

Your Care in Your Hands - Hospital or Home?

End of Project Report 2018



AGE concern
Gosport

Southern Health **NHS**
NHS Foundation Trust

Project Summary

Angela Gill, Project Manager



Age Concern Gosport's 2017 National Lottery funded project 'Live Life for Today and Plan for Tomorrow!' successfully addressed the taboo of discussing end-of-life care, future plans and funeral wishes. The "Dying Matters" project then moved into a new phase...

The project secured a further £3,000 funding from Southern Health NHS Foundation Trust for a six-month pilot project to further develop its work and expand from Gosport into neighbouring Fareham. We piloted some new work including engaging with the families and patients in residential care and nursing homes.



Our priorities focused upon continuing to encourage people to have open and honest end of life discussions including care planning, funeral wishes and decisions about organ donation. That ensures when a family member dies, their personal, digital, legal, medical, and financial matters are already in place – making a difficult time a little easier.

In the longer term, this should help reduce the impact on GPs time and even reduce hospital admittance when patient's wishes are known and followed – for example by being allowed to spend their last days at home or in a hospice, rather than being admitted to hospital.

Importantly, it should also reduce the stress of people who have put their end of life care plans in place, knowing their wishes will be followed – particularly in the event of an emergency or unexpected stroke or death.

The Project Journey

We exceeded our targets!

737 People Reached

407 Direct Engagements

16 Briefings Delivered

7 Presentations Delivered

Our key objective was to plan, publicise, engage, partner, deliver and evaluate 10 'Dying Matters' community engagement talks to include 2 Nursing/ Residential Care Homes and to inform c150 people from a wide range of local community and/or health related groups.

At the start of the 6 month pilot we created a new target of 50 people, from a range of local organisations to be engaged with via a series of 'lighter touch' more informal briefings, meetings and presentations - totalling c200. We also delivered a number of public Promotional Pop-Up Events during Dying Matters Awareness Week across Gosport and Fareham, including well received free Morning and Afternoon Tea and Cake engagement events!

We exceeded our targets by delivering 7 Dying Matters Presentations and 16 briefings. We reached 737 people and engaged with 407 people/colleagues in a range of settings and organisations.

We engaged with...

Alverstoke Women's Institute

Blackbrook House Care Home

Bury Road Surgery, Gosport

Crisis Concordat Group Meeting

Diabetes Gosport & Fareham Group

Fareham & Gosport Health Forum

Fareham Community Hospital

Fareham Locality Patient Group

Gosport & Fareham Health Forum

Gosport Older Persons Open Forum

Gosport Voluntary Action

Gosport War Memorial Hospital

Grave Talk

Health Connectors

Juniper Court, Gosport

Memory Matters Group

Northcott House Care Home

Santander, Gosport

Solent Mind

Southern Ostomy Support Group

SSP Volunteer Training, Fareham

Dying Matters Awareness Week

14 – 20 May 2018

Week commencing Monday 14 May 2018 was 'Dying Matters Awareness Week' (DMAW) where across the country, the Dying Matters Coalition publicised a range of nationwide events - to encourage local people to talk about and put in place their end of life wishes & future care plans.

Locally, an eclectic joint engagement programme for the Age Concern Gosport/Southern Health NHS Foundation Trust funded 'Your Care in Your Hands – Hospital or Home?' and Gosport Voluntary Action/Fareham & Gosport Clinical Commissioning Group funded 'Surgery Signposting' Project (SSP) delivered an event every day of the week across the local area!

Monday – in partnership with Santander, a joint DMAW & SSP 'pop-up' information event at



Santander in Gosport High St

Tuesday - in partnership with Fareham Community Hospital, a DMAW 'pop-up' information event – supported by Biscoes Solicitors, Ruby Funerals and 'Grave Talk' colleagues

Wednesday – in partnership with Gosport War Memorial Hospital/Friends Café – a free cuppa, cake & chat event including SSP, supported by Cooperative Funeralcare Gosport and Churchers Solicitors

Thursday – in partnership with Blackbrook House Residential Care Home, a DMAW presentation by Lead Volunteer Ian Reeves, a 'Grave Talk' engagement session, followed by a delicious cream tea. The event was supported by the Mayor of Fareham, Cllr Susan Bayford & her Consort Brian - who shared their personal thoughts about the importance of having end of life plans in place

Friday – in partnership with Northcott House Residential Care and Nursing Home - supported by Caroline Dinenage MP, Gosport - who highlighted the value of the new Signposting Service at Northcott House for residents and local people; she then officially launched the new service. It was also the new Mayor of Gosport's (Cllr Diane Furlong & her Consort Raymond) first official engagement! She emphasised the importance of sharing end of life plans & wishes from a personal perspective. Another engaging DMAW presentation was delivered by Lead Volunteer Ian Reeves, which was followed by a stunningly arranged, delightful afternoon tea.

Dying Matters Awareness Week

14 – 20 May 2018



"Age Concern Gosport's ambitious 'Dying Matters Awareness Week' events were piloted in new venues this year & were supported by a range of partners. They have resulted in over 120 people engaging & finding out more about end of life care planning/ wishes and organ donation - which is good for them, their families and ultimately for primary care too."

Angela Gill, Project Manager



"It focuses on an event people are reluctant to discuss but we have to consider the future when we may need extra help."

Brian

"It made me aware of the things I can put in place which will help my family." Anon

"Combining Dying Matters and Surgery Signposting events this week has enabled people to have conversations they would not normally consider and at the same time appreciate the support available within our local community."

Angela Gould, Project Co-ordinator



Margaret's Story

Southern Ostomy Group

In the beginning of September 2014, I was diagnosed with Bowel Cancer. After 3 ½ weeks and trying various options, the decision was made to operate and it was then I had my Ostomy fitted. I was in hospital for 9 ½ weeks and began 9 cycles of Chemotherapy which left me totally exhausted.

After I left hospital I attended the Solent Ostomy Group in Hedge End where I met Caroline and Karen who talked about setting up a local group in Gosport. In June 2015, we launched the Fareham & Gosport Southern Ostomy Support Group and welcome all stoma wearers and their partners. We meet at the Kingfisher Caravan Park, Stokes Bay, Gosport on the last Monday of the month, 6.30pm – 9pm. We have various visiting speakers who offer information and support. The people who attend are friendly, fun and there is great banter. Living life with an ostomy is not always easy because of the stigma attached and that is why it is such a relief to belong to such a supportive group and have the opportunity to talk openly about problems and not to feel ashamed.

One of the visiting speakers this year was Age Concern Gosport, who offered a talk about 'Your Care in Your Hands' – Hospital or Home? which was funded by the NHS Southern Health Foundation Trust. The presentation highlighted the importance of planning organ donation, funerals, financial and future care plans.

After the talk, it made me think about the plans I had in place and what I needed to do? I am considering organ donation although I feel I need to think a little more about it. I also understood the importance of setting up a care plan – that is now in place so my husband and I have a Lasting Power of Attorney for both our Finances and Health.

I find myself drip feeding questions and when I feel I have all the answers, then I am going to draw up a funeral plan. Both my husband and I have spoken far more openly about the



subject and I feel that my husband's memory is not as strong as it used to be and I would like to make sure he has his choice of special music and poems. He has now changed his feelings from cremation to a burial because we want to be together. With my strong religious beliefs and a real fear of being cremated, I would prefer to be buried in a cemetery, however my husband doesn't have the same beliefs and would prefer to be buried at the Petersfield Sustainability Centre and if he feels strongly about it then I will change my plans so we can be together. When we have a firm decision in place, we will

involve our children in our wishes. We had been toying with the idea of our future plans but the presentation enabled and highlighted the need for us to give it serious thought and talk more openly about it. **Margaret Selby – Waterlooville**

Acknowledgements

Age Concern Gosport would like to give sincere thanks to all who supported the project, including the organisations and individuals listed below, alongside their generous contributions.

Organisation	Contribution
Age Concern Gosport	Support and promotion of the project and volunteer engagement and time
Biscoes	Cost of Equipment Hire for Dying Matters Awareness Week and attendance at the event
Celebrate Gosport Magazine	Free advertisement during Dying Matters Awareness Week
Churchers Solicitors	Cost of refreshments for Dying Matters Awareness Week and attendance at the event
Citizens Advice Gosport	Free Loan of Projector and promotion of the project
Co-operative Funeralcare Gosport	Tea, Coffee, Sugar & Biscuits / Dying Matters event and attendance / free meetings room
Dying Matters Coalition (National Council for Palliative Care)	Materials & PR and support for the project
Glanvilles Legal Services	Support and attendance at Dying Matters Awareness Week and Talks
Gosport Borough Council	Continued and overall support for the project
Gosport Discovery Centre and Fareham, Portchester and Stubbington Libraries.	Free use of community area & advertisement of the Dying Matters Awareness Week Exhibition
Gosport Globe	News coverage throughout the project
Gosport Voluntary Action	Loan of Projector/white board/clip boards for 55+ event and overall support for the project
Gosport Wellbeing & Engagement Network	Continued support and promotion of the Dying Matters presentations/Events
Gosport War Memorial – Friends Café	Cost of Refreshments and use of Café and promotion during Dying Matters Week
Grave Talk	Support and attending Dying Matters Week Event
Morrisons Gosport	Free advertising to promote Dying Matters Week Event
Richard Conradi	Support and use of the Advanced Personal Information Form
Ruby Funerals	Cost of refreshments and attendance at Dying Matters Awareness Week
The Portsmouth News	News coverage throughout the project