

The Practice Manager

Fax:

6th October 2008

Dear Colleague

Forthcoming developments at St Catherine's

You may already be aware of our plans to develop St Catherine's community care at home. I write now to explain the level of service we envisage offering in partnership with you.

Service outline

From 2009 we will enhance the quality of care we provide to hospice patients and their families at home. This will incorporate:

- a central point of contact at the hospice 8am-8pm
- holistic assessment, advice and support via telephone and visiting 8am-8pm, seven days a week; and enhanced on-call arrangements by phone (with visits in exceptional circumstances) 8pm-8am
- a component of practical care, delivered by a small team to provide 'hands on' care at critical times, to complement your services
- early-intervention programmes run by St Catherine's Day Services at the hospice.

The benefits we envisage for patients are:

- more of those who wish to receive care and to die at home, will be able to do so
- fewer urgent admissions to the hospice or hospital for pain and symptom management
- opportunities for patients to attend a variety of short-term support programmes through our day service, focused on improving quality of life. These will be particularly appropriate for patients with earlier disease or non-malignant diseases

We will continue to provide in-patient care for those in need of symptom control, respite care and end of life care.

How these changes will work in practice

St Catherine's Hospice receives referrals from West Sussex and Surrey PCT areas and there is significant variation in service provision. The key to achieving the best outcome for patients will be through a close working partnership with you. We are committed to preventing any duplication of services. We aim to assist by providing rapid and simple access to care for hospice referred patients and families at key times.

St Catherine's community nursing teams will cover our wide geographical area. Following assessment, patient and family care will be shared across our two teams of staff. This will replace individual caseload management to improve continuity over the 7 day week.

Next steps

We are in discussion with PCT managers and referrers to our service and are keen to get the input of key healthcare colleagues to ensure we develop this service in partnership. With this in mind, we would like to invite you to hold one of two dates in your diaries for upcoming information events on the **10 November OR 1 December 2008**, where we will discuss in more detail our St Catherine's community service from the New Year.

Regular updates on our service developments can be found at www.stch.org.uk/healthcareprofessionals/serviceupdate, or simply follow the link from our home page. If you have any specific queries you'd like to discuss, please email us at serviceupdate@stch.org.uk.

With very best wishes,

Sarah Pearce, Lead Nurse – Community Care