

Hospice at home

Big Conversation
Tuesday 18th March 2025



Our Big Conversation events are supported by:



Welcome and introductions

Anita Hayes, Clinical Quality Lead
Hospice UK

Housekeeping



Please keep your mic muted unless you are speaking or asking a question



Please note that the presentations (excluding the Q&A) are being recorded.



The recording and slides will be shared with you after the event, and we'll notify you by email



Please use the Chat function to ask any questions



AI bots are not permitted in these meetings and will be removed

Agenda

14:00	Welcome and Introduction	Anita Hayes, Clinical Quality Lead, Hospice UK
14:10	National Association for Hospice at Home (NAHH)	Sue Eskins Chair and Trustee (Retired Palliative Care Nurse, ADHD Specialist Coach) Dr Lyndsey Cardwell, Community Lead Nurse
14:40	The Association of Palliative Day Services (APDS)	Nikki Tuff Elaine Stevens Zenab Ali Esther Reilly
15:10	Q&A	All
15:25 - 15:30	Close	Anita Hayes, Clinical Quality Lead, Hospice UK

Big Conversations

The Big Conversations series comprises webinars, workshops, and roundtables that enable our members to:

- learn more about key issues
- share knowledge and experience to inform our work
- discuss problems and solutions with peers
- get practical guidance to move work forward

We invite you to continue engaging with us in the months ahead, as we explore a range of important topics.

Scan Me



Hospice activity outside of Inpatient units

Hospice Reach, UK, 2023-24

2023-24:

Hospices across the UK provided palliative and end of life care to **310,000** people

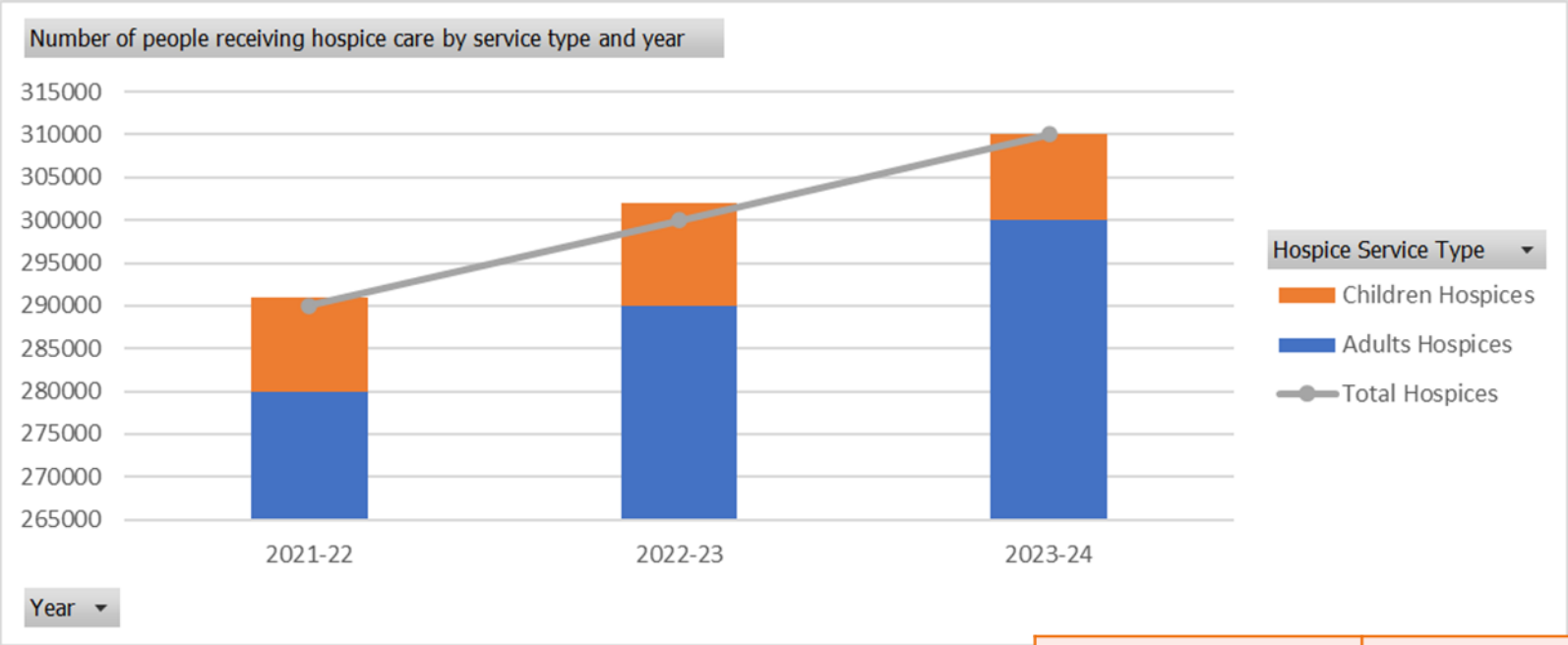
Hospices provided direct support services to **92,000** family and loved ones

Compared to last year:

Care to patients is slightly higher than last year (although it is slightly lower in the children's sector)

Care to family and loved ones is significantly higher than last year due to a focus on better reporting

Hospice Reach, UK, over the past 3 years



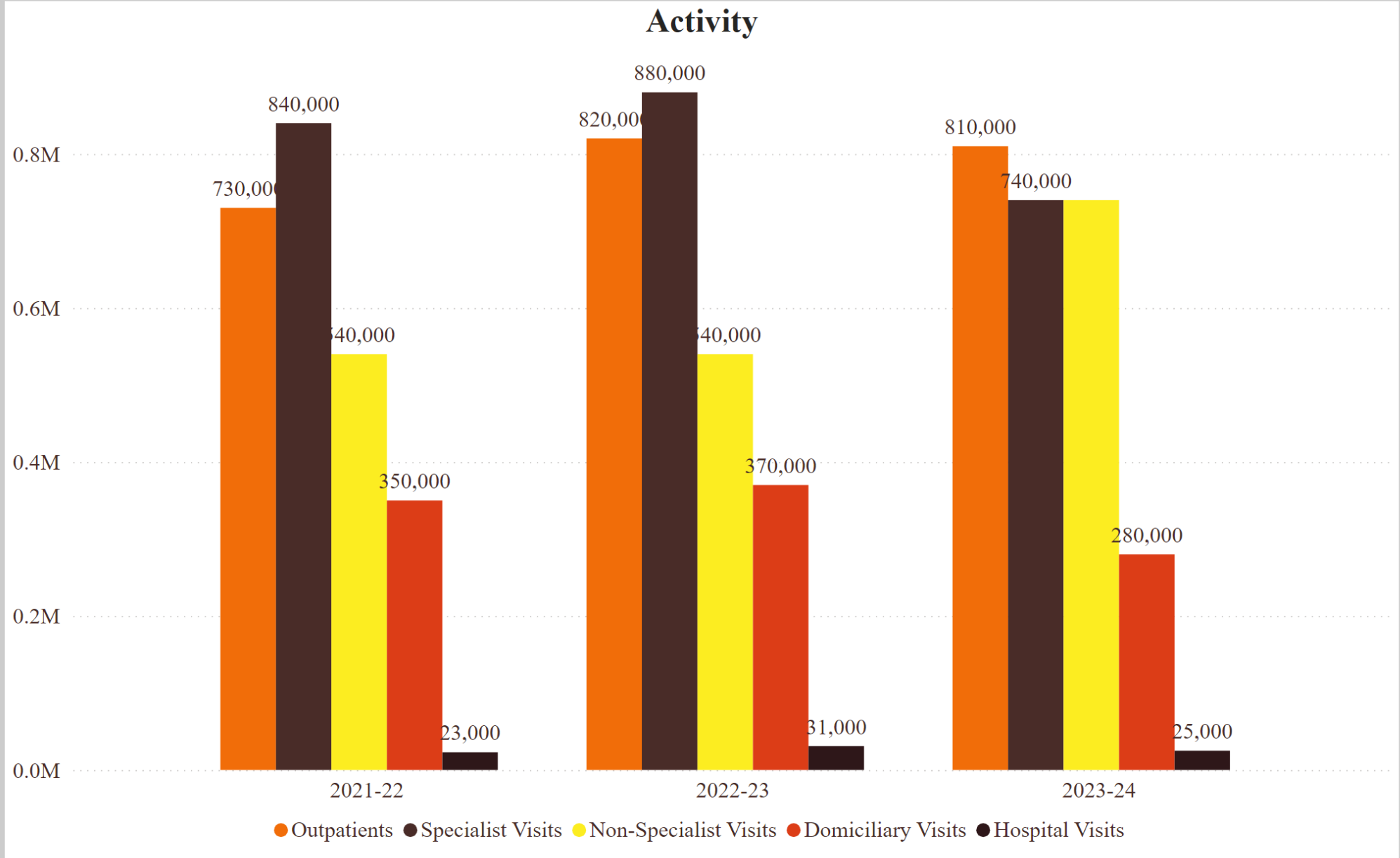
Year	Adults Hospices	Children Hospices	Total Hospices
2021-22	280,000	11,000	290,000
2022-23	290,000	12,000	300,000
2023-24	300,000	10,000	310,000

Hospice Activity Contacts, UK, 2023-24

- Activity contacts:
- **740,000** visits were made by specialist palliative care nurses and doctors to hospice patients at home.
- **740,000** visits were made by generalist healthcare staff to hospice patients at home (including nurses, healthcare assistants, social workers and carers).
- **810,000** outpatient appointments were made by hospices for physiotherapy, counselling and other support services.
- **630,000** days and nights of inpatient care were provided by hospices in the UK.
- **440,000** appointments were provided to patients' families and carers, including counselling and bereavement support.



Activity Breakdown



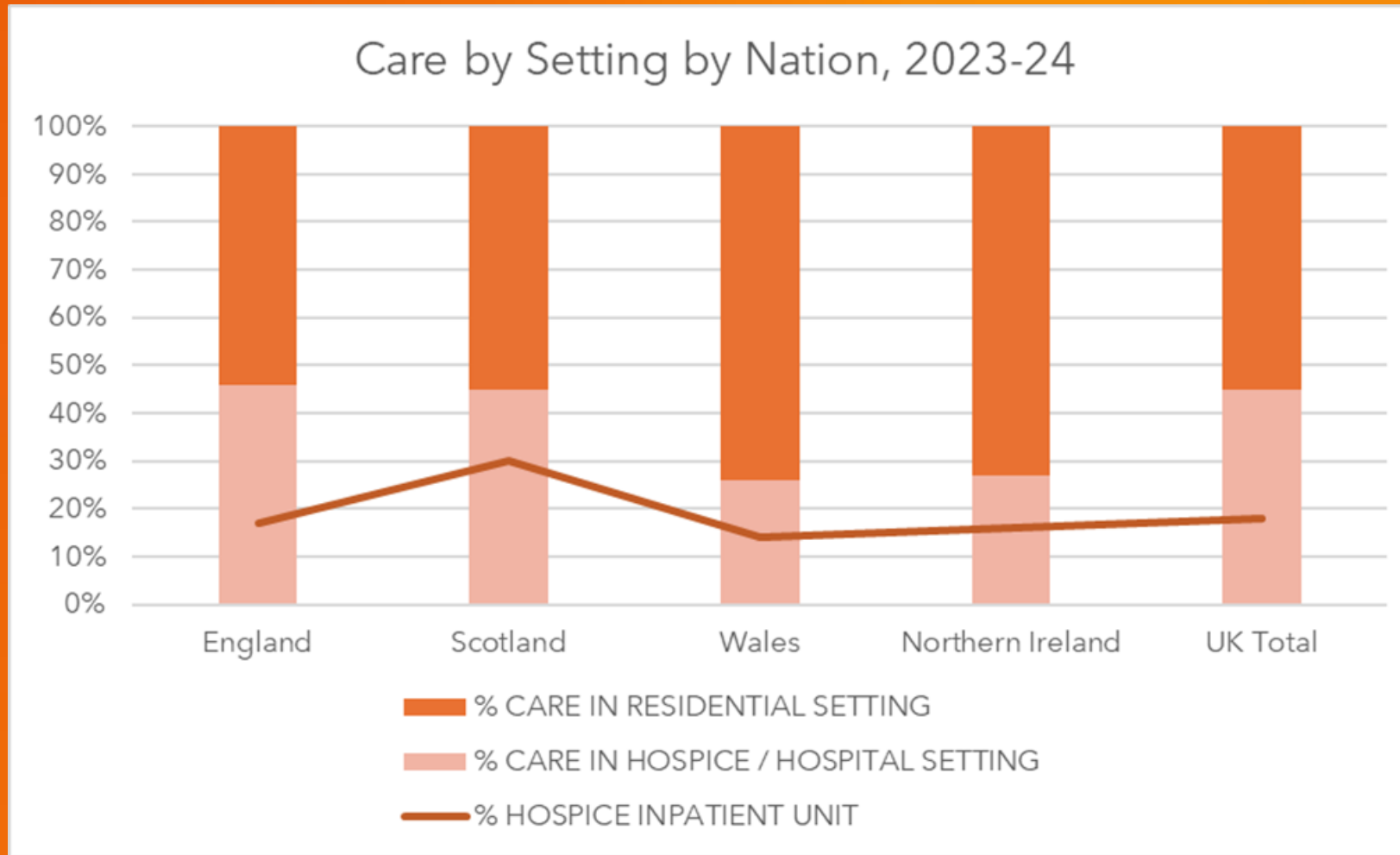
Metric Selection

- ☒ Domiciliary Visits
- ☒ Hospital Visits
- ☒ Non-Specialist Visits
- ☒ Outpatients
- ☒ Specialist Visits
- ☐ Beddays Occupied

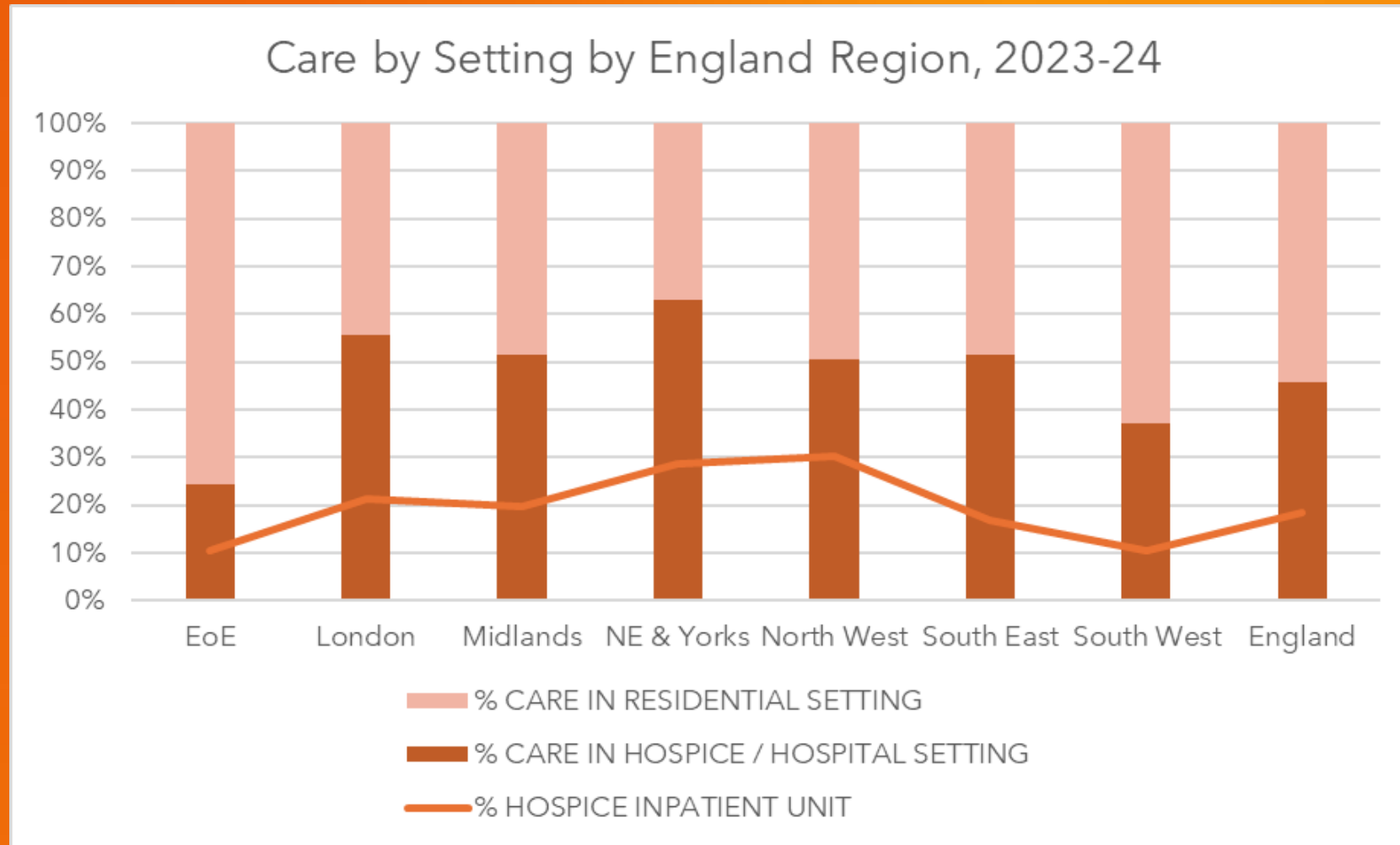
Where care is delivered, UK, 2023-24

- 55% of hospice activity was delivered in a person's place of residence
- 45% of hospice activity was delivered in a hospice or hospital building
- 18% of hospice activity was in a hospice inpatient unit
- This is the same as last year

Place of care by nation, 2023-24



Place of care by England region, 2023-24





Sue Eskins Chair and Trustee (Retired Palliative Care Nurse, ADHD Specialist Coach)

Dr Lyndsey Cardwell (Community Lead Nurse)

NAH-Purpose

- ▶ We are a Charitable Incorporated Organisation (CIO) with an executive committee of Trustees associated with the Hospice at Home ethos and service provision.
- ▶ We welcome members from across the Multi-Disciplinary Team providing patient care and carer support.
- ▶ We aim to support Hospice at Home and Community Services organisations, as they strive to grow, improve the patients experience of living well until dying and end of life care



national association
for **hospice at home**



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VISION

- ▶ The NAHH aims to **inspire** and **support** Health Professionals, carers and families to deliver **best quality** palliative care in adults' homes.



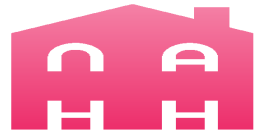
national association for **hospice at home**

- ▶ The NAHH was originally established in September 2000 as the National Forum for Hospice at Home, the name was changed from forum to association in 2010 to reflect the growing body of member services.
- ▶ In August 2014, the NAHH became a registered Charitable Incorporated Organisation, and the Executive Committee became Trustees of the charity



national association
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- ▶ Trustees are **all experienced professionals** who have gained knowledge of palliative and end of life care and are currently working or have worked in organisations that provide Hospice at Home. Trustees and committee work as an addition to their normal employment and requires attendance at a minimum of six meetings a year, an annual conference and quarterly learning network meetings.
- ▶ Associate trustees are experienced professionals who may not have the capacity to commit to full Trustee role , but their expertise is vital to NAHH in order to provide up to date evidence based and practice based support to the members.
- ▶ We are all **volunteers**



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Membership

- ▶ **Hospice at Home is a core service in enabling end of life care at home. NAHH is dedicated to promoting the cause of Hospice at Home at a local, regional, and national level. It's elected executive committee welcomes applications for membership from:**
 - Hospice at Home services
 - Services providing palliative/end of life care at home which may, or may not, have hospice in their title
 - Services planning to set up a hospice at home service or equivalent
 - Membership includes NHS services and those working in collaboration with others
- ▶ The membership year runs from 1 April – 31 March and the cost for each organisation to join is £125 per year. Organisations can [join the NAHH as a member](#) via the website



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Why Join?

These are the member benefits:

- Discounted rate for conference attendance
- Networking opportunities and support from the Hospice at Home Community
- Access to The Learning Network sessions
- Free advertising on the NAHH website
- Access to resources, research, and information
- Input into national policy and legislation regarding matters relevant to Hospice at Home services e.g. hospice@home toolkit

Factors Impacting Hospice@Home

- ▶ Government policies
- ▶ Financial resources
- ▶ Patient choice - where to die
- ▶ Avoiding hospital admission
- ▶ Support to families and carers
- ▶ Rapid discharge
- ▶ Primary Care challenges

LEARNING NETWORKS

- ▶ These sessions are an opportunity to learn, revisit and reflect on current topics and themes with like minded health care professionals. By sharing current practice and past experiences we aim to ensure patients and carers are given the best possible support.

Previous topics include:

- ▶ End of life planning
- ▶ End of life care in Prisons
- ▶ Fatigue and breathlessness

The Learning Network will next meet on:

Wednesday 12 March 2025

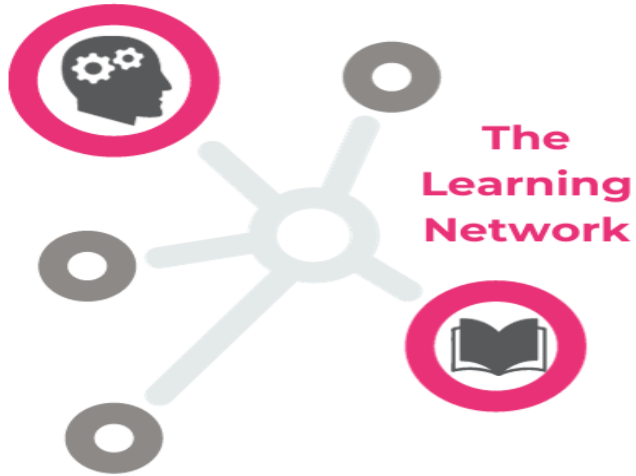
The Learning Network will start at **10:00**.

We are looking forward to hearing from our very own NAHH Trustee:

Sue Eskins and Lyndsey Caldwell will be facilitating an open forum on **Assisted Dying**

An opportunity to discuss, reflect and ask questions in a safe confidential space.

[Click here to secure your place](#)





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VIRTUAL CONFERENCE

‘Working as a Community in a Community’

Thursday 12th June 2025

SAVE THE DATE



NAHH Virtual Conference

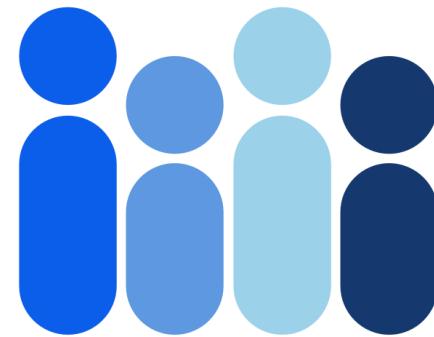
Home is where the heart is

Thursday 22 June 2023

- ▶ Keynote Session and Q&A: Optimising Hospice at Home Care Delivery: Co-Design, Pilot- Implementation and Evaluation of an Interactive Online Toolkit . Dr Rasa Mikelyte and the Research Team
- ▶ Complex Conditions: Palliative care challenges in advanced liver disease. Dr Beverley Clarke Compton Care
- ▶ Complex Conditions: Motor Neurone Disease. Dorinda Moffatt Prospect Hospice
- ▶ Complex Conditions: Dying at home with agitation and restlessness. Dr Sarah Klinger Rennie Grove Peace Hospice Care
- ▶ Complex Conditions: Metastatic Spinal Cord Compression - An Introduction. Becky Harris Sue Ryder Leckhampton Court Hospice
- ▶ An update on CSNAT. Dr Gail Ewing Cambridge university
- ▶ Your Shout – Bring your questions and discuss with your Trustees and Peers

HOSPICE UK BIG CONVERSATION 18TH MARCH

- Nikki Tuff
- Elaine Stevens
- Zenab Ali
- Esther Reilly



Association of
Palliative Day
Services

JOIN THE APDS TODAY!

We are proud to be a multidisciplinary membership organisation that welcomes the diverse range of professionals working within palliative day services.

Membership is open to any day service department

The rate for unit membership is just £70



Private Facebook Group Access

An online forum for sharing best practice, expertise, and ideas. In addition to the forum, members can also upload documents to share any interesting pieces, articles, or policies relevant to day services.



FREE Webinars

To provide comprehensive training in the delivery of specialist palliative care within day services setting and equip members with the tools to deliver high quality services.



Reduced Fees for the Annual Conference

The annual conference features insightful workshops and lectures, delivered by carefully selected key speakers. A rich learning programme interspersed with social activities, networking, plus open debate, and discussion among members.



Your Shout

We want to hear from you. The APDS host regular webinars, to allow members to share best practice, and offer peer support

APDS ANNUAL CONFERENCE

Save the Date!

We are busy putting together the programme for the 2025 annual APDS conference.

We hope to see you there!



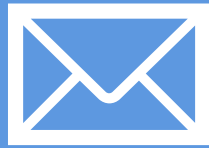
SAVE ^{THE} DATE

Thursday 2 October 2025

The Burlington Hotel, Birmingham



CONTACT THE APDS



Email us
admin@apds.org.uk



Call us
01329 800580

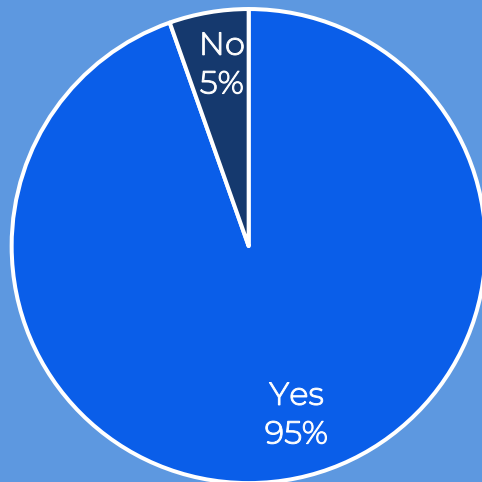
Find out more www.apds.org.uk

APDS SURVEY RESULTS

- For all Day Services in UK
- August 2021 (53 responses) & May 2023 (37 responses)
- Understanding changes to services during the pandemic
- What services are being delivered
- Changes and challenges faced

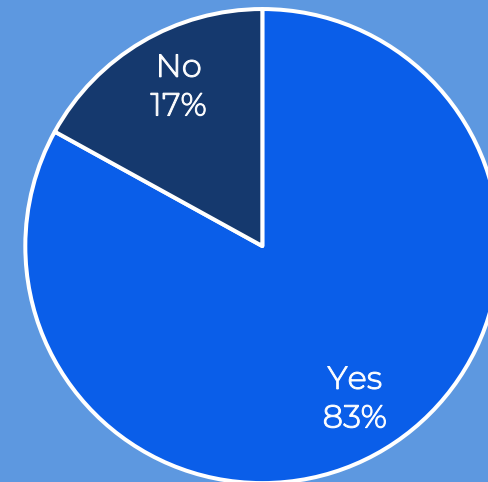
IS YOUR DAY SERVICE CURRENTLY OPEN?

2023 Data



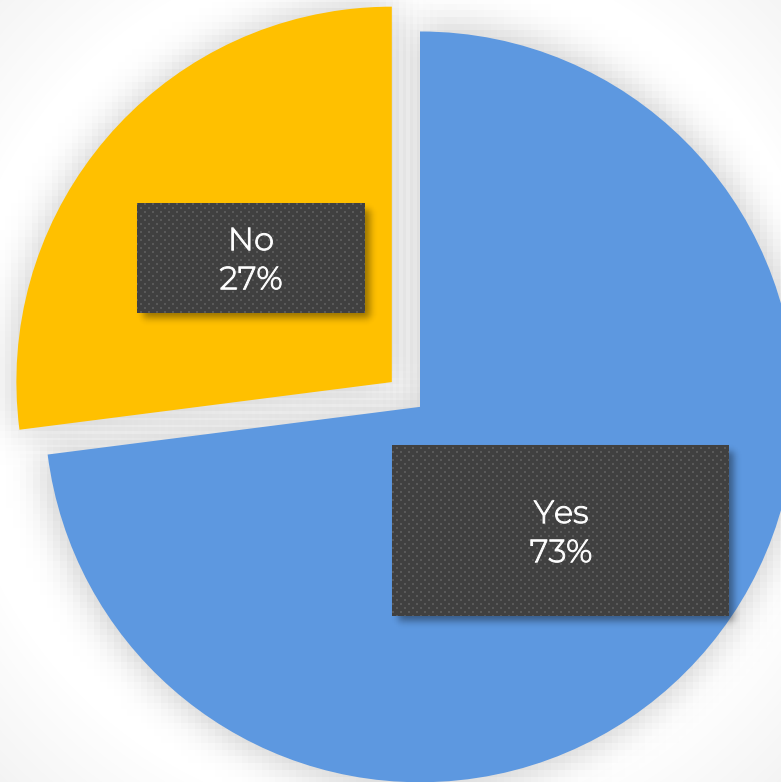
■ Yes ■ No

2021 data

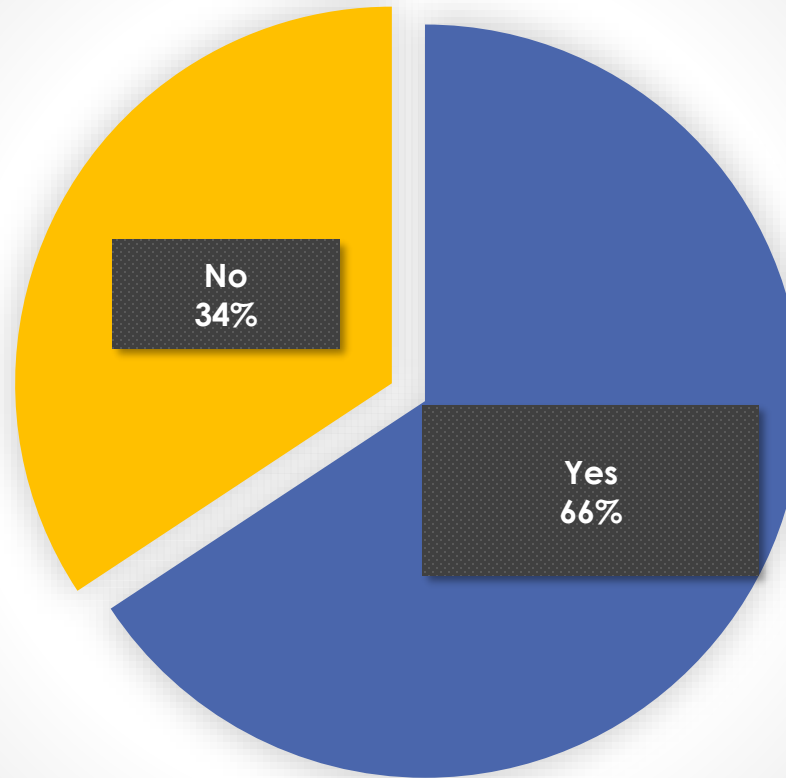


■ Yes ■ No

OVER THE PAST 2 YEARS HAS YOUR DAY SERVICE
UNDERGONE, OR IS UNDERGOING, RESTRUCTURING?



HAVE YOUR SERVICES MOVED TOWARDS SESSIONAL GROUPS /SHORTER DAYS
I.E. PATIENTS ATTEND FOR THE MORNING OR AFTERNOON?



WHAT KEY CHANGES YOU HAVE SEEN WITHIN YOUR DAY SERVICE OVER THE PAST YEAR?

Slow to new referrals after reopening

Introduction of a Younger person's day

Goal based approach

More variety of service

Community working with HUBs

Transition group for young adults moving over from children's services to adults

Introduction of Living Well Programme, More dependent patients being referred.

Return to predominantly face to face. Introduction of a Wellbeing Café.

Increasing patient complexity as routine.

We are trying to change the model but staff resistant

Embedding new programs/ groups

The Key changes have been reducing the session times and increasing capacity. Listening to the patient's feedback and changing services.

an increase in referrals for people with respiratory illness

relatives bringing patients rather than volunteers (pre covid)

Venue changes, moving out into community

Open social group run by volunteers.

FAB

Introduction of OT and Physio.

MODELS OF CARE

- Hub model
- Drop in sessions
- Timed programmes

SERVICES BEING DELIVERED

Drop in sessions

Therapeutic art
groups

Music therapy

Counselling

Complementary
therapy

Yoga/Tai Chi

Exercise

Rehab

Creative writing

Breathlessness
management

Guided
relaxation

Mindfulness

Walking groups

Blood
transfusions

Symptom
management

Horticultural
therapy

Choir

Carers café

BENEFITS OF DAY SERVICES

- Gentle introduction to services
- Early intervention, support & empowerment
- Impact on social isolation
- Watchful wait is key
- Cost effective way to see larger numbers of patients

VISION FOR HOSPICE CARE



“You matter because you are you, and you matter to the end of your life. We will do all we can not only to help you die peacefully, but also to live until you die.”

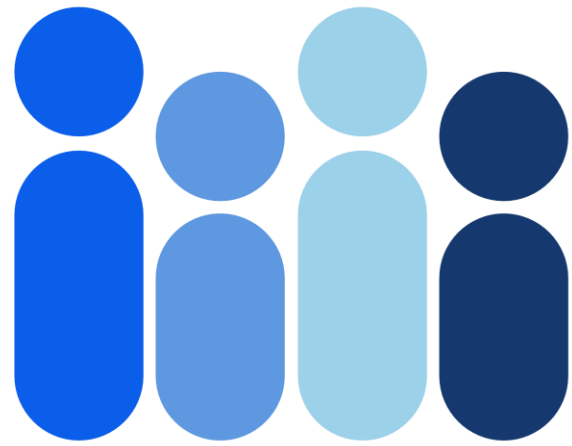
Dame Cicely Saunders

DATA/ RESEARCH

- Where is the national data and research on benefits and impact of hospice day services?
- Pre Covid research
- Post Covid research

OPPORTUNITIES

- Links with Compassionate Communities
- NHS Long Term Plan- Universal Personalised Care
- Income generation streams



Association of
Palliative Day
Services

THANK YOU

any questions?

Q&A

Feedback Survey

Hospice at home webinar - Big
Conversation



Please consider sparing a few minutes to answer this survey, so that we can continue to improve future Big Conversations events:

<https://forms.office.com/e/cx9Y6784aX>

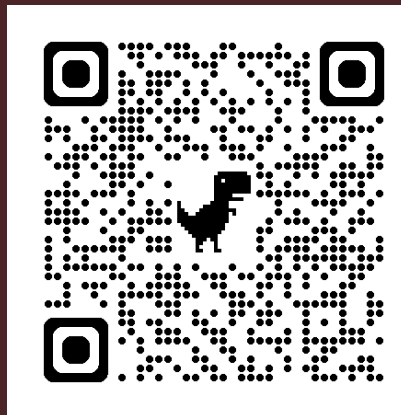
Jobs Board March 2025 Sale

All job listings on our Jobs Board are half price from 1st March to 31st March.

Check out our packages starting from just £74 for a standard listing.



Scan Me



Stay up to date



Scan me

Our [Member Update page](#) is updated regularly so you can keep up with our key work and priorities from week to week.

The page is hidden from the public and will not come up in web searches, so we'd recommend bookmarking it!

Thank you



Our Big Conversation events are supported by:

