Manchester Macmillan Supportive and Palliative Care Program
(MMSPCP)

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Pre 2015

Community palliative care services in North Manchester were insufficient
• patients unable to access the care they needed
• at the time they needed it
• in the place they needed it

No local hospice therefore no local hospice services

Community staff were under-resourced
• struggling to deliver co-ordinated, integrated proactive care
• frequently responding to crisis
• deaths in hospital at 10% higher level than national average
Manchester Health & Care Commissioning (MHCC)

- Population of 639,000
- North Manchester represents 1/3 of this
- 8.2% of North Manchester residents are not in good health compared to 7% in south and 6.2% in central
- Acute Trusts include North Manchester General Hospital and Manchester Royal Infirmary
- Hospices all lie outside the combined CCG of both north, central and south
- Location of NMMPCSS Office

Manchester Local Care Organisation
Working Collaboratively

- Macmillan Cancer Support and Commissioners identified limited access to community palliative care and hospice care in north Manchester
- Part of MacMillan cancer Improvement partnership (MCIP)
- North Manchester was always a test for a citywide model
- With the aim to replicate and expand the new model and pathways across the city of Manchester
- Reduce the variation in care
Proposed Model – from April 2015

• Integrated multi-disciplinary team with Consultants, GP, Manager, Macmillan Nurses, Assistant Practitioners, Physiotherapist, Occupational Therapist, Dietician, Speech and Language Therapist, Volunteer Co-ordinator, Administrators and Medical Secretary

• **8am-8pm, 7 days a week** (out of hours access to hospice advice line)

• For patients with **any** life limiting illness

• **Daily** meeting with District Nurses at Palliative Care ‘hub’

• Respond to all referrals **within 24 hours**, ensuring most appropriate professional makes initial visit

• Team members linked to hubs to provide continuity to patients, but meetings/MDT/shared triage give overview of patients active to team
**NMMPCSS HUB**

- Triage clinician 8am—8pm 7 days/week
- Community consultant & MDT base
- GP specialist interest in palliative care
- DN liaison & Volunteer Co-ordinator roles
- 24/7 telephone advice line (with hospice)
- EOLC ‘hospice at home’ provision

**Locality 1**
- GP practices & DNs
- Care homes

**Locality 2**
- GP practices & DNs
- Care homes

**Locality 3**
- GP practices & DNs
- Care homes

**Locality 4**
- GP practices & DNs
- Care homes

**Hospice Support**
- Hospital specialist palliative care team

**Acute Trust**
- Telephone advice line 8pm-8am

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**Manchester Local Care Organisation**
**Integrated, Co-ordinated Care**

**Community Care**
- Daily meetings with District Nurses and NMMPCSS
- Populating palliative registers and proactively supporting palliative care meetings
- Board to ‘track’ patients out of the community setting in hospitals and hospices

**Hospital/Community/Hospice Care**
- Reconfiguration of North Manchester Hospital Palliative Care MDT meeting to include NMMPCSS and subsequently NM District nursing service
- Community and Hospital Consultants providing in reach and outreach between hospital and community services
- NMMPCSS staff in reaching into hospital/hospice services for patients requiring support, admission/discharge
- Shared Consultants between neighbouring hospitals and NMMPCSS

Manchester Local Care Organisation
Multidisciplinary, Multi-agency Care

- Joint working with district nursing service
- Joint working IV therapy service to maintain patients in their own home
- St Ann’s Hospice outreach complementary service from the hub
- The Christie Lymphoedema outreach clinic from hub
- Hospital chaplaincy outreach project
- CHC representative working with NMMPCSS one day/week
- Supporting care homes to provide palliative and end of life care
- Inpatient palliative care bed in Crumpsall Vale (intermediate care unit)
- Supporting patients with palliative needs in Park House (secure mental health unit in North Manchester)
- Volunteer co-ordinator utilising the voluntary organisations to benefit patients/relatives
- New End of Life Facilitators (city wide)
Support for patients and families by patients and families

• Social Group for patients, families and informal carers

• Bereavement Group

• Memorial Service
Education and Training

• New Nurse Educator role within the Team 2017 – funded by Macmillan with Commitment from Trust to continue funding
• Supporting: ‘Ambitions for Palliative and End of Life Care’ (2015), ‘Our Commitment to you for end of life care’ (2016) – the right people with the right knowledge and skills to deliver high quality personalised care
• City-wide Workforce Learning and Development Group
• North Manchester Team – Educator role to support skills to deliver a core offer:
  - Syringe driver training
  - Advance Care Planning Workshop
  - Palliative Care Modules
  - Sage and Thyme
  - Verification of Death
  - Students – medical, nursing, therapy
  - Link Group
  - Lunch and Learn
  - Promoting on-line training
  - City wide support
• Team development – review of own education and training needs and access, competencies, supervision
Care Homes

• Inequity across the city in provision of clinical and education support

• Specialist Palliative Care Team always supported clinically and provided education programmes over a number of years – GSF, Six Steps, Foundations in Palliative Care with support from Commissioners

• Care Home Forum facilitated by Team since April 2017 – well evaluated, challenges in maintaining. Support city wide from North Team.

• Current Education support:
  
  ACP training to Advanced Practitioners  
  ACP Workshops for Care Home Staff
  
  Syringe driver training  
  Access to Trust training secured
  
  Regular visits from Band 6 and A/P to each home  
  Link Group
Referrals to Pilot Site

Total No. Referrals to NMMPCSS

- 2015-16
- 2016-17
- 2017-18

Manchester Local Care Organisation

MACMILLAN CANCER SUPPORT
Patients Dying in their Preferred Place of Death (PPD)

% Patient on Caseload Dying in their PPD

2015-16

2016-17

MACMILLAN CANCER SUPPORT
Manchester Macmillan Specialist Palliative and Supportive Care

- Macmillan grant funded - £5.2m over 4 years
- Business case approved by MHCC
- Manchester Local Care Organisation
- Implementation team – fixed term (2-3.5 years)
- Clinical Team
- Citywide Team, 3hubs
- BAU on cessation of Macmillan funding
Manchester Local Care Organisation

- MLCO was formed on 1st April 2018
- Bringing together teams from health and social care mental health voluntary sector and primary care to deliver new models of care across the city is delivered in 12 neighbourhoods across the city in 3 localities north, central and south
- In 3 localities South, Central and North Manchester
Our ongoing aims...

1. Patients and their relatives are able to access high quality, multidisciplinary, integrated care in a timely manner.

2. Patients and their relatives are able to receive care that is co-ordinated in order for healthcare professionals to identify and meet their needs.

3. Patients and their relatives are able to discuss their wishes, their priorities for care in life and into death, and be cared for in the place of their choosing – most commonly their own home.