

# Halton Haven Hospice – Change to services with immediate effect

**We are writing to inform you of a change to the services provided at Halton Haven Hospice in that the Palliative Care Consultant Service is moving to a Nurse Led Palliative Care Hospice Service with immediate effect.**

## Background

Since January 2020 NHS Halton CCG has been supporting Halton Haven Hospice with regards to the challenges that the hospice has experienced in securing the appropriate specialist medical cover required for them to provide the consultant led Palliative Care Medical Model.

Despite the significant support provided by NHS Halton CCG, the hospice has not been able to secure the specialist expertise or put in place appropriate arrangements and the current situation is that there is no palliative care consultant on site at Halton Haven Hospice to provide face to face management of patients nor is there a palliative care consultant available to undertake the out-patient clinics.

Whilst there are concerns regarding the lack of appropriate consultant medical cover, it is important to note that there are **no concerns** regarding the Nursing Care delivered at the hospice, which is of a very good standard.

NHS Halton CCG Governing Body met on Wednesday 8<sup>th</sup> April 2020 to discuss the situation and agreed to suspend the Specialist Palliative Care Service model and commence a Nurse-led Palliative Care Model for an interim period 6 months.

This would allow the hospice to continue to provide a service in terms of non-complex pain and psychological management, respite and rehabilitation patients with oversight from a palliative care specialist Doctor and GP with special interest and would provide further time for the hospice to work with NHS Halton CCG on the model for the future.

NHS Halton CCG are confident that there has been no harm to patients, however given the lack of assurance the CCG had no choice but to take all appropriate actions to ensure that patient safety and quality of care was not compromised.

## New Nurse led Palliative Care Pathway

In terms of the new Nurse Led Palliative Care pathway, the hospice will from today provide a range of services to the people of Halton that is nurse led and provides

high quality, flexible and appropriate care at the end of life as well as meeting the key steps laid out in the end of life strategy. These will include:

- Inpatient care
- Day hospice services
- Family support and bereavement services
- Complimentary therapies
- Clinical advice and support

All inpatient care will be nurse led and delivered through a core palliative multidisciplinary team (MDT), to provide holistic care 24 hours a day, 365 days a year. Please see below;

### Inpatient Clinical Pathway

Inclusions	Referral criteria	Source of referrals	Exclusions	Managing referrals
<ul style="list-style-type: none"> <li>+ Patients over the age of 18.</li> <li>+ Patients with a life limiting illness at any stage in their illness.</li> </ul>	<ul style="list-style-type: none"> <li>+ End of life care where the patient's symptom control is stable.</li> <li>+ Respite care.</li> <li>+ Rehabilitation.</li> <li>+ Where the support network of the patient is having difficulties in adjusting to/ coping with the illness functionally, psychologically, spiritually or emotionally.</li> </ul>	<p>Referrals will be accepted from:</p> <ul style="list-style-type: none"> <li>+ Any health care professional, provided that the patient, carer and general practitioner/ consultant are aware and in agreement with referral to the service.</li> </ul>	<p>Patient has uncontrolled physical, psychological or spiritual symptoms.</p>	<p>The referrals meeting in Halton Haven Hospice should be held at least once every week day and led by the senior clinician.</p>