



every day is special

Cotswold Care Hospice

“Where quality and choice matters”



Cotswold Care Hospice Clinical Strategy 2009-2014
Executive Summary

Introduction

Cotswold Care Hospice Clinical Strategy sets out the hospice's strategic direction for the next five years.

At its heart are the issues of quality and choice for those living with or affected by a life-limiting illness.

The strategy is the blueprint for how the hospice intends to maintain and develop its services.

It is ambitious, aspirational and challenging. However, as long as people, both patients and carers, have unmet palliative care needs, Cotswold Care Hospice will strive to develop its services and its partnerships to meet those needs.

Vision for Care Services

Provide quality palliative care where people are at the heart of all services, with Cotswold Care Hospice working in partnership to bridge the gap, provide seamless care that gives patient and carers choice.

Coupled with direct patient care will be a programme of skills and knowledge development of staff working at generalist or specialist level.

The delivery of Cotswold Care Hospice/clinical strategy will mean improved services for patients.



The Day Therapy team at Cotswold Care



The next five years

Over the next five years Cotswold Care Hospice will develop and extend its range of services. It will also incorporate new service development.



Specialist Palliative Care Services

Cotswold Care Hospice will develop and host a multi-professional team with a range of specialists, including CNS, Physiotherapist, Occupational Therapist and medical support.



In-patient Unit

In 2008 Cotswold Care Hospice commissioned an independent consultant to undertake a needs assessment and initial feasibility for an inpatient unit on the hospice site. Over the next five years Cotswold Care will progress this work, engaging in partnership in the planning and development of an inpatient unit.



Long-term Conditions and Non-Cancer Diagnosis

Cotswold Care Hospice will develop services and work in partnership to meet the needs of people with a non-cancer diagnosis. These may include, neurological, respiratory, circulatory conditions and dementia care.



Counselling Services and Bereavement Services, Day Therapy Services, Out Patient Services, Complementary Therapy

Cotswold Care Hospice will maximise its capacity in its existing services and based on need it will grow and develop care service provision to support patients and carers. These services will be augmented by new staff groups such as physiotherapy and occupational therapy.



Community Services

The majority of time, individuals living with life-limiting illness remain in the community, set against this context, services will be developed to support people to remain at home, to provide respite, prevent inappropriate admission and facilitate discharge from hospital.

Cotswold Care plans to extend its range of community support. This will include partnership working with Clinical Nurse Specialist Teams and expansion of the Hospice at Home Services.



Coordination of Care

Cotswold Care Hospice will work to ensure that care is coordinated both in the provision of its own services by operating a single point of access and work with the wider community to streamline coordination between palliative care services.





User Involvement

Cotswold Care places patient and users at the centre of care provision. Cotswold Care values the contribution users can make in the decision-making in service provision, planning and policy. We will make user involvement a central part of service delivery, review and development.



Carers

Carers provide a vital role. Cotswold Care Hospice will continue run its very successful carers' days. Through user involvement we will work with this group and partners such as Expert Patient Programme and Carers Gloucestershire to understand how best to meet the needs of this group of individuals. We will develop services accordingly.



Workforce Planning

The clinical strategy for Cotswold Care Hospice is an ambitious long-term set of objectives. We will expand the range of skills knowledge of its staff both in clinical and non-clinical teams to meet these change needs and service provision.



Education

Education is a cornerstone of Cotswold Care's palliative care provision. Cotswold Care Hospice will continue to develop its education programme to support delivery of high-quality palliative care.

The full version of the clinical strategy is "Where quality and choice matter" available by emailing sian.cole@cotswoldcare.org.uk



Summary

Talking to patients and carers, listening to their comments, reviewing user surveys and reading letters of thanks, continually reaffirms the work that Cotswold Care Hospice does. It also acts as a constant reminder that more needs to be done.

Patients and carers are still not being referred to palliative care services at the most appropriate time. Gaps still exist in service provision. Processes abound that make the navigation of services complicated for patients and professionals. Organisation boundaries prevent seamless care and financial uncertainties can make longer-term planning difficult.

Cotswold Care Hospice aims to be at the forefront of championing palliative care services in Gloucestershire and making real improvements for patient and carers. This strategy will support the delivery of these improvements.



Your Say

The purpose of this paper is to briefly outline hospice developments and to engage the views of stakeholders on these proposals.

Cotswold Care Hospice welcomes your views on its five-year strategy. If you have any comments or feedback on the strategy, please send them to sian.cole@cotswoldcare.org.uk

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What you say about Cotswold Care Hospice

"It was so difficult coming to terms with the diagnosis, finding a time to do this, in a safe environment was so helpful."

Counselling client



"My counsellor was so calm and reassuring, she skilfully brought out of me the real issues."

Bereavement client

"I could not have wished for a more professional and caring group of staff."

Patient received outpatient service



"I was so exhausted, having the Hospice at Home nurses meant I could get a night's sleep. I felt able to carry on caring. Two days later my wife died and I felt I had done the best I could for her."

Carer

"Day Therapy was great. It came at just the right time. It made me realise that I wasn't alone. I now feel more optimistic and positive."

Day Therapy patient

Picture courtesy of Gloucestershire Media

“ I'm here at Cotswold Care Hospice because I want to live. Thanks to Cotswold Care I know there is life after cancer. ”

Patient Joe Moore



every day is special

