

TOP TIPS

for optimising
Hospice at
Home services

Hospice at Home works! HAH services deliver high-quality care and a 'good death', with the majority of patients dying in their stated preferred place. Read our research-based Top Tips on how HAH can further-optimize their service provision.



1 Get a **seat at the table** with commissioners and other service providers and work together proactively to secure funding and to integrate care.

2 Consider **equity of access** to HAH; are all your local communities and patients of different ages and diagnoses getting support, how could you improve this?

3 **Utilise volunteers** to the full to support HAH:

- could they undertake non-clinical roles in the home (shopping, laundry etc)
- could retired clinicians have a role
- could there be a less bureaucratic approach to some volunteer roles as in the model of [Compassionate Communities](#)?

4 **Market the HAH** service so people in your area know about it:

- through fundraising and educational activities.
- by your clinical staff promoting the service through their daily work with colleagues.

5 Consider how to **respond rapidly** to changing patient needs, including access to 24/7 advice and support by telephone, which give families confidence that help will be forthcoming in crises.

6 **Train and support** your HAH staff to give them confidence managing dying and death, to maintain the quality of care and also to improve staff retention.

7 HAH staff need sufficient **time** and use it to provide seemingly unhurried, person-centred care, developing a supportive relationship with the patient, carer and family.

8 Support from the service directed at assessing and meeting the family/friend **carers' needs**, as well as those of the patient is vital. Expectations, planning, information and points of contact were particularly important to carers.

9 Are your HAH staff providing **bereavement care**? This is important to family / friend carers soon after death, they want to see someone who knew their loved one.

Read our **Top Tensions, too!**