

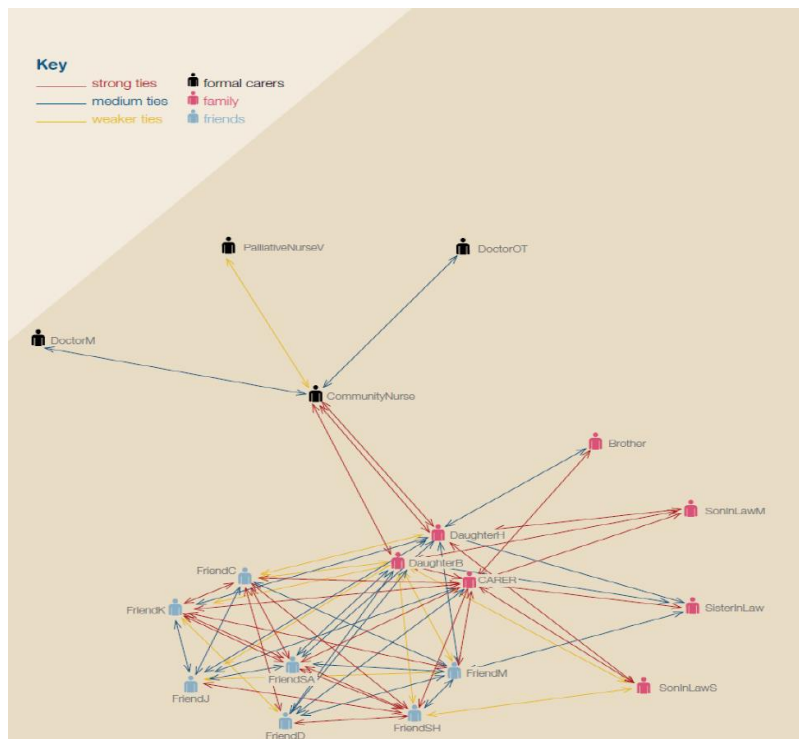
Delivering Personalised Care

Co-production - The way I would like it

“Is an equal relationship between people who use services and the people responsible for services. They work together, from design to delivery, sharing decision-making about the best way to deliver services” TLAP (2014)

Thinking about relationships

It is hoped that learning for this project could be transferable to the community nurse settings, both within the hospice and the wider health and social care communities.



Co-creating an Ecology of Care?



Professor Debbie Horsfall

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Compassionate communities

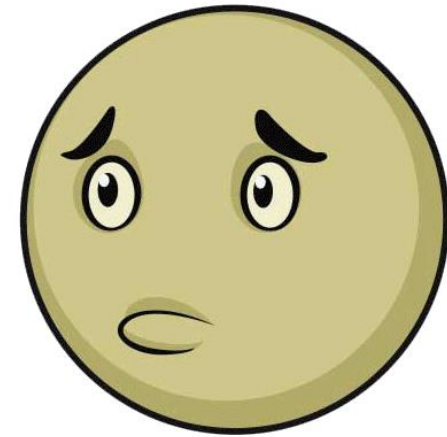


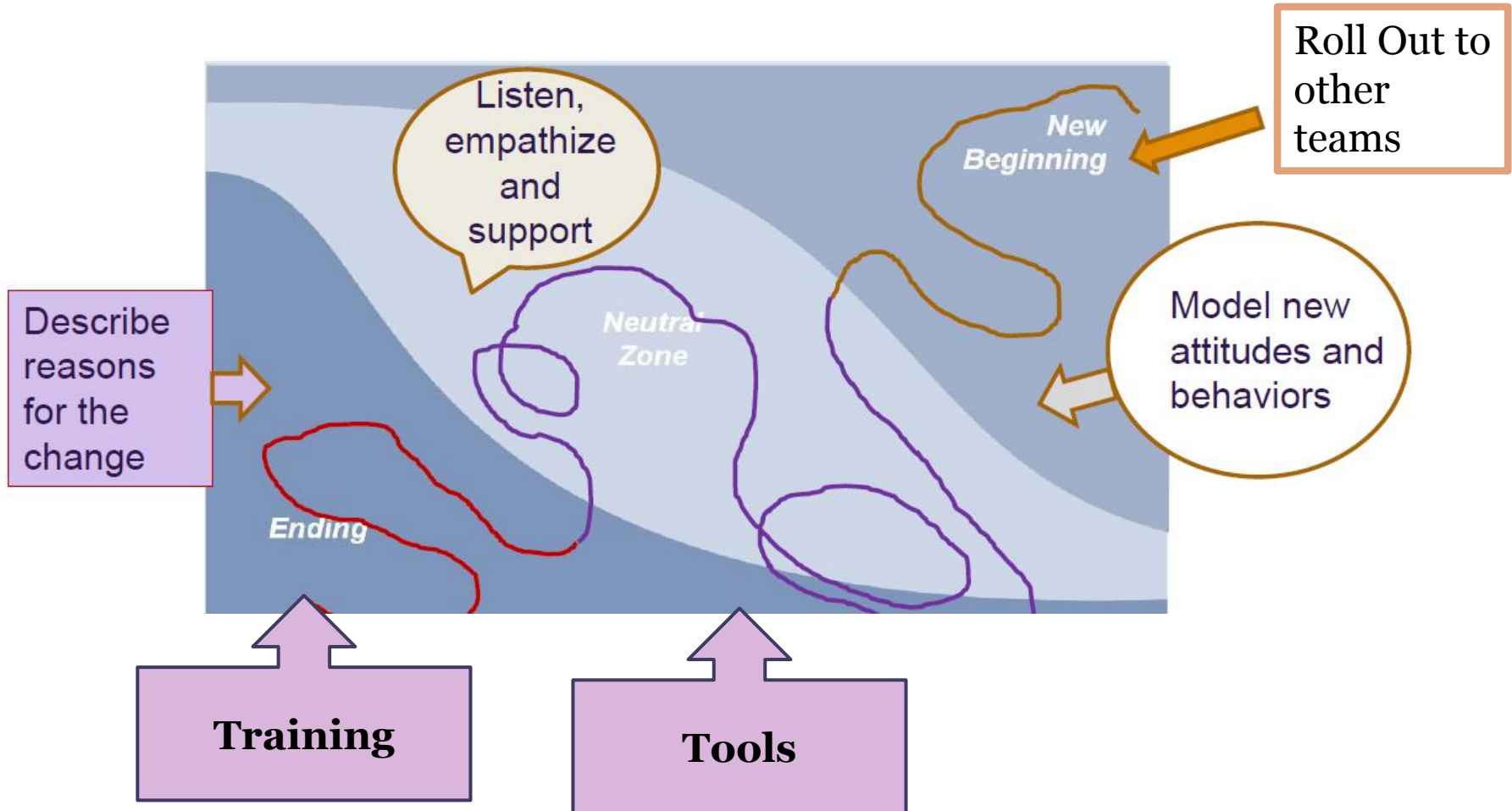
Patient Centred Leadership Project



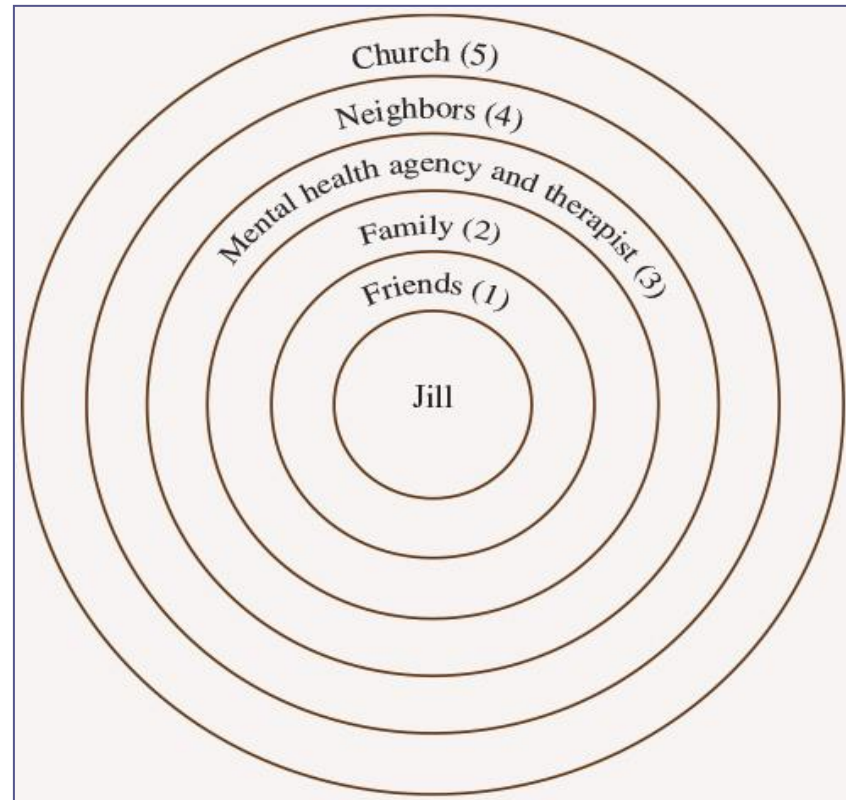
Staff Concerns

- Professional V Lay role.
- Loss of Control
- Choices
- Risks – delegation
- Confidentiality
- Record Keeping





Eco Mapping



Conclusions



- Neighbours willing to step up to support every days things, not personal care-daunting
- Family keen but frightened of what this means , what to do , need lots of support
- Networks have had a strong connection with the individual already.

The New State

- Less paternalistic approaches, more acceptance of risk and mitigation plans.
- Supporting patient choice , partnership , less power !
- Eco mapping to become part of assessments on referral
- Identifying training and support needs of networks
- Expanding roles for networks, PA and HCA
- Support and coaching changes culture.

Delivering Personal Health Budgets at EOL

Co-production – The way I would like it

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Challenges of PHB end of Life

- Lack of time – most dead by time PHB agreed
- Lack of awareness re PHB choice
- Lack of PHB awareness for staff – do what is familiar
- Length of time to agree a care package
- Time to find PA , especially in rural areas
- Concerns who will manage PHB when individual becomes to unwell
- PA Myths

Pilot PHB end of Life

- Joint steering group with PHB commissioners
- PHB champion
- Promote ACP
- Upstream identification of PA's (Eco-mapping)
- Upstream draft Care Plan – joint visits with PHB team
- Upstream Training of PA's – hospice education team
- Reach Fast Track eligibility
- Ready to go !!

Results

- 10 /10 have had PHB in place and care delivered at home , able to die at home.
- No emergency admissions
- Time for PHB approval now one day !!
- Eco-mapping has helped with finding PA- 50/50 mixture of family and independent PA
- SLH Dom Care -Rota/PA management undertaken for an individual
- CHC Fast track - care plans are cost effective

Future

- Process map for other staff has been developed – roll out to wider team
- Need other community teams to be trained in this approach, LTC matrons etc.
- Recruiting PA in rural meeting – still challenging planning a community recruitment event in Kingsbridge/South Hams to recruit PA's and Vol Compassionate Networks.
- Look out for the Video !!