

## PPG NOTES ON ONE RESPONSE TALK OCTOBER 2018

In October the PPG invited Tina Bannister Church from St Luke's Hospice to talk about ONE RESPONSE, a support, assessment and advice service based at St Lukes. The talk was well attended. One Response is a co-ordinating service for people with palliative care needs, or needing care at end of life in South West Essex, and you can call them day or night 24/7, 365 days a year on 01268 526 259

Tina is a senior nurse from St Lukes and works for Community Services. One of the biggest services is the Community Services going to peoples homes. Palliative care's definition is somebody who has got a life limiting incurable disease.

When you ring One Response the following help may be given:

- a. The nurse can make an immediate assessment by visiting the patient
- b. Or give information over the phone
- c. Will find an answer or refer them for an answer
- d. Nurses will listen and give advice
- e. They can advise on medication
- f. Could make arrangements for an Out of Hours Doctor to visit
- g. Can advise patient if he/she needs an ambulance
- h. A patient with a severe urine infection may choose not to go to Hospital
- i. Nurses can help carer with a home visit. There are carers who can help out to relieve main carer
- j. Physiotherapy help available
- k. Counselling service available, also for children too
- l. Patients can come to Day Hospice and there is transport available, and this can relieve carers
- m. Some treatment is provided by St Lukes
- n. Carer support worker can meet you at home if needed
- o. Can provide occasional night sitter to relieve carer
- p. Nurses on One Response take on extra duties – talk to GP Practices in the South East Essex area. Onus not on GP, as nurse will go out almost immediately if needed. It can be a very upsetting time
- q. DNR and training – the nurses have the conversation with every family they visit. The onus used to be on the GP, but the final signature is the GPs
- r. Housing problems- e.g. third floor flat and patient cannot go up and down stairs. They try to find somewhere where the patient will be more comfortable
- s. For the carers there is complimentary therapy at St Lukes
- t. There is a rapid assessment team. Basildon, Broomfield and Southend hospitals let them know when patient is going home – they work with the hospitals, and if they are needed they are contacted.
- u. Discharge team referrals are made for patients deteriorating rapidly. If it is respite needed they can make a care package – equipment, and help 4 times a day. They try to keep GPs involved. Need to identify patient nearing end of life because there is a need for a doctor to see the patient during the last two weeks of life, otherwise it may be necessary to have a post mortem. This can cause avoidable stress for the family.

We were shown a short video which is on the website. The talk was very much appreciated and a collection was made for St Lukes.