

Appropriate Care Pathway

Marie Curie Overnight Rapid Response Palliative Care for Newham and City & Hackney

Referral Code:9138

Direct telephone line:
07714847133

Exclusion Criteria

Pathway available for (insert Yes/No):

Crew on Scene: **Yes**

LAS Chub: **Yes**

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Newham and City & Hackney CCGs

Service Description

The Newham and City & Hackney Marie Curie Overnight Rapid Response Service, in Partnership with St Joseph'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.

The service is for all residents of Newham and City and Hackney aged 18 years 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, patient or non clinician 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 who will be 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 health care professionals, non clinical team members, patients or carers.

The team will have access to a 24 hour advice line and to the On-Call Palliative Care Doctor at St Joseph's Hospice.

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

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 Newham or City and Hackney and have a palliative or end of life need. They must be over the age of 18 years and approaching end of life. Patients in a Residential and Nursing Homes 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 GP.

EAC+ Use only

Hours of Operation: 22:00 to 08:00

- 7 days a week
- Including bank holidays

Location of service:

St Joseph's Hospice
Mare Street
Hackney
E8 4SA

07714847133

lat.mcnewhamnightresponse@nhs.net – Newham
lat.cityhackneyrapidresponse@nhs.net – City and Hackney

Referral Method/Handover:

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

Verification Of Expected Death (VOED):

- Must have a CMC care plan
- Expected death and seen by GP in the last 2 weeks

NHS Standard Contract in Place?

Yes

Service available on:

DoS (Y/N): No

MiDoS: 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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Marie Curie Overnight Rapid Response

Palliative Care for Newham and City & Hackney

Referral Code:9138

Direct telephone line:
07714847133

Exclusion Criteria

Pathway available for (insert Yes/No):

Crew on Scene: **Yes**

LAS Chub: **Yes**

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.

EAC+ Use only

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- 7 days a week
- Including bank holidays

Location of service:

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When contacting the service, the following details are required:

- Patient Information (name, date of birth, address, contact number, NHS Number)
- Patient's GP and address (if available)
- Presenting complaint and history of presenting complaint
- LAS details (CAD number or LAS Clinical Hub details)

Referral Method/Handover:

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- LAS Crew (telephone)

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NHS Standard Contract in Place?

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DoS (Y/N): No
MiDoS: Yes

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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)		11/10/19
<u>Name, Role, Organisation</u>	<u>Signature</u>	<u>Date</u>
Lead Commissioner		11/10/19
<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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