

The Hub!

- Set-up April 2020 in response to Covid-19
- An expansion of our One Call 24/7 service – 0800 567 0111
- It is a telephone response centre and logistics hub to co-ordinate end of life care in the community



Who are the Hub team?

- Care co-ordinators
- CNSs, RNs, CHCAs
- Consultants
- Occupational Therapists and Physiotherapists
- Bereavement and Emotional Wellbeing team
- Logistics team and volunteers



Hosted by St. Elizabeth Hospice and delivered in collaboration with health care partners across IES, the Palliative and End of Life Care (EOLC) Hub went live on 6th April '20.

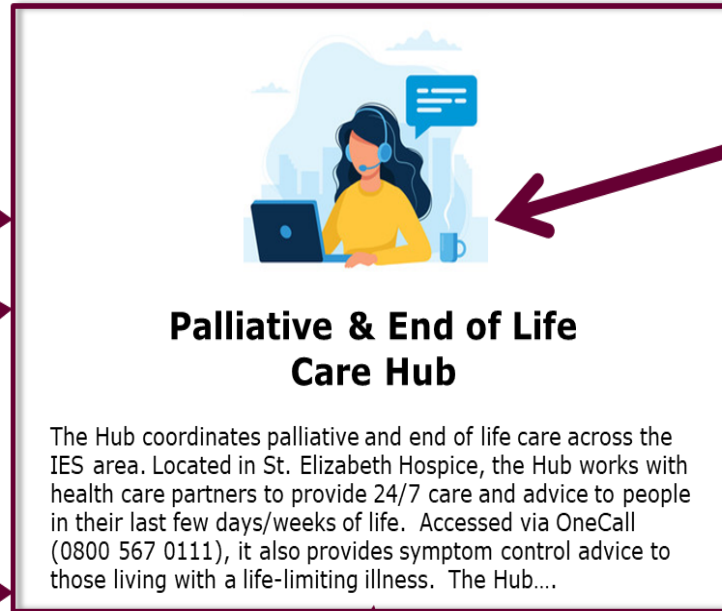
Works in partnership with ESNEFT and other partners to co-ordinate the admission of patients to the SEH hospice IPU beds (18), patients homes (UPOR), and virtual beds (20). Advice and support is provided where there is no bed capacity.



Works in partnership to provide clinical nurse specialist support for health care professional with consultant back up 24/7



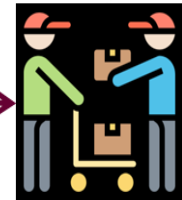
provide psychological and bereavement advice, and therapy services. It also supports 100 hour Pharmacies and provides back-up to IHT pharmacies when the 100 hour ones are closed.



Is available to families and professionals supporting EOL patients in Ipswich and East Suffolk who are living at home, in a care home, or waiting for a hospital discharge.

SNEE C-19 Incident Co-ordination Centre (ICC)

Uses data (inc. demand, capacity, workforce) from SystemOne and the ICC to produce and continuously improve services.



Arranges practical help to secure and deliver equipment and medication inc. prescribing and administering of EOL drugs.

The Hub – Working in partnership to improve palliative and end of life care in Ipswich & East Suffolk

St Elizabeth Hospice

Response to the COVID-19 pandemic

6th April 2020
to
31st January 2021



Response to COVID-19 pandemic

6th April 2020 – 31st January 2021



increase in incoming calls for advice and support

(Apr: 1156, Nov: 1670, Dec: 1642, Jan: 1755)



increase in outgoing calls providing advice and support

(Apr: 1471, Nov: 2352, Dec: 2577, Jan: 2681)

19,550 

CNS / CHCA contacts supporting 1852 patients in the community

(Apr: 1360, Nov: 1944, Dec: 2157, Jan: 2106)

273 

patients & their families cared for in Ipswich IPU

(Apr: 47, Nov: 29, Dec: 17, Jan: 27)



134%

increase in number of patients supported in a virtual ward

(Apr: 10, Nov: 23, Dec: 23, Jan: 46)



27%

increase in patients & families supported by the hub (MDT)

(Apr: 527, Nov: 724, Dec: 675, Jan: 667)

86%



of patients recorded as having a preference (PPD), died having their wishes met

24/7



Consultant Support Line opened in January 2021



278

education professionals attended bereavement webinar



2,254

website hits for bereavement services

Summary – The Hub

- Providing and co-ordinating care in people's homes/usual place of residence
- Providing advice on how to manage symptoms and administration of drugs
- Arranging admissions to the hospice
- Providing psychological and bereavement advice
- Arranging practical help to get equipment and medication



Any questions please?

