

USING AGE UK CARE NAVIGATORS/VOLUNTEERS TO HAVE ADVANCE CARE PLANNING IN AN ACUTE HOSPITAL TRUST

Barking, Havering & Redbridge
University Hospitals in
partnership with Age UK

Claire Edward GSF Facilitator

@EOLCbhrut1



TAKING  IN OUR CARE

Redbridge, Barking
& Havering
 ageUK

Barking, Havering and Redbridge 
University Hospitals
NHS Trust

BACKGROUND



Very little cross boundary communication of patient wishes

Patients were not being offered access to advance care planning

GSF national lead and Age UK lead discussions around using care navigators / volunteers to have ACP conversations

National EOLC care ambitions:

- Providing care tailored to peoples needs
- Fair access to care
- Co-ordinated care

PROCESS

Collaborative meetings - BHRUT & Age UK establish aims and objectives of pilot

Care navigators and volunteers are sourced by Age UK

Shadowing and learning with the EOLC Team until the volunteers / navigators are confident to have these conversations

Promotion of service:

- Board rounds
- Trust meetings
- Leaflets
- Posters

Internal and external data sharing

Formalised training in BHRUT, 3 workshops:

- Difficult conversations, role play
- Official documentation and process of sharing
- Boundary setting, both personal and with patients / family

Monthly review of service

RESULTS & FEEDBACK

12 months data

120 completed documents

90 discussions, no document completed

Statistics
76%
Died in
PPC

“It has been lovely to chat and tell someone what I want without worrying my family”

“I've not been treated as myself for so long, it has been wonderful”

“It is a privilege to facilitate patients to plan for the future”

“Cross boundary working means the patient is at the centre of our care too”

“It has been wonderful to tell someone who I was before illness and write down my wishes so I can support my family”

FUTURE PLANS



- ACP clinics, Haematology have embraced this and are running monthly meetings
- Urology/Renal to run an independent ACP clinic
- Dying matters week:
 - We will be raising the profile of ACP in BHRUT
 - Public/patients to be asking, within the trust and community, for this service