Responsive support out-of-hours

What we’re doing
The Rapid Response Service provides high-quality, flexible palliative and end of life care across Ealing and Hounslow. Based at Meadow House NHS Hospice in Ealing Hospital, it runs from 6pm-7am, seven days a week, all year round.

Marie Curie Registered Nurses and Healthcare Assistants work closely with the London Ambulance Service in both boroughs. They assess if calls should go to the Rapid Response Service or not, preventing unnecessary hospital admissions.

Registered Nurses and Healthcare Assistants provide care to patients in the community from 6pm, when they relieve the district nurse, until 7am. They work in two shifts, 6pm to 11.30pm and 11pm to 7am.

Marie Curie also operates a planned night service across both boroughs. Here, a Registered Nurse or Healthcare Assistant will deliver nine hours of continuous care to a patient in the community between 10pm and 7am.

Our service in Ealing and Hounslow has established a seamless model of care commissioned across the two boroughs by their clinical commissioning groups (CCGs). It responds to local needs, achieves better patient outcomes and end of life care with fewer unnecessary hospital admissions.

The challenges
• Hospital readmissions were rising due to a lack of out-of-hours services and 24/7 care.
• This lack of support led to poor patient, family and carer experiences during overnight emergencies in the community.
• Ealing and Hounslow CCGs wanted to ensure more people could choose to die at home.
The service was so successful in 2014-15 that an extra full-time Healthcare Assistant was added to the team to support the provision of rapid response services to more patients.

**How we’ve helped**
The service supported 477 people between the start of April 2014 and the end of March 2015 in Ealing and Hounslow.

Marie Curie Nurses and Healthcare Assistants were responsible for delivering **1,475 hours of care over 1,995 visits**.

Thanks to findings from the Nuffield Trust we can estimate the impact of the Marie Curie Nursing Service on patients supported by the Ealing and Hounslow Rapid Response Service. It’s likely that the service:

- prevented 80 emergency admissions to hospital, reducing the number of emergency bed days by around 500 days
- saved around £140,000 in hospital costs

“Marie Curie Rapid Response Service has supported, in partnership with other community services, patients to die in their place of choice if appropriate. This has enhanced the quality of the experience for patients and carers.”

Geralyn Wynne, Deputy Managing Director, NHS Hounslow CCG

1,2,3 Marie Curie Administrative Database (Patient Connect), 2014/15

**Contact**
mariecurie.org.uk/regionalcontacts
mariecurie.org.uk/commissioning

We’re here for people living with any terminal illness, and their families. We offer expert care, guidance and support to help them get the most from the time they have left.