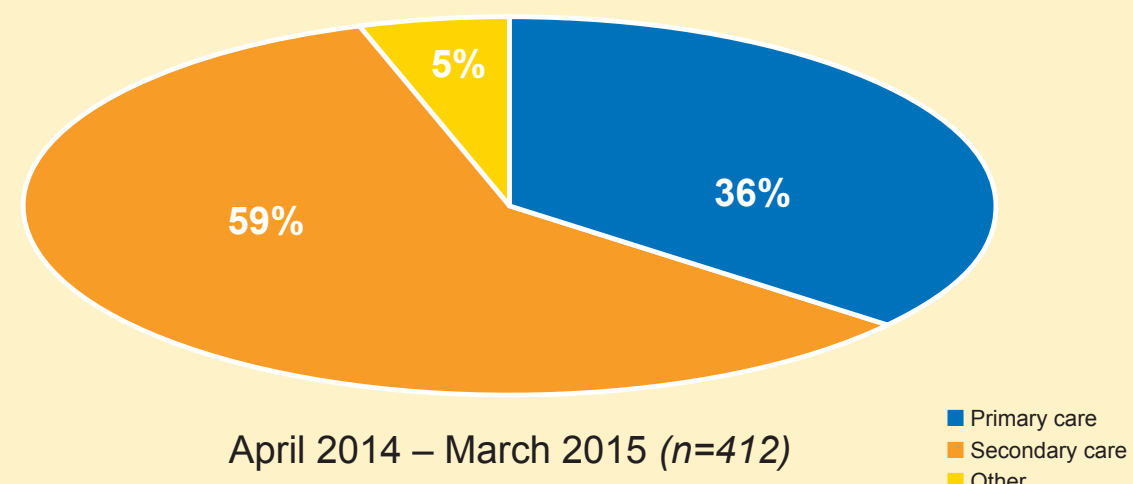
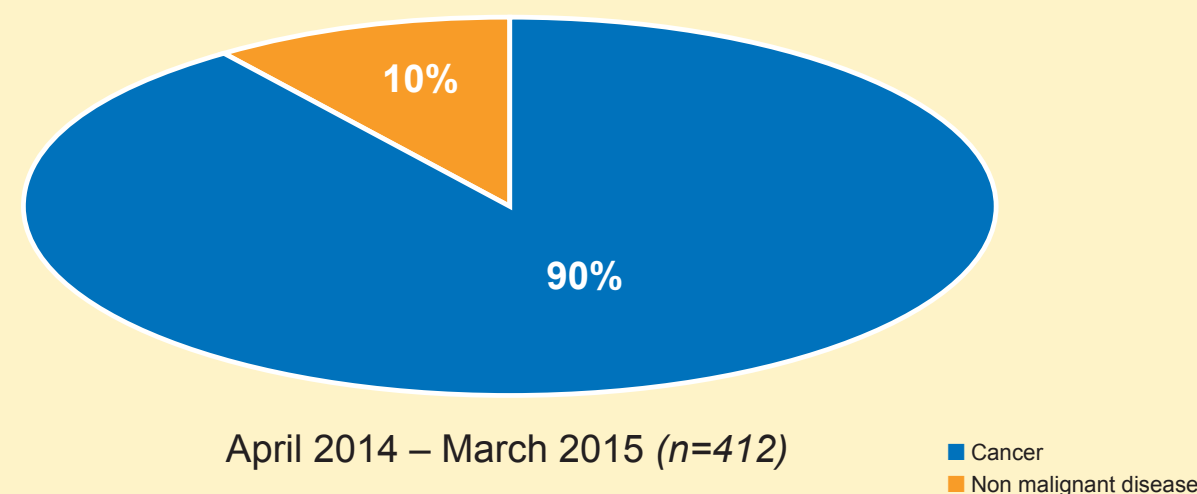


Figure 2: Main diagnosis



Achievements in last 6 months:

- Increase in referrals of 15%
- Increase in deaths at home from 42% of caseload to 62%
- Reduction of deaths in hospital from 42% of caseload to 22%
- Increase in non malignant referrals to 25% in last month.

User feedback

"approachable team"
"easily contactable"
Professional

"staff are always concerned about my wellbeing"
Patient

"the help and advice I get is amazing – they always have time to listen to us and advise of things that can help"
Patient

"the service provides me with security, reassurance and support"
Patient

Team reflections – the first year

- The unique location of this community service, within the local hospital, has enabled it to embed into both primary and secondary care as well as the local community, improving access for all.
- The team values the partnerships that have been developed across all sectors.
- The team has embraced the potential for change and evolved significantly over a short time, responding to feedback and developing accordingly alongside wider Lothian initiatives.
- Although at times stressful, "change" was clearly identified as a positive experience throughout the team where local input was considered and valued in bringing about improvements.