

CASE STUDY Palliative Care

The Service User

At 90 years old, Pamela* was informed she had a life limiting illness following an admission into hospital with a chest infection. Whilst in hospital, Pamela was given a prognosis of only weeks to live. She was discharged by the hospital and a live-in care package was put in place.

Pamela loved being in her own home where she was surrounded by friends and where her son, who lived out of the area, was able to visit once a week.

The Requirement

Interserve Healthcare was approached to provide Pamela with live-in care to assist her with personal care and supporting her emotional and physical needs.

A comprehensive care plan was produced by one of Interserve Healthcare's Domiciliary Care Consultants, which reflected Pamela's care needs, her personal preferences, aims and goals. Interserve Healthcare ensured all the relevant medical information was received from the multi disciplinary team and also worked closely with Pamela's local district nursing team. This meant that Pamela could spend the final weeks of her life where she was happiest, in her own home.

Continuity of care was crucial, so Interserve Healthcare provided a team of experienced palliative care Healthcare Assistants to provide the live in care service. Pamela was happy to be at home where she felt less frightened and more relaxed.

The Outcome

Interserve Healthcare provided care to Pamela for three months, continually reviewing and adapting the care plans in place as her needs changed. Working alongside the district nursing team was crucial in ensuring Pamela was provided with good quality symptom control and pain management.

Pamela passed away peacefully in her own home. Her care assistant was able to recognize changes in her breathing and her son was contacted and was able to be by her side.

For Interserve Healthcare it was a privilege to care for Pamela at such an important time. For the local PCT it was a cost saving solution providing Pamela with care at home rather than the cost of frequent emergency hospital admissions.

**Service Users name has been changed for data protection.*