

Hospices of Birmingham and Solihull (HoBS)

Guide for Referrers

Joint Hospice End of Life response to Covid-19.

Intention:

To provide a joint service covering Birmingham and Solihull, with the potential to expand across a wider area if required (this would require assistance from other hospices).

The service is designed to:

- Reduce inappropriate 999 calls and A&E attendances for patients with a palliative diagnosis.
- Expedite transfers from acute care to home for end of life (EOL) patients (aim within 2 hours 8am–8pm, 7 days a week).
- To provide support to all providers (including paramedics, GPs, acute trusts, nursing homes, district nurses and others as required), families and patients.
- Assist current systems to undertake verification of expected deaths where the patient has been seen by a GP within 28 days.
- Ensure end of life care is available to all, albeit at a different standard to the usual hospice provision including.

Overview:

HoBS is a call centre staffed by specialist EOL clinical nurse specialists and clinical administrators and is supported by a 24/7 palliative consultant on call rota.

St Giles Hospice's existing 24/7 advice and referral centre will continue to operate for BSol CCG North Birmingham practices and its referral pathway remains the same. This is accessible by calling 0330 330 9410

HoBS has direct links with:

- District Nursing Services in Birmingham Community and Solihull
- West Midlands Ambulance Service
- End of life element of the Nightingale Hospital at the NEC
- Solihull Community Palliative Care Team
- St Giles Hospice on 0300 330 9410
- Verification of Death service for Birmingham and Solihull

These providers will have specific phone numbers to ensure rapid access to HoBS.

Three pathways have been identified for patient referrals:

1. Advice/signposting only
2. Admission to an Inpatient Unit at one of the three hospices
3. Care provided at home via a joint community service (RNs and HCAs) with support provided by palliative care consultants, pharmacists, AHPs and social worker support.

Anticipated Patient Cohort:

- End of life Covid positive patients
- End of life palliative patients who are Covid-19 positive
- End of life palliative patients
- Palliative patients requiring ongoing support but who are not yet end of life

HoBS will primarily provide care for the first three cohorts with other internal pathways managing the fourth group; shielding health care professionals will maintain virtual and telephone support for these patients. If essential visits are required these will be arranged via HoBS.

How to contact HoBS

Direct access line for health care professionals:

HoBS

(Hospices of Birmingham and Solihull)

0121 809 1821

Email: hobs.referrals@nhs.net

- Community specialist palliative care advice
- Specialist palliative care pharmacy, OT & physiotherapy
- Rapid Response Team for end of life care at home
- Hospice at Home
- Specialist palliative medicine consultant advice

Patient phone line for HoBS - 24/7

0121 809 1900

There are 10 lines available and a call waiting mechanism is in place.

HoBs Pathway

