

**You
Said**

We Did

End of life services - Rapid Response

What did we do?

- Healthwatch Wiltshire spoke to 16 relatives of people who had used the Urgent Palliative Care @ Home service provided by Dorothy House Hospice and Prospect Hospice and coordinated by Medvivo.
- We also spoke to staff involved in providing and coordinating the service.

Why did we do it?

- Healthwatch Wiltshire are commissioned to engage with people about their experience of care provided through schemes supported by Wiltshire's Better Care Plan.
- This service was funded from this plan, and we were asked to engage with relatives of people who had used the service to see how it had worked for them and their loved one.

What did people say?

- People appreciated the service and the skills and qualities of the staff who provided it.
- The service enabled people to die in their place of preference and allowed unpaid carers to spend meaningful time with a loved one, not being busy performing caring roles.
- While many people found the move 'on and off' the service to be seamless, this was not the case for everyone.
- Not everyone felt that they knew enough about the dying process, and families would have welcomed more support and information.

What happened next?

- The service was expanded into a part of the county which had previously not had the service.
- Changes to the service were made on the basis of patient and staff feedback (such as enabling a long time on the service).
- The Your Care Your Support Wiltshire information and signposting website has been updated with more information about end of life care.

What was the impact?

People at the end of their lives and their unpaid carers have services that consider their needs and preferences, provided by high quality staff.