

Introducing the Macmillan Support Worker

Innovative practice within a Community Palliative Care Service

About the work of the Macmillan Support Worker

The Macmillan Support Worker (MSW) works as part of the Community Palliative Care Team (CPCT) alongside Clinical Nurse Specialists (CNS) to improve care for people with cancer and life-limiting conditions and help them to achieve positive outcomes.



The role assists the joining up of services, coordination, information and communication between care givers, treatment providers and those living with life-limiting conditions and their families. The MSW can manage non-complex interventions to allow CNSs to focus their expertise on managing the care of those who have more complex needs.

The role was developed from original work carried out by Macmillan in the cancer-care setting, but this post is innovative in that there has never been a Band 4 MSW working in Scotland as part of a CPCT (Macmillan 2019) - Reference: Macmillan Support Worker Impact Brief (2019) https://www.macmillan.org.uk/_images/support-workers_tcm9-283189.pdf

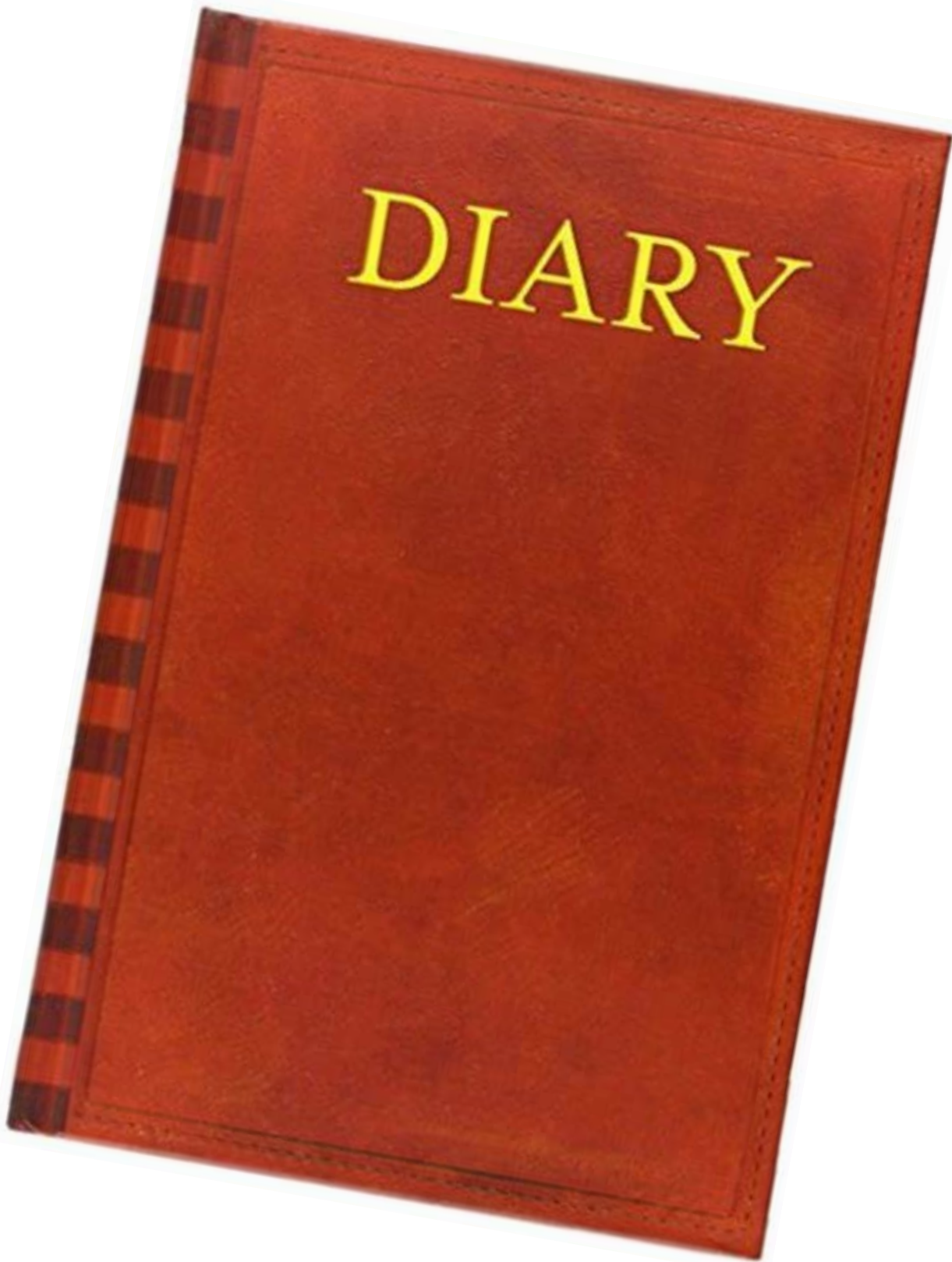
2018/19	Visits	Phone	Email	Referrals	Holistic Needs Assessment	Bereavement	Palliative Care Meetings
Sept	1	2		7			
Oct	23	24	3	3	2		
Nov	27	25	5	15			
Dec	23	40	6	11			2
Jan	25	39	7	10	3		2
Feb	26	51	6	18			
March	22	41	5	7			3
April	36	81	6	15	3	1	
May	35	39	5	14			1
June	26	49	5	10			3
July	26	48	4	16			
Patients on caseload							26

Impact of the Macmillan Support Worker Role

- ✓ Adds to skill mix and holistic support
- ✓ More regular general and specific support for patients and families
- ✓ Enables and frees up CNSs to provide specialist support to those who have complex needs
- ✓ Cost effective and economically viable
- ✓ Improved attendance at Palliative Care Meetings
- ✓ Positive feedback from professionals and patients

A day in the life of the Macmillan Support Worker

- ✓ Patient reviews, reporting any concerns to the CNS
- ✓ Low level emotional/psychological support
- ✓ Breathlessness management
- ✓ Completion of Holistic Needs Assessment
- ✓ Assessing and ordering of equipment
- ✓ Equipment familiarisation/ teaching, for example, nebulisers
- ✓ Medication advice
- ✓ Referral and signposting to other agencies/ professionals, for example, Local Authority, Care Agencies, Community Nursing, GPs, Hospice
- ✓ Attendance at GP Palliative Care meetings
- ✓ Bereavement support



WHAT STAKEHOLDERS SAY

‘Always has a smile and listens to us’ – Patient

“ Had important insights on patients which we as a practice did not have’ – GP

‘Has a good understanding of what is important for patients’ – GP

‘I don’t know what I’d do without her coming’ – Patient

Contact us

Find out more about the Macmillan Support Worker:
Phone 01315368332
Email EastLothianMacmillanTeam@nhslothian.scot.nhs.uk

