

# Care homes and

# St Christopher's: the

# principles of working together

## Executive summary

**St Christopher's exists to ensure that all dying people and those close to them (including those caring for them) have access to care, support and education when and wherever they need it.**

At St Christopher's we recognise the significant and growing role of care homes as end of life care providers. We are keen to help support residents in this setting, their families and staff caring for them at end of life, recognising the existing expertise and commitment of the care home team to help your residents live to achieve their goals and die well.

## The care home or primary care team involved in the residents' care can expect from St Christopher's:

- Timely access to telephone advice and support regarding individual residents
- Consultations by telephone, video call or in person when someone's condition is complex or providing difficult to manage
- Access to training, where this is commissioned by the NHS or funded by the care home.

## In our work with care homes, St Christopher's undertakes to:

- Keep the residents' best interests central to any engagement we have with you
- Respect and adhere to the requests of the senior staff on duty regarding access and engagement with the resident and their family. Where the hospice has an alternative view, this will be negotiated in advance, so that the person in charge can discuss the situation with their manager
- Have an open and transparent conversation with senior management if concerns are identified. This will be undertaken in a constructive manner

- Work according to your policies and protocols whilst on your premises
- Negotiate any proposed changes to plans for care prior to implementation with the nurse in charge
- Provide feedback to the care home team and GP in charge of a resident's care, as appropriate if any change is made
- Consider engagement in research that could be of benefit to care homes and their support of people coming to the end of life
- Deliver training in a flexible way, tailored to the needs of the care home workforce.

## In our efforts to support care homes, St Christopher's asks care homes to:

- Aim to connect with St Christopher's at least annually to confirm how we best work alongside each other
- Make early referrals for residents who would benefit from assessment/care on the part of the hospice
- Provide detailed information in a referral, sufficient that the hospice can prioritise its response by the care homes' NHS mail
- Provide easy access to the resident, their records and carers in the event of an urgent assessment/review
- Release relevant staff to engage in training, in learning panels or other mechanisms for reflection and learning following someone's death
- Feedback any concerns regarding our offer or our conduct as soon as possible so that we can amend practice in a timely manner
- Confirm any intention to report the hospice to regulatory bodies prior to this action.

[www.stchristophers.org.uk](http://www.stchristophers.org.uk)

**St Christopher's**  
More than just a hospice