



# Dementia Complex Palliative Care Resource

---

*This resource is planned to commence operation on 14<sup>th</sup> April 2020 and be operational for 16 weeks, culminating 31<sup>st</sup> July 2020.*

---

The primary goal of the Resource is to enable improved palliative care for people living with advanced dementia, with complex mental and physical health needs in care homes/supported living. The resource will be focussed on ensuring the person remains at home (wherever home is) and avoiding unnecessary acute care admission. The resource will also support discharges from acute hospital beds, pathway 3 and Pathway 2. The service will deliver consultation, advice and MDT support to care homes, primarily through digital means but in a small number of highly complex cases through face to face assessment. This team has developed as a collaborative resource in response to a gap in the current pathway of care for people living with advanced dementia with comorbid conditions, it is targeted to care homes specifically in current format to provide support through the current pandemic emergency.

## Target population

- Person with dementia\* with complex comorbid condition/s
- Person with dementia\* with other terminal condition
- Person, with advanced dementia and comorbidity (in probable last year of life) (or symptoms consistent with dementia over time\*)

## Function of the resource

- Phone triage & immediate signposting
- Phone triage and COVID-19 pandemic guidelines support ie where managing the demands of guidelines is compromised by individual residents needs
- Phone or digital assessment, care planning, care evaluation and review

- Advice on management of symptoms associated with advanced dementia (frequently common causes of behavioural and psychological symptoms of dementia) – for example pain, nausea
- To support and advise on the development of advance care plans
- Digital MDT – care homes may access meetings to discuss cases, and general approach with experts in palliative/end of life care and dementia care experts
- In a small number of highly complex cases face to face assessment, where triaged and deemed necessary in current environment and no other digital option could deliver safely
- To use the process to offer education and signpost to further educational resources

The resource will seek to expand and improve the fledgling service by supporting and developing potential new staff ie redeployed or returning retirees

### Who should refer

- Community teams – mental health teams, district nursing, dementia rapid response, reablement teams, social care, ANPs
- GP/primary care
- Care home (residential, nursing or specialist dementia care)
- Hospital ward/discharge teams/A&E for home follow up – in these cases the resource would aim to link with the place of discharge (care home) to support robust approach to securing successful discharge

The consultations, assessments, interventions and treatments offered by the resource will be based in best evidence in dementia care and palliative/end of life care and focussed on merging best practice to improve care and outcomes for people living with dementia.

### Hours of operation

The service will **commence on 14<sup>th</sup> April 2020** and operate **09.00 – 17.00 Monday to Friday**

Contact Number: 01332 980124

This resource comprises 2 full time member of staff and 2 part time members of staff. Every effort will be made to respond promptly to calls, however at times there may be a high volume so please bear with us. We are also hoping to recruit retired returnees or some WFH with requisite skills as we progress so hope capacity may increase.