



Appropriate Care Pathway
Marie Curie Overnight Rapid Response
Palliative Care
Exclusion Criteria

Referral Code:

Direct telephone line:
020 8768 4500

Pathway available for (insert Yes/No):

Crew on Scene: Yes **LAS Chub: Yes**

St Christopher's Hospice

Service Description

The Bromley and Lewisham Marie Curie Overnight Rapid Response Service, in Partnership with St Christopher's Hospice is to help mitigate crisis situations and unnecessary admissions to hospital for patients at the end of life, whilst ensuring a dignified and peaceful death in a place of their choice.

Is for all residents of or GP registered in the borough of Lewisham or Bromley, aged 18 yrs and over with a life limiting condition who are deteriorating and nearing end of life, **where there is no identifiable reversible cause**. A referral can be made by any health or social care professional who feels the patient and their carers could potentially benefit from support. The Overnight Response Service will have a Registered Nurse and a Health Care Assistant able to provide palliative care across all domains (psychological, physical, emotional, spiritual and social) in patient's home in response to a call from either a health care professional, patient or carer. **The team will have access to 24hours to palliative consultant** at St Christopher's Hospice. The team have access to CMC and SystmOne.

What is the response time to referrals (e.g. depending on clinical priority): 2 hours.

EAC+ Use only

Hours of Operation: 20.00 to 08.00

- 7 days a week
- Including bank holidays
- **Last Face to face referral seen at 08.00am**
- **Last telephone referral at 08.00am**

Location of service:
St Christopher's Hospice
51-59 Lawrie Park Rd,
London
SE26 6DZ

020 8768 4500

- Referral Method/Handover:**
- LAS Clinical Hub (telephone)
 - LAS Crew (telephone)

Service available on:
DoS (Y/N): Yes
MiDoS: Yes

Referral Criteria/ Categories of Patients Accepted

- **Can multiple referrals be taken simultaneously? Yes**
 - **Specific instructions for LAS Clinical Hub if different None**
 - **Please specify clinical handover process (SBAR, MEWS, NEWs etc.)**
- Patients must be registered with a General Practitioner (GP) or District Nurse within the borough of Lewisham and Bromley and have a palliative or end of life nursing need. They must be over the age of 18 years and approaching end of their life. Patients in a Residential will also be accepted.

A requirement of the service is that the patient will be considered or have

- A published Coordinate My Care (CMC) record,
- A Do Not Attempt Cardio Pulmonary Resuscitation (DNACPR)
- Injectable medication with signed authorisation

If these are not in place at initial contact then will be requested from the OoH GP.

NHS Standard Contract in Place?
Yes

Date of issue:	Date of review:	Version
Authorised by: LAS Clinical and Quality Directorate	To be reviewed by: ACP Development Team	

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Categories of Patients Not Accepted

Patients who:

- Are medically unstable or have potentially reversible cause
- Patients who have a preference for acute/ active treatment.
- Have a preferred place of care in hospital.
- Under the age of 18years
- Any patients who live outside of Bromley and Lewisham with GP out of borough

EAC+ Use only

Hours of Operation: 20.00 to 0800

- 7 days a week
- Including bank holidays
- Last face to face referral at 8.00 am
- Last telephone referral at 8.00 am

Location of service:

St Christopher's Hospice
51-59 Lawrie Park Rd,
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When contacting the service, the following details are required:

- Patient Information (name, date of birth, address, contract number)
- Patient's GP and address (if available)
- Presenting complaint and history of presenting complaint
- LAS details (CAD number or LAS Clinical Hub details)
- Name of patient Next of Kin

Referral Method/Handover:

- LAS Clinical Hub (telephone)
- LAS Crew (telephone)

Service available on:

DoS (Y/N): Yes

MiDoS: Yes

NHS Standard Contract in Place?
Yes

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V4 Sept 2019

Appropriate Care Pathway – Supporting Information

Marie Curie Overnight Rapid Response

Palliative Care

**NEWS should not be used in children <16 years, or women who are pregnant.
Chronically disturbed physiology (e.g. in COPD) can influence the sensitivity of NEWS and this should be recognised when interpreting NEWS in these patients**

National Early Warning Score (NEWS)

PHYSIOLOGICAL PARAMETERS	3	2	1	0	1	2	3
Respiration Rate	≤8		9 - 11	12 - 20		21 - 24	≥25
Oxygen Saturations	≤91	92 - 93	94 - 95	≥96			
Any Supplemental Oxygen		Yes		No			
Temperature	≤35.0		35.1 - 36.0	36.1 - 38.0	38.1 - 39.0	≥39.1	
Systolic BP	≤90	91 - 100	101 - 110	111 - 219			≥220
Heart Rate	≤40		41 - 50	51 - 90	91 - 110	111 - 130	≥131
Level of Consciousness				A			V, P, or U

The NEWS Score Initiative flowed from the Royal College of Physicians' NEWS Development and Implementation Group (NEWSDIO) report, and was jointly developed and funded in collaboration with: The Royal College of Physicians, The Royal College of Nursing, The National Outreach Forum, and NHS Training for Innovation

Red flags in Low Back Pain

Cauda Equina Syndrome	Saddle anaesthesia or paraesthesia
	Bladder dysfunction
	Faecal incontinence or anal laxity
	Progressive bilateral weakness/ numbness of the lower limbs
Spinal fracture	Severe, central spinal pain (relieved by lying down)
	Minor trauma (e.g. lifting) in those with bone disease
	Structural deformity of the spinal column
Cancer or other severe pathology	Onset >50 or <20 years old
	PMHx cancer
	Systemic signs e.g. fever, chills, night sweats
	IV drug use
	Immunosuppression
	Recent bacterial infection
Thoracic pain	

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Pathway verification/signatories

For verification purposes, and to ensure all parties involved with the development and delivery of this pathway are clearly identified, please complete the boxes below identifying name, role and organisation in each box. Note this page will be filed and kept for admin use only.

Expected signatories would include:

ACP Development Team Approval

- Lead Clinician of the service Provider(s)
- Lead Commissioner
- LAS Sector Delivery Manager (on behalf of the Sector Delivery Manager, Stakeholder Engagement Manager, and Quality, Governance and Assurance Manager)

Strategic LAS Authorisation

- Sector Assistant Medical Director/ Consultant Paramedic
- Sector Assistant Director of Operations

<u>Name, Role, Organisation</u>	<u>Signature</u>	<u>Date</u>
Lead Clinician of the service Provider(s)		
<u>Name, Role, Organisation</u>	<u>Signature</u>	<u>Date</u>
Lead Commissioner		
<u>Name, Role, Organisation</u>	<u>Signature</u>	<u>Date</u>
LAS Sector Delivery Manager		
<u>Name, Role, Organisation</u>	<u>Signature</u>	<u>Date</u>
Sector Assistant Medical Director/ Consultant Paramedic		
<u>Name, Role, Organisation</u>	<u>Signature</u>	<u>Date</u>
Sector Assistant Director of Operations		

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