



Equitable Care

Starter for Ten

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Background

There are inequities in access to hospice care^{1,2,3} and the sector has historically under served key communities. At Princess Alice Hospice (PAH) we made a commitment in our organisational strategy for 2022-2025⁴, to champion equity of access. This built on one of four objectives (Providing Accessible Care and Support) set out in our Inclusion Strategy approved in 2021.

Methods

November 2022 – February 2023:

- New role of “Service Development Lead Diversity and Inclusion” approved and filled.
- Discussions with staff alongside literature and data review to develop work programme to fulfill aims.
- Programme approved by Senior Leadership Team and fully supported by the Board.



Results

Key principles identified: Collaboration and partnership • Being responsive to emerging needs or opportunities • Learning and openness
10 areas recognised as requiring improvement or a new approach → 10 project work programme

1. Data

Improvements in data collection for reportable measures to understand who is and isn't accessing our care.

2. Translation & interpreting

Exploring ways we can communicate better with patients and their families for whom English is not their preferred language.

3. Inclusive culture

Led by our People Services Team, a programme of work leading an open learning environment about diversity.
NB. Educating ourselves about the power and importance of language and the impact of getting it wrong.

10. Financial insecurity at end of life

Not yet scoped but ambitions to learn from Marie Curie's research and instigate conversation in our care area with partners about how to best support people living in financial insecurity at end-of-life.

9. Developing an anti-racist culture

Sponsored by our CEO, a focussed project working to develop a publicly anti-racist culture.



4. Learning disability

A project to ensure we are including people with learning disabilities in our care and support, our Education and in work opportunities. Building partnerships and signalling to people with learning disabilities that we are an organisation that is there for them.

5. Compassionate Neighbours and dementia

A project reviewing our Compassionate Neighbours programme to make sure it's working for people with dementia and testing if this approach can work as a front door to palliative care.

8. Bereavement needs of those in prison

Ambitions to work with our local prisons on bereavement needs using learning from the Birmingham Hospice.

7. Homelessness

First phase funded by Hospice UK and modelled on Liverpool Hospice. A multi professional team approach in partnership with SPEAR (a local charity).

6. Improving access to underserved and overlooked communities in Kingston

Ambitions for a transformational strategic project to test new delivery models, exploring ways we can reach out to communities, building new relationships and challenging our delivery models.

Discussion

We do not claim to be experts. We are un and re-learning to better support those who are underserved. We have developed our first ambitious 10 project work programme to make a start to initiate change. This will be refined in an agile way as we learn, our understanding of our underserved communities matures and as opportunities arise. We will evaluate the impact of our work as the 10 project work programme progresses which will contribute to a fuller picture.

1. Equality in Hospice and End of Life Care: Challenges and change. Published on: 26 May 2021. Available at: <https://www.hospiceuk.org/publications-and-resources/equality-hospice-and-end-of-life-care-challenges-and-change>
 2. Tobin J, Rogers A, Winterburn I, Tulle S, Kalyanasundaram A, Kuhn I, Barclay S. Hospice care access inequalities: a systematic review and narrative synthesis. *BMJ Support Palliat Care*. 2022 Jun;12(2):142-151. doi: 10.1136/bmjspcare-2020-002719. Epub 2021 Feb 19. PMID: 33608254; PMCID: PMC9125370.
 3. National Palliative and End of Life Care Partnership May 2021: Ambitions for Palliative and End of Life Care: A national framework for local action 2021-2026 available at: <https://www.england.nhs.uk/wp-content/uploads/2022/02/ambitions-for-palliative-and-end-of-life-care-2nd-edition.pdf>
 4. PAH, 2022. A Strategy for our future, available at: https://www.pah.org.uk/wp-content/uploads/2022/06/pah_jm_strategy_A5_8pp_singles_Amended-JUN22.pdf



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