

Compassionate Communities

EOL Care Workshop, 10th February 2021



Facilitated by:

Gregory Cooper,
Project Manager,
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&

Lindsey Crockett,
Lead GP,
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When in Frome...

- **Compassionate Frome** is an Enhanced Primary Care project in Somerset, leveraging existing social networks to improve health outcomes;
- Launched in 2013 as a collaboration between Frome Medical Practice and Health Connections Mendip;
- Rooted in the overwhelming evidence that health is heavily influenced by social connectivity factors (even more so than smoking, reducing excessive drinking, reducing obesity and any other preventative interventions).

Benefits

- Reducing emergency admissions to hospitals;
- Creating compassionate & resilient communities;
- Increasing advance care planning;
- Preventing isolation and loneliness.

Social impact

17% fewer emergency hospital visits
Versus 28.5% increase across county
81% experienced a wellbeing increase



Economic impact



21% reduction in healthcare costs
Versus 21% rise across country

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Ambition 6: Each community is prepared to help

National Palliative and End of Life Care Partnership

Compassionate and resilient communities

Public health approaches to palliative and end of life care need to be accelerated and support given to people and communities who can provide practical help and compassion.

Public awareness

Those who share our ambition should work to improve public awareness of the difficulties people face and create a better understanding of the help that is available.

Practical support

Local health, care and voluntary organisations should find new ways to give the practical support, information and training that enables families, neighbours and community organisations to help.

Volunteers

To achieve our ambition more should be done locally and nationally to recruit, train, value and connect volunteers into a more integrated effort to help support people, their families and communities.

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What are we doing?

- **Compassionate Cafés:** Creating safe meeting spaces and networks (virtual & physical) for people who wish to talk about or take comfort from others experiences of death, dying or grief – including
- **Compassionate Conversations:** Providing awareness training to help build confidence to talk about bereavement and loss.
- **Compassionate Volunteers:** Recruiting and supporting volunteers who are keen to make a difference in their communities.
- **Compassionate Communities Civic Charter:** Publicly encourage, enable and celebrate care for one another through pledges of support from all community partners, including GP practices?
- **Compassionate Employers:** Promoting policies and practices to ensure that employees are better able to cope with the social, psychological and medical impacts of serious illness, caregiving, and bereavement.
- **Compassionate Resources:** Increasing awareness and access to information, resources and supporting services - including events and activities such as **Dying Matters Week** Festival.
- **Most importantly:** Compassionate Communities are committed to listening to, and working co-productively with local people to help them improve end-of-life support networks that best suit the community in which they live.

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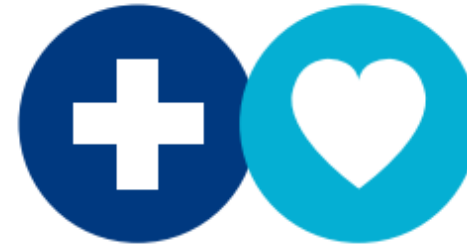


What **communities** are best placed to do

- Identify street or neighbourhood champions
- Organise street or neighbourhood teams of helpers
- Providing practical help – shopping, cooking, cleaning, gardening, and more
- Giving emotional support – compassion, love, laughter, listening, friendship and more
- Forging new connections now and in the difficult months ahead

What **communities and professionals** best do **together**

- Monitor and provide symptom control
- Understand nursing care at home
- Share the resources of communities and service
- Support advance care planning
- Build support around people who are grieving and isolated



What **professionals** best do

- Manage difficult symptoms
- Provide video consultations and assessments
- Give training in symptom control at home
- Link with street teams when professional resources are absent
- Provide specialist bereavement care to those with complex grief

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Compassionate Communities Objectives

- Address the social stigma around talking about end of life;
- Improve death literacy (the practical know-how needed to plan well for end of life);
- Ensure that communities have the skills, capacity and networks to support each other before and after end of life.

Benefits

- Create compassionate & resilient communities;
- Increase advance care planning;
- Reduce isolation and loneliness;
- Reduce emergency admissions to hospitals.

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