

Prioritisation

A RAG system will be used to prioritise referral:

	<ul style="list-style-type: none">• Rapid change in condition• Complex uncontrolled symptoms• Last hours of life• Carer crisis• Rapid discharge	Attendance response within the hour
	<ul style="list-style-type: none">• Deterioration in last days of life• Potential carer breakdown foreseen• Support whilst awaiting care package• Carer respite	Response to referral within 2 hours. Planned intervention within 24—48 hours
	<ul style="list-style-type: none">• Not appropriate now but may need in the future	Referral not accepted, referrer informed/ may be placed on hold

Discharge

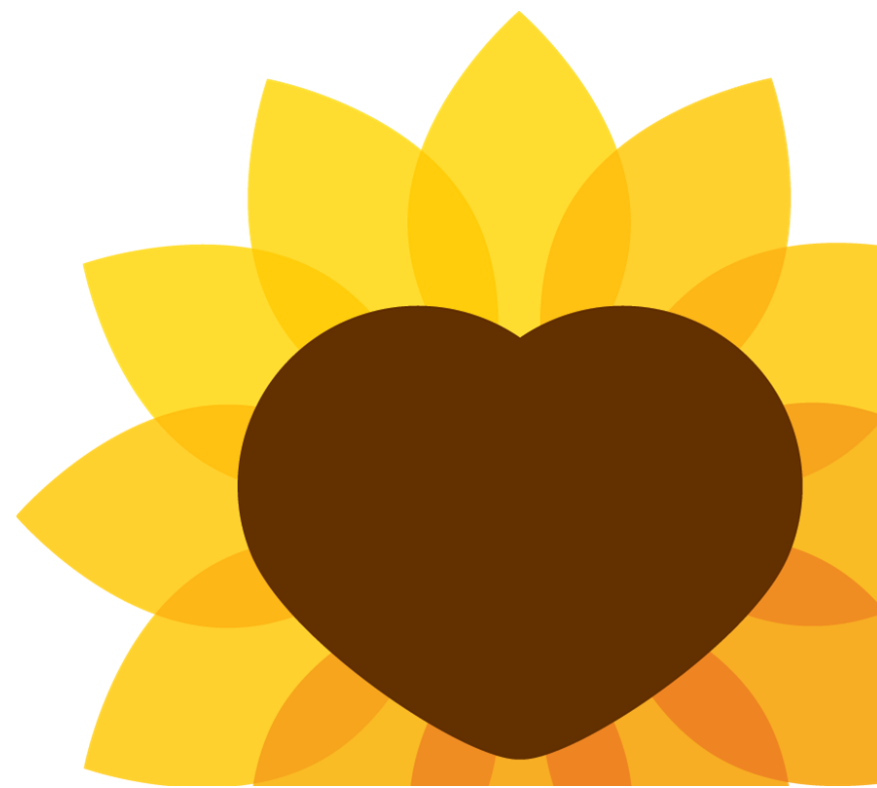
Patients supported by Hospice @Home will be assessed regularly at the East Cheshire Palliative MDT. Positive changes in circumstances may result in discharge from the service. Patients can be re-referred if condition changes.



East Cheshire
Hospice @Home
Here when you need us most

East Cheshire Hospice @Home

An introduction for
healthcare professionals



Hospice @Home

The aim of East Cheshire Hospice @Home is to complement existing out of hours' services, working in collaboration with health & social care providers to support patients and families facing end of life. Hospice @Home will facilitate patient choice, allowing them to be cared for and to die in their preferred place preventing unwanted hospital/hospice admissions.

Hospice @Home aims to deliver an equitable service for terminally ill and frail patients and their families and carers. The service provides short term practical and emotional support, with rapid and planned response during out of hours to enhance quality of life and reduce crisis.

We will share records with other health professionals via EMIS web and keep in regular contact with care co-coordinators.

Patients will access the service through:

- Any healthcare professional
- Referral from hospital
- Self-referral supported by GP
- Care Home and Nursing Home (advice & support only)

Referral criteria

To access the service, patients should:

- Be over the age of 18
- Agree to the referral
- Have life limiting illness and are assessed to be within the last 2 weeks of life with a non-reversible deterioration
- Have an identified need for Hospice @Home
- Have an end of life plan in place
- Ideally be on practice GSF register.

How to refer

Referral form:

eastcheshirehospice.org.uk/hospiceathome

Email: ecccg.echospiceathome@nhs.net

hospiceathome@echospice.org.uk

Fax: 01625 665697

Phone advice line: 01625 666999

Direct line: 01625 664999

IPU: 01625 665683

Service Operating hours

The Hospice @Home service is based at East Cheshire Hospice, Millbank Drive, Macclesfield, SK10 3DR.

Co-ordinator: Monday to Friday 9.30am—5.30pm

Administrator: Daily

HCA night sits: 10pm – 8 am, 5 days per week

Rapid/planned SN & HCA:

Monday to Friday 6.30pm—8am

24/7 weekends & Bank Holidays

(Please note, these times may change as the service progresses, to ensure it continues to meet the ongoing needs of patients and families)