

Providing a seven-day SPCN service from Ayrshire Hospice (Cassidy 2019)

Inputs

Investment

- Indirect costs to market the new service and engagement with stakeholders to be considered
- No direct set up costs
- Running costs: current staffing SPCN band 6 x 8 WTE + 1 0.8 total costs : £401,922

Additional Resources

- SPCN enhanced payments
Saturday total £11,596
Sunday total £15,675
- Travel costs £7,552
- Telephone costs £500

The Service

Journey through Service

Referral routes

- Input at weekends only to patients who have been referred to hospice services/on current caseload
- SPCN/ IPU CN or medical staff
- Patients & families in the community

Service delivery

- SPCN follow up calls to patients highlighted for review
- Specialist palliative care assessment/support/advice
- Symptom management
- Respond to crises calls

Partnership working

- Support district nurses and GPs
- Support district nurses and GPs
- Support district nurses and GPs
- Contact with social services
- Joint visits where required
- Guide & support Respite & Response team
- Liaise with IPU team regarding admission/discharge
- Direct links with medical staff

Summary of Benefits

For service users

Patients and families

- Access to community specialist palliative care nurses (SPCNs) seven days a week
- Continuity and consistency of care
- Improved symptom management
- Support preferred place of care/death
- Support on discharge/prevent admission

For other local services

- Potential estimated reduction in GP call outs therefore cost avoidance estimated at £16,860.48 - £28,100.08
- Potential reduction in hospital admissions (further cost analysis to be obtained during pilot phase)

Ayrshire hospice

- Potential estimated reduction in consultant visits, cost avoidance £561.75 - £936.25 per annum
- Reduction in charge nurse time estimated cost avoidance £2,783 per annum
- Releasing time to care in IPU
- Widening access to services over seven days