



We know about end of life care

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home or another place of care.

Getting people home with the support they need

The fast-track discharge service in North Glasgow is a partnership between Marie Curie Cancer Care, NHS Greater Glasgow and Clyde and other local providers. It has benefitted almost 500 people with palliative care needs since it began in 2012. It was also shortlisted for the prestigious Health Service Journal Care Integration Awards. A similar service in Lothian saw 80% of people dying at home.

The challenge

To align end of life care in North Glasgow with the objectives of Scotland's palliative care plan *Living and Dying Well: Building on Progress* (2010), services needed to:

- provide quality co-ordinated care without the duplication of services
- support carers at times of crisis or change
- follow a best-practice model that could be replicated.

The *Living and Dying Well in Lothian* strategy required the region's services to support more patients in community

settings; especially people at the end of life with a non-cancer diagnosis. But difficulty organising discharge packages and complexity of care needs were compounding delays in transferring people to their preferred place of care.

The service solutions

The fast-track discharge services in North Glasgow and Lothian help terminally ill people spend their final weeks at home rather than in hospital or a hospice. The services facilitate patients' safe and timely discharge from hospice or hospital to their homes, as well as providing a short package of care post-discharge.

In Glasgow, the fast-track discharge liaison nurses are based at the Marie Curie Hospice, Glasgow. They assess the patient's care needs, make discharge arrangements and organise support for the period immediately after discharge. A team of senior Marie Curie health and personal care assistants are also available to support patients for up to three days. Additionally, the service takes referrals to prevent avoidable admissions of patients with palliative care needs to hospital or hospice.

99 admissions prevented in Glasgow



District nurses in Glasgow have confidence that patients are being cared for by a **trusted provider.**

Contact

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The Glasgow fast-track discharge service is funded by the Reshaping Care for Older People Change Fund.

In Lothian, the service follows a similar structure with a Marie Curie discharge liaison nurse working with hospital discharge teams to get patients home. Support at home is longer – up to seven days post-discharge.

Both services offer general nursing care including symptom control, personal care and emotional support.

Service benefits

In Glasgow the service has:

- improved patient and family experience by providing emotional support at a stressful time
- helped carers to cope better and increased their confidence in caring for loved ones
- reduced the time patients spend in hospital by shifting resources to better support people in their own home or another place of care
- given district nurses confidence that patients are being cared for by a trusted provider

In 2013/14, 210 patients were discharged from Glasgow hospitals and the Marie Curie Hospice, Glasgow and 99 admissions were prevented.

In Lothian:

- Our patient and carer survey showed that patients now spend more time with their loved ones in the comfort of their own homes. They also rate the support positively and feel they are treated with dignity and respect.

- In 2013/14, 188 patients were supported by the Lothian fast-track service. Of the 137 patients where we had a record of the date of death, 6% died in hospital, 15% died in a hospice and 80% died at home.

"Our North Glasgow fast-track discharge service, in partnership with Marie Curie, continues to demonstrate that we can identify and offer patients a choice in where their palliative care needs can be met. The fast-track service supports patients and families with palliative care needs in their own home by providing a service which meets both their health and social care needs. People at the end of life who wish to die at home are enabled to do so thereby reducing length of stay in acute beds".

Lorna Dunipace, Head of Primary Care and Community Services, NE Sector, Glasgow Community Health Partnership

"At a traumatic time they made us feel supported and cared for. I cannot tell you how important their help was. It was like being in the care of angels. I will never forget it and hope that if I ever need this help then it will be there for me and those I love too. The highest quality care at the most difficult of times, Marie Curie's fast-track service is the Rolls-Royce of care."

Morag Robertson, sister of Elizabeth who died in 2012

