

# TRANSFORMING END OF LIFE CARE IN DUDLEY

Macmillan Specialist Care at Home

**MACMILLAN  
SPECIALIST CARE  
AT HOME**  
WE ARE  
MACMILLAN  
CANCER SUPPORT



**NHS**

Representing The Dudley Group  
NHS Foundation Trust and Dudley CCG

**There are no dress rehearsals, we have to get end of life care right for people with cancer and other life limiting conditions, first time and every time.**

That's why Macmillan is working in partnership with Dudley CCG, The Dudley Group NHS Foundation Trust and Mary Stevens Hospice based in Stourbridge, to develop consistent palliative care services by trialling a new way of working called Macmillan Specialist Care at Home.

It is a two year project, supporting local services to work more effectively together and enhance the quality of care and treatment they provide for people at the end of their lives, and those around them.



# An innovative approach to end of life care

Dudley is one of six innovation centres across England designed using a model of care first trialled by Macmillan in Midhurst, West Sussex.

## Key features include:

- Consultant led
- Early referral
- Proactive person centred care
- Clinical interventions provided at home and in community settings
- Collaboration – shared care with other service providers, especially in primary care
- Good coordination of care
- Flexible use of a multidisciplinary team including trained volunteers

The model follows national guidelines and drivers for more people to be supported in their preferred place, with less unscheduled hospital admissions for people in the last year of their life.

## Evaluation of Midhurst has shown that this model:

- Is valued highly by patients, families and GPs
- Allows the clinical team to work more flexibly, accommodating and complementing other services
- Maintains good relationships with other services and gains the confidence of patients and carers

# In Midhurst, the model has had a real impact on patients and services.

## Key outcomes include:

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**84% of people died in their preferred place of care in 2012/13, which is significantly up on the national average.**

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If the service was replicated elsewhere, the total **cost of care could be reduced by 20%.**

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The service has resulted in **fewer A&E visits and nights in hospital** from the people who use it.

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By using their different specialisms, team members ensure **a person-centred approach and optimum use of time.**

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**Volunteers fulfil many important roles, and are a key part of the service.**

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We know this approach works in Midhurst – what we want to find out is whether it can be just as effective in different local contexts.

The project in Dudley started in April 2014 and will run until 2016, when there will be a formal evaluation of results to inform future plans.

# How we're transforming end of life care in Dudley



**New single point of access hub.** Based at Mary Stevens Hospice in Stourbridge, our new hub makes it quicker and easier for health professionals to refer patients to the specialist palliative care team in Dudley. This means there is now one simple way to access the multiple teams involved in end of life care in Dudley, resulting in care that is better coordinated and puts the needs of patients first.



**Funding for professionals.** Macmillan and Dudley CCG have provided funding for two new part-time consultants, who are based at the hub and are delivering additional expert care to patients in the community.



**Early referral.** We support multidisciplinary teams to identify patients and the care they need earlier. This enables better planning, which will give patients more choice and control over the end of their lives, reduce avoidable and stressful hospital admissions and mean that more patients will be able to die where they choose. This also gives more time for carers needs to be assessed, so they can be supported too.



**Making the most of volunteers.** There are already lots of organisations in Dudley which recruit, train volunteers to support people towards the end of their lives. We are working to ensure health professionals are aware of all the different ways volunteers can support patients and that they making the most of the support available. Where we identify gaps in support that volunteers could fill, we will also recruit new volunteers and integrate them into the enhanced service we are providing for people in Dudley borough.



To find out more about Macmillan Specialist Care at Home in Dudley contact our hub on:

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To find out more about the project at a national level, go to [macmillan.org.uk/specialistcareathome](http://macmillan.org.uk/specialistcareathome)

