

## Community End of Life services

### SUMMARY

The contracts for the following Hospice at home/ Day Centre and Bereavement services are due to end on 31<sup>st</sup> March 2015:

- Nottinghamshire Hospice
- Tree Tops Hospice
- Marie Curie
- CRUSE

Nottingham CityCare partnership also provides the following service:

- RAPID (Out of hours support for End of Life patients)
- Community Palliative Care beds
- Co-ordination of End of Life services

NHS Nottingham City CCG is taking the opportunity to improve end of life services through the procurement of an enhanced future service. The aim and objective of this is to:

- Review and remodel our Community End of Life provision to develop a new enhanced Service
- Continue to commit the same level of funding

### REPORT

#### Background

In Nottingham City our aim is to ensure all patients who have been diagnosed with any advanced, progressive, incurable illness (e.g. advanced cancer, heart failure, COPD, stroke, diabetes, chronic neurological conditions, dementia) have access to high quality end of life care which offers; dignity, choice and support to achieve their preferred priorities for care in the last year of life; whether this be in a hospital, care home or their own home through commissioning appropriate support; in particular, improving the co-ordination of care, continuity, quality of communication, and the provision of bereavement care. Two-thirds of people would prefer to die at home, but in practice only about one-third of individuals actually do (Higginson 2003).

In 2012 there were 2266 deaths in Nottingham City. The following information is provided by the office of national statistics.

Place of death	No of deaths/ Percentage	National Average
Deaths in Hospital	1272 (55.74)	50.71
Deaths at home	580 (25.41)	21.54
Deaths in Care home	350 (15.33)	19.59
Other	64 (2.79)	2.12

More recent data (September 2012-September 2013) from the ONS detailing proportion of deaths at home in usual place of residence show Nottingham City as having a percentage of 44.2%

**It is a NHS Nottingham City Strategic priority that 45% of people at the end of their lives will be supported to die at home every year by March 2015.**

Evidence suggests greater co-ordination of care can improve quality without incurring any additional costs (Addicott and

Dewar 2008).

## **Reason for the work/ programme**

Currently End-of-life care is provided in a variety of settings by a wide range of professionals. To meet patients' needs a whole-systems approach is being proposed that co-ordinates care across professional and organisational boundaries.

Nottingham City is seeking to commission a range of services across the care pathway to enable a package of care to be delivered to patients. This may include:

- centralised co-ordination of care provision in the community
- Guaranteeing 24/7 care.
- Planned Palliative Care support
- Community Palliative Care beds

## **Phase 1 Clinical & Public Engagement**

NHS Nottingham City have presented a concept of remodelling end of life services and procuring one model to deliver Community End of Life services in Nottingham City with the aim of meeting any unmet need.

This concept will be presented to the following committees during the work programme to seek agreement to pursue the approach:

Long term conditions steering group  
Clinical Council  
People's Council  
Nottinghamshire End of Life strategic advisory group  
Overview and Scrutiny Committee

The views of providers, patients and clinicians will inform the development of the specification. Engagement will lead to increased awareness and how people can participate to contribute their views. We have held a stakeholder event and public engagement event which generated ideas about what the new service will incorporate. The events created discussion, issues and solutions.

A patient survey was disseminated to seek views from patients/ public about their views to help shape the future service. The survey was communicated via the following routes:

- CCG website
- Social media and email (Facebook, Twitter)
- Patient/ Community Meetings
- Media release (leaflets posters for GP Practices, Walk-in centres and other community centres)
- Nottingham City Voices, large City-centre employers).
  
- Current Providers
  
- GP Practices

## **Phase 2 Specification Development**

NHS Nottingham City CCG is currently in the process of drafting a service specification with the intention of advertising a PQQ in October. Engagement with specific focus groups will continue in the meantime.

## **Phase 3 Next Steps**

**Timeline***(timeline for guidance only, official timescales for procurement will be released by GEM*

*Commissioning Support Unit):*

September 2014

- Review of all feedback received and specification development.
- Present final specification to the following:
  - End of Life strategic advisory group
  - Long term conditions steering group

**Procurement**

October 2014

- Procurement process begins- PQQ and ITT

January 2015

- Tender scoring

The new contract will commence on 1<sup>st</sup> April 2015 subject to procurement timescales.

**Expected outcome**

Following consultation with key stakeholders, focus groups and the public we have been asked to develop and commission a service that considers the following outcomes a priority.

- Care provided closer to home
- People receiving care in place of choice
- Reduce inappropriate admissions
- People dying in their chosen place of death

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September 2014