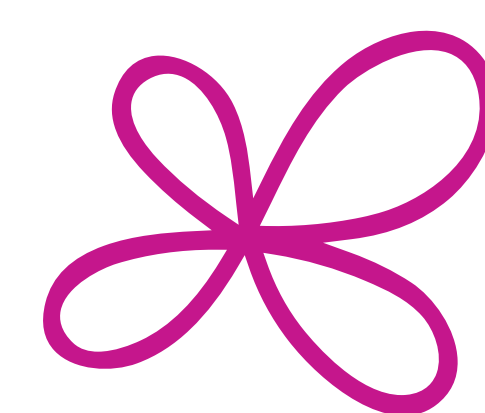


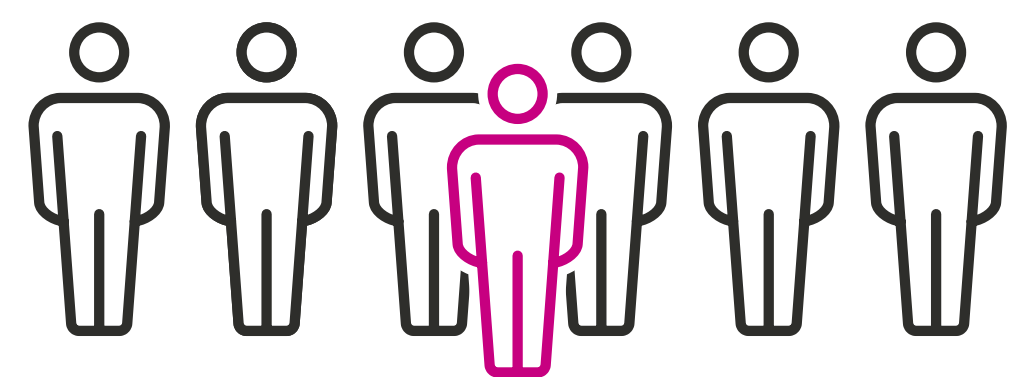
# Supporting Care Homes:

Knowledge, Skills and Relationship to enable excellent Palliative and End of Life Care



BIRMINGHAM  
ST MARY'S  
HOSPICE

## Background



**41%** of emergency hospital admissions from care homes are potentially manageable and risk exposure of elderly, frail residents to stress, loss of independence and infection <sup>3</sup>

**One in seven people aged over 85 now live permanently in a care home** with a high prevalence of cognitive impairment, co-morbidity and polypharmacy with a median life expectancy of 15 months <sup>1 2</sup>

**Care home staff turnover is 28%** and they are likely to have inadequate support and training <sup>5</sup>

**Residents often want to remain at home at the End of Life (EOL)** so care home staff are central to the provision of person-centred and compassionate care <sup>6</sup>

Improved support of care homes has a **considerable impact on the lives of residents**, reduces admissions and empowers staff to provide quality, proactive PEOLC

The cost of hospital stays <sup>7</sup> from care homes in Birmingham between 2018-2019 was **nearly £10 million** <sup>8</sup>

1 Age UK, 2018 2 British Geriatric Society, 2011 3 Health Foundation, 2019 4 Health Foundation, 2019 5 NHS Long Term Plan, 2019, p.15 6 RCN Foundation, 2015 7 Ennis, 2015 8 BSol CCG, 2020

## Methodology

In May 2018 Birmingham St Mary's Hospice launched a Care Homes Support Service. The Team (Band 7 CNS and Band 6 RN) facilitate the Six Steps for Care Homes End of Life Care Programme, on-site sessions and promote use of supportive care registers and ACP.

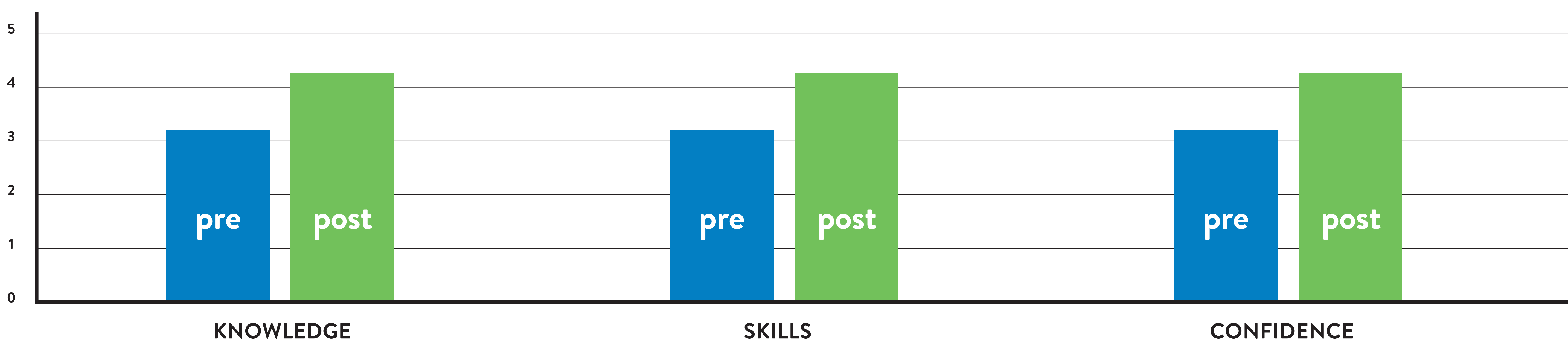
The Coronavirus pandemic meant staff were redeployed (CNS to the Community Healthcare Trust's Care Homes Support Team) then later reformed to provide the programme virtually and manage a small clinical caseload.

## Results

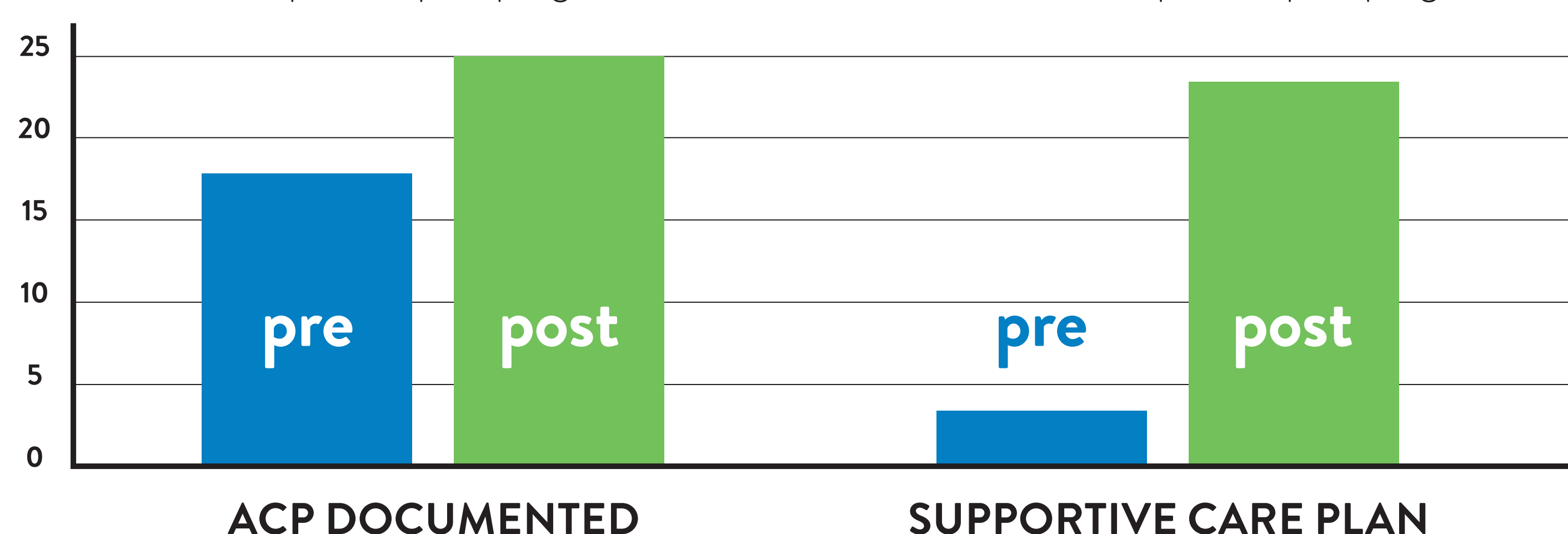
- Reduced hospital admissions of residents
- Increased Advance Care Planning
- Growth of care home staffs' confidence and competence
- 275 sessions delivered to 1477 people since December 2018 (1283 care home managers and staff)
- Productive engagement with health and social care partners.

## Outcomes - Audit results pre and post Six Steps Programme 2019

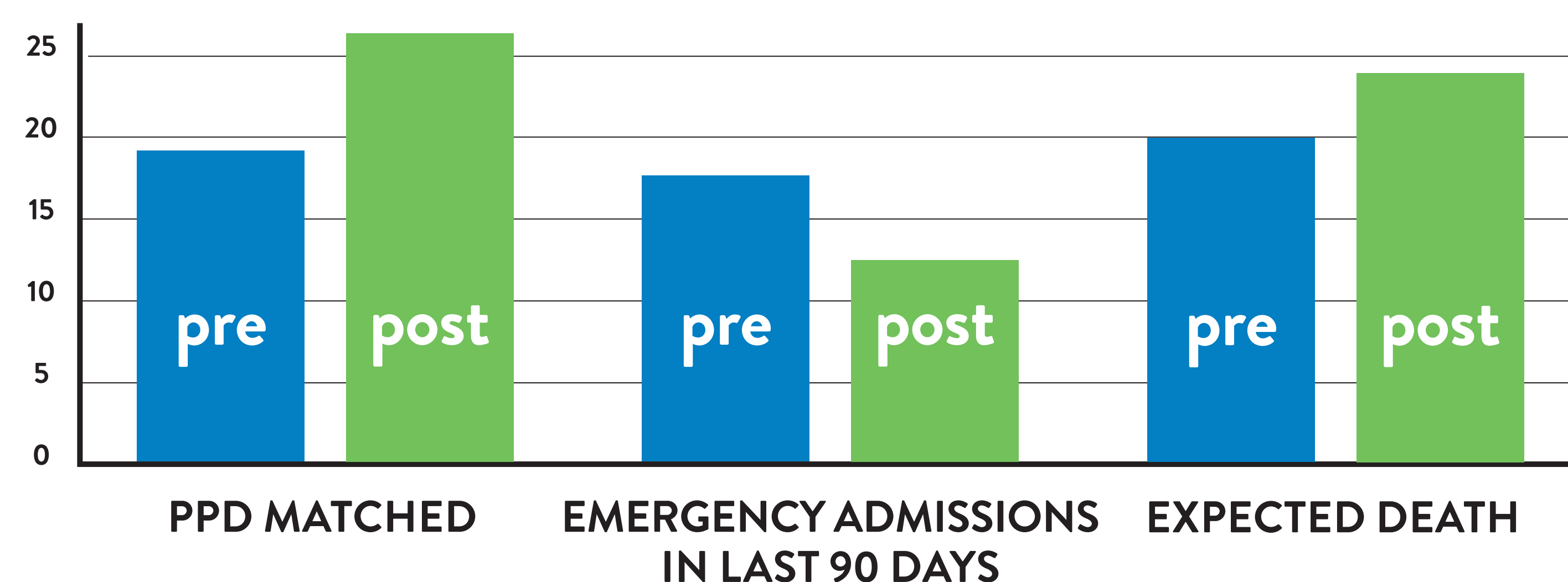
Knowledge, skills and confidence of Care Home Staff (self-assessment from 8 homes, 20 staff)



Advance Care Plan and Supportive Care Plan Documented (based on up to Last 5 Deaths (pre and post programme\*). Total 7 Homes, 29 deaths pre and post programme).



Matched POD, Emergency Admissions in last 90 days, expected deaths.



## Conclusion

The education programme has demonstrated increase in skills and confidence and reduced hospital attendance. Joint working with partners has led to improved understanding, relationships and a shared business case for a future support model.

## Authors

**Kate Palmer**, Care Homes Support Clinical Nurse Specialist  
**Rebecca Brown**, Care Homes Support Sister

