

# Expert hospice-style nursing care in people's homes



Ben Gold/Marie Curie

**5,046** visits made in patients' homes, an increase of **746%**.<sup>1</sup>

*"This partnership with Marie Curie is a huge step forward in our mission to provide excellent end of life care to patients. The service provides care at home to some of our most vulnerable patients through an additional, specially trained and dedicated team. It means patients who wish to remain at home are supported and receive appropriate care suitable for their individual needs."*

Kay Jeynes, Director of Nursing, PCIC Clinical Board at Cardiff and Vale University Health Board

Co-ordinated locally by our experienced Senior Nurses, the Marie Curie Hospice at Home service provides expert, round-the-clock support, enabling more people with a terminal illness to die in the place of their choice.

## What need does the service address?

Cardiff and Vale University Health Board identified that local district nursing teams were having to rely on agency staff with limited skills in end of life care to support patients in their last three months of life. With Marie Curie's skilled Hospice at Home nursing team, the Health Board has the reassurance of consistently high-quality care.

## Benefits to the Health Board

- Increased capacity to offer more patients quality-assured, community-based care at the end of life
- Increased expertise and support in end of life care by reducing the need for agency care workers
- Relieves pressure on district nursing teams
- More timely discharges of patients with terminal illnesses from hospital
- Locally-based Marie Curie Senior Nurses allow for a more responsive process and ensure effective and efficient use of nursing resources.

## Benefits to patients and families

- Patients receive high-quality, hospice-style nursing care in their homes, available 24/7
- More patients are able to die in the place of their choice
- Continuity of care – patients are more likely to see the same team of nurses
- Nursing care tailored to each patient's needs, with flexibility to offer same-day care for urgent cases
- Senior Nurses available on the phone to offer support and advice.

**94%** of patients supported died in their place of choice.<sup>2</sup>

### How does the service work?

Expert nursing care from Marie Curie Healthcare Assistants is arranged locally by our Senior Nurses, when a patient is referred by their district nursing team.

Marie Curie Healthcare Assistants can offer any combination of short daytime and evening visits, and overnight care, in people's homes. By doing so, they complement the district nurses' home visits, while ensuring the right level of care and support for patients and their families.

We can also refer people to the local Marie Curie Helper service, which matches specially trained volunteers with people with a terminal illness, to provide emotional and practical support in their homes.

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*“Everyone was great, very professional, on time and nothing was too much trouble. It offered Rowena the opportunity to go home for a little while, and sleep in her own bed and watch her own TV, which was what she wanted. If Hospice at Home had not been in place, there is no way in the world it could have happened.”*

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Melanie Kincaid, whose sister Rowena received support from the Marie Curie Hospice at Home service

### How does the service add value?

By working closely with the district nursing team, the Marie Curie Hospice at Home service has greatly increased the Health Board's capacity to care for people with a terminal illness in the community. It relieves pressure on district nurses by supporting them to deliver care tailored to the needs of patients on their caseload.

More patients are able to die in their home or care home, as the service helps prevent avoidable hospital admissions and ensures timely discharges from hospital.

As the service is based at the Marie Curie Hospice, Cardiff and the Vale, the nursing and hospice teams are able to share their knowledge and expertise with the district nursing teams so patients get the best possible support to meet their needs.

**195** patients supported at home, an increase of **248%**.<sup>3</sup>

<sup>1</sup> Figures comparing service data from 2016/17 and 2014/15 (before the service).

<sup>2</sup> In 2016/17.

<sup>3</sup> Figures comparing service data from 2016/17 and 2014/15 (before the service).

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### More information

[mariecurie.org.uk/commissioning](http://mariecurie.org.uk/commissioning)

 @MarieCurieEOLC

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Marie Curie is the UK's leading charity caring for people living with any terminal illness, and their families. We offer expert care through our home nursing and hospice services, as well as information and support for patients, their loved ones and the professionals who care for them.