

Kapiti Coast District Council

21 March 2019

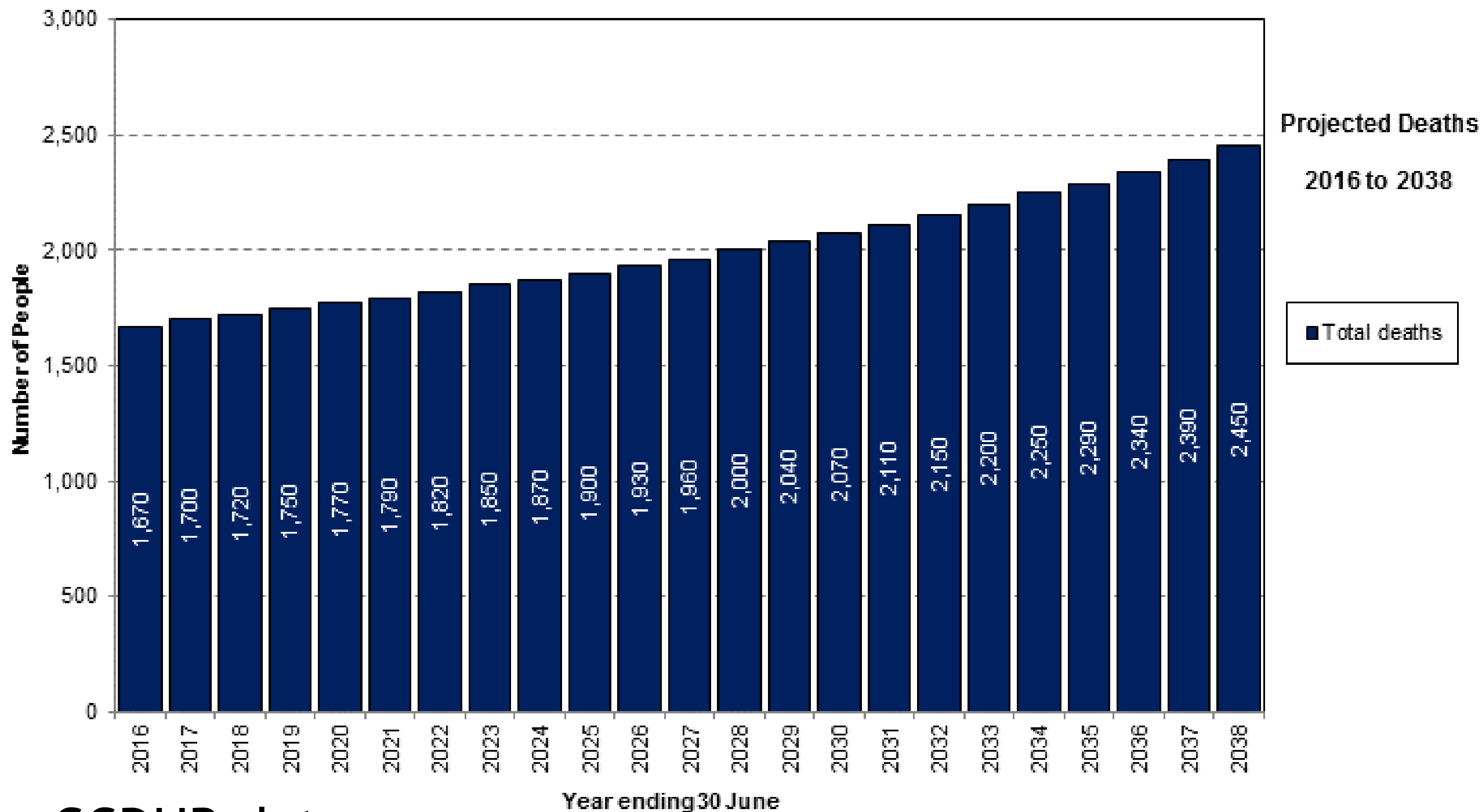
What is a hospice?

- Hospice is a service
- Hospice care includes palliative care, grief support, education and care planning services
- Hospice is not a building
- Hospice supports people in their own homes, in aged residential care and in the InPatient Units

Mary Potter Hospice

- Bases in Kapiti, Porirua and Newtown serving the community
- 12 bed InPatient Unit in Newtown
- Provides palliative care to people in our community with life limiting illnesses
- Provides support to the families of terminally ill patients and ongoing support for families after the death of a loved one
- Doctors, nurses, social workers, counsellors, occupational & physio therapists, spiritual carers, massage & music therapists
- Cared for more than 900 patients in 2017/18
- Around 280 patients in our service on any one day

But we have future population pressures



CCDHB data

The money

- Costs around \$13 million to run the Hospice service - Government pays about half
- Need to fundraise for the rest - to keep services absolutely free for patients and their families and help them through this very stressful time in their lives
- We rely on the community to keep us operating - their funding is critical for us to function
- We need around \$7 million a year - shops provide nearly \$2 million

Retail

- We have 8 shops, largely staffed by 300 volunteers
- They raise around \$2 million, so very important arm in our fundraising
- Kapiti store contributes income of \$270,000 gross pa
- Volunteers help us to keep costs as low as possible



A presence in Kapiti for 22 years

- Kapiti community base
 - Day unit
 - Base for staff: doctors, nurses, occupational therapist, social worker, care coordinator, counsellor
 - Community connections
- Second hand retail store
- Fundraising activities



Kapiti snapshot

- Number of patients on any one day: around 60
- Number of staff based here: 10
- Number of volunteers: 63 general and 41 retail, plus many additional volunteers for fundraising and the Kapiti Coast Festival
- Our area spans Paekakariki to Peka Peka Road at Te Horo Beach

Kapiti: Day unit



A generous community



Partnership model

- CCDHB including District Nursing
- ORA
- Primary Care (GPs)
- Aged Residential Care
- Mary Potter Hospice - specialist palliative care

Our plans for the future: Enhanced Hospice@Home



What is Enhanced H@H?

- An extended home visiting service from 2pm - 10pm, 7 days a week provided by Registered Nurses (RN)
- Targeted service aimed at supporting patients and families with complex and end of life care needs, who have identified home as their preferred place of care/death
- In addition to existing Hospice community service
- Partnership care with existing community health service providers
- Patients identified by Hospice multi disciplinary teams

Staff and partner feedback

- District Nurses report “*excellent collegial approach with H@H nurses.*”
- Positive feedback to Community Health Service from patient and family who described support and care given by H@H nurse to a rapidly deteriorating, dying patient as, “*immensely supportive at such a difficult, challenging time.*”
- “*I am passionate about H@H - I can see the difference this makes in the community, to patients and families - I am committed to this service and feel excited about the possibilities.*” (H@H nurse).

Consumer Feedback

To whom it may concern,

I am writing to thank your organisation and your wonderful nurses for caring for my late wife in her last week - and to offer my appreciation for the home based service you provide.

Words cannot express how deeply grateful our family are for offering this community based care which allowed S to spend her last week at home in an intimate environment surrounded by friends and family. I understand that it was a pilot scheme running at the time and I hope for others that are in our situation that it continues.

From the moment your nurses came into our house - which incidentally was the first contact we'd had with Mary Potter, they acted in a way that combined the absolute best of professionalism, skill, consideration and care for S and everyone present. It was an amazing thing to be a part of.

I can't praise them enough and hope with all my heart that the community based care programme gets what it needs to continue.

I'm not a religious person but I will say that these women - what they did and how they interacted with S and us all - are the closest thing to angels I've witnessed.

With heartfelt thanks



Questions?