

HIGHLAND HOSPICE REACHING OUT BEYOND THE WALLS



HELPING HANDS

A non-clinical volunteer service supporting people with advancing illness at home – currently 30 volunteers are trained and working in one geographic area of highlands. Plans are in place to extend this to two new areas in early 2017 in partnership with other volunteer agencies.



EXTENSION FOR COMMUNITY HEALTHCARE OUTCOMES – ECHO HIGHLAND HOSPICE, SCOTLAND®

A Collaborative web-based model of education and care management that moves knowledge without moving people. 2 pilot groups currently underway – 18 Macmillan Advanced nurses across 10 sites in Highlands and 22 Care homes across 20 sites across Highlands. Agreed curriculum with teaching/case presentation and facilitated discussion on alternate weeks in 1.5 hour sessions.



REACHING OUT

The strategic framework supporting our mission to deliver and share our expertise in specialist palliative care across the Highlands.

HIGHLAND HOSPICE ELECTRONIC LINKING PEOPLE (HHELP)

An interactive, secure, internet portal developed to provide patients receiving palliative care with support and information in their own home. Approx 20 users recruited to date – most users access service for rehabilitative needs. Work is ongoing to develop a support system for carers to access.



CARE HOME SUPPORT AND INFORMATION

Collaborative working with Care Homes in NHS, Private and Independent sector to improve end of life care. Nurse Practitioner providing bespoke education and support at the care homes, with case review of clients at end of life. V/C support with multi-disciplinary team available for further support to a small number of Care facilities.



REDESIGN OF COMMUNITY SERVICES IN BADENOCH & STRATHSPEY

Working with community partnerships to support and improve end of life care closer to home. Work ongoing with community teams to facilitate improved end of life care in care homes and at home following the planned closure of two community hospitals. Key principles have been developed and Helping Hands befriending service being developed in that area.

Highland Hospice has a proud history of delivering and promoting high quality palliative care for our community, geographically the size of Belgium with a population of just over 220,000.

We are currently piloting a number of innovative and creative responses to deal with these geographic and demographic challenges using digital communication, supporting more people to a higher standard at home or in a care home environment, increasing our value to the wider health and social care system and providing better quality care for those in need.

Kathryn Hamling, Head of Clinical Services
Kenny Steele, CEO