



Out of hours care for adults approaching end of life

Background

Almost 20 years ago in 2004, NICE Guidance on Improving Supportive and Palliative Care for Adults with Cancer set out expectations for specialist and generalist palliative care. This included a key recommendation for the need to have mechanisms implemented within each locality ensuring medical and nursing services are available for patients with advanced cancer on a 24-hour, seven days a week basis, and those providing generalist medical and nursing services have access to specialist advice at all times.

NICE End of Life Care Quality Standard QS13 expands on the 2004 guidance. Originally published in November 2011 and updated in September 2021 QS13 states adults approaching the end of their life (regardless of disease or medical condition) and their carers (should) have access to support 24 hours a day, 7 days a week. This builds on NICE guideline NG142 published in October 2019 which states in providing out-of-hours care for adults approaching the end of their life, their carers and other people important to them, should have access to

- a healthcare professional available 24 hours a day, 7 days a week who can access the person's records and advance care plan, and make informed decisions about changes to care
- an out-of-hours end of life care advice line
- an out of -hours pharmacy service that has access to medicines for symptom management in adults approaching the end of their life.

Through a collaborative clinical approach, the C&M Palliative and End of Life Care Clinical Network developed a specification for out-of-hours access to specialist palliative care advice 24hours per day and face-to-face review 7 days per week back in 2004, updated in 2012. This has since been reviewed and revised in line with NICE Quality Standard QS13 and NICE guideline NG142. Localities at PLACE based partnership level have reviewed their compliance with Cheshire & Merseyside Palliative and End of Life Care Clinical Network Guidance for Providing Clinical Review - Out of Hours and Specialist Palliative Care Advice 24/7: APPENDIX 1

Summary of Review

Cheshire & Merseyside Palliative and End of Life Care Clinical Network Guidance for Providing Clinical Review - Out of Hours and Specialist Palliative Care Advice 24/7 (template 1)

Model for providing 7 day face to face review/assessment : With the exception of Southport & Formby (with West Lancs) who operate an integrated model, other areas providing a seven day service work to a model of a hospital service and a separate community service
The areas NOT providing 7 day face to face review/assessment are Cheshire East in either setting of hospital/community; Warrington & Halton hospital and Halton community.

All CNS's have access to a consultant for advice

Advice to Health and Care professionals: Not all areas have a single point of contact during the hours of 9am-5pm but all areas have a single point of contact for health and care professionals from 5pm to 9am. Staff giving advice all have access to a consultant for support though the member of staff giving telephone advice at a band 6, in line with the guidance, is only present in 4 of 9 PLACES.

Advice to patients and carers: The availability of advice to patients and carers through a single point of contact during the hours of 9am to 5pm AND 5pm to 9am is low with only 3 PLACES having this established.

Governance and Operational Framework: Cheshire & Merseyside Palliative and End of Life Care Clinical Network Guidance for Providing Clinical Review - Out of Hours and Specialist Palliative Care Advice 24/7 advises that a robust clinical governance framework is required for all 'out of hours' services. The governance framework should include all SPC providers within the PLACE based Partnership and there should be an operational policy. Not all areas are fully compliant with the guidance.

Out of -hours pharmacy service that has access to medicines for symptom management in adults approaching the end of their life (template 2)

Access to eolc medication out of hours: There is considerable variation across C&M. Overall less than 18% pharmacies are commissioned to hold eolc medication and only 4% have extended opening hours **and** stock eolc medication

Recommendations

1. Each PLACE is currently reviewing all of the PEOLC data and information pertinent to PLACE to support a local improvement plan.
This summary detailing access to advice and clinical review be considered within local planning
2. Further scoping be undertaken to understand at PLACE who can access the person's records 24/7 to support informed clinical decision making

Template 1

Specialist Palliative Care Services in the hospital and community settings at weekends and bank holidays									
Guidance	Ch East	Ch west	Wirral	L'pool	Sefton		St Helens & Knowsley	Warrington	Halton
					North	South			
The service at weekends and bank holidays is available for a minimum of 8 hours in each 24hr period	no	no	Yes		Yes		yes	Yes	No
Hospital	no	no	Yes	Yes	Yes	Yes	Yes	No	No
Community	no	No	Yes	Yes	Yes		Yes	Yes	BHs covered / not weekends
The weekend and bank holiday service is delivered by a minimum of one Clinical Nurse Specialist (CNS) at Band 7 or above who has appropriate non- medical prescribing and clinical examination training	n/a don't have service	n/a don't have service	Yes	Comm Yes Hosp Band 7 No Don't Have NMP and clin exam	No Waiting PIN	No Need Com resp ons		Yes – in the community	No Band 7 on BHs not a clinical prescriber
If the Clinical Nurse Specialist is a band 6 are they supervised by a band 7	n/a don't have service	n/a don't have service	n/a band 7 always rostered	Yes	Yes		n/a band 7 always rostered	Yes – in the community	Yes
The CNS has access to advice from a senior clinician in SPC who is a	n/a	n/a							
Consultant			Yes	Yes	Yes	Yes	Yes	Yes	Yes

Associate Specialist			no		no	No	Yes	No	No
Consultant Nurse			No		no	No	No	No	No
Senior specialty grade doctor.			Yes		Yes	No	Yes	No	Yes
Specialist Palliative Care Telephone Advice 24 hours per day, 7 days per week									
Guidance	Ch East	Ch west	Wirral	L'pool	Sefton		St Helens & Knowsley	Warrington	Halton
					North	South			
There is a dedicated single point of contact for providing specialist palliative care advice to health and care professionals between the hours of the hours of 9am to 5pm	no	no	Yes	Yes	Yes	Yes	Yes	No	No
There is a dedicated single point of contact for providing specialist palliative care advice to health and care professionals between the hours of 5pm to 9am	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
There is a dedicated single point of contact for providing specialist palliative care advice to <u>patients and carers</u> between the hours of the hours of 9am to 5pm	No	No	Yes	Yes	No Mon-Fri yes not w/e's	Yes	No	No	No
There is a dedicated single point of contact for providing specialist palliative care advice to <u>patients and carers</u> between the hours of the hours of 5pm to 9am	yes	Yes	Yes	Yes	No	Yes	No	No	No
Staff providing SPC telephone advice to health care professionals is band 6 or speciality grade Dr or above	No	Central – yes West – no	Not always	Yes	No	Yes	Yes	No	Yes
Staff providing SPC telephone advice to health care professionals has access to a senior clinician who is a									
Consultant	yes	yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Associate Specialist	No	No	No		No	No	Yes	No	No

Nurse Consultant	No	no	No		No	No	No	No	No
Senior speciality grade doctor	Yes	Yes	Yes		Yes	No	Yes	Yes	Yes
There is a clinical governance framework for out of hours services including all providers	No	Yes	Under review	Yes	Yes	Yes	Yes	No	Yes for consultant advice
There is an operational framework or policy	Yes	Yes	Under review	Yes	Yes	Yes	Yes	No	Yes for consultant advice

Cheshire & Merseyside Pharmacy Opening Hours & Stock Hold of EoL Medication Audit April 2023

The requirement for specialist palliative care medicines is often urgent and/or unpredictable. In addition, community pharmacies do not generally hold a stock of all these medicines which risks a shortfall in provision of appropriate medication for patients who are receiving end of life care. To better support availability of palliative care medicines, both within hours (8am-6pm Monday -Friday) and ideally out of hours (inc evenings and weekends) a number of pharmacists across Cheshire and Merseyside have been commissioned at Place level to hold ongoing stock of End-of-Life medicines. There was a review, by PLACE, of access to eolc medicines(figure 1) which has shown considerable variation across C&M but overall less than 18% pharmacies are commissioned to hold eolc medication and only 4% have extended opening hours and stock eolc medication.

Template 2

Place	# of Pharmacies	C&M Pharmacies Commissioned to hold EoL medication		# Contracted to maximum opening hours of 100/week		# that meet BOTH criteria (commissioned to hold EoL medication AND contracted to the maximum opening hours of 100/week)	
		#	%	#	%	#	%
Cheshire	157	38	24.20	14	8.92	8	5.10
Halton	34	5	14.71	5	14.71	3	8.82
St Helens	45	9	20.00	5	11.11	1	2.22
Knowsley	35	5	14.29	5	14.29	2	5.71
Liverpool	123	20	16.26	9	7.32	5	4.07
South Sefton	40	3	7.50	2	5.00	2	5.00
Southport & Formby	32	3	9.38	1	3.13	1	3.13
Warrington	41	9	21.95	5	12.20	1	2.44
Wirral	84	11	13.10	8	9.52	2	2.38
CM TOTALS	591	103	17.43	54	9.14	25	4.23

Total of those commissioned to hold EoL meds that open max 100 hours/week 24.27
 Total of those that open 100 hours per week that are commissioned to hold EoL meds 46.30