Needs assessment for person-centred palliative and end of life care in the Isle of Man

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Background

- The Isle of Man (IOM) is a crown dependency with 83,000 residents.[1]
- An Island-wide needs assessment was needed to shed light on the Island's needs for palliative and end of life care.
- The data needed to carry out a needs assessment is limited on the IOM, as many UK data sources, such as Hospice UK's PopNAT, are not available on the IOM.

Aim: To carry out a needs assessment on palliative and end of life care on the Isle of Man

Methods

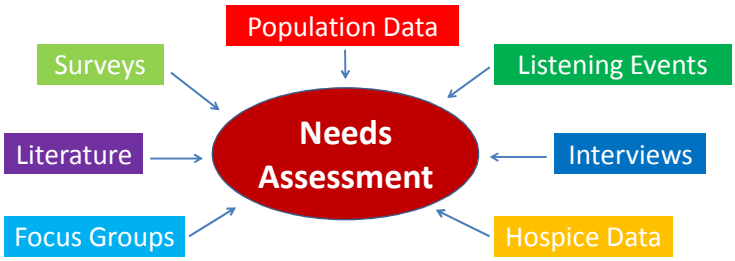

Figure 1. Needs Assessment methods

A **mixed-methods** approach was used to answer the questions:

1. How many **could** benefit from palliative and end of life care?
2. Who and how many **is** Hospice helping?
3. What is the **need** likely to be?
4. What do people **want**?
5. What services are **available**?
6. What is **working well** and **not so well**?
7. What does **good care** look like?

Results

1026 people provided input

- 74 Professional interviews
- 7 GP survey responses
- 621 Young people
- 278 Community members
- 46 People in group meetings

Public, private and third sector specialists, generalists and community care providers, patients and carers

203 Schoolchildren:
48% female, age 11-16
418 college students:
59% male, age 16-39

63% female,
68% aged 54+

Staff and patients in 2 nursing homes
Hospice staff
Hospice volunteers

Main themes from interviews:

- Communication
- Information
- Support for carers
- Holistic approach
- Care planning
- Integrated working
- Clear referral criteria
- Out-of-hours and rapid response
- Consistent, equitable service
- Identification of end-of-life
- Shared decision making

"Not everybody can afford the care that perhaps they would want" -Professional

"There's no interaction between departments" -Patient

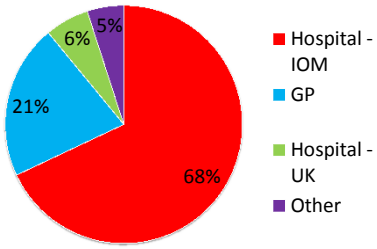

Figure 2. Hospice source of referrals

"That gap is really very marked between 6 and 10pm. Because 9 times out of 10 that's the time when people either need medication or they die" -Professional

"Our medicine is done on little segments and no one anywhere marries them up together" -Carer

"I felt that I was failing if I needed help" -Carer

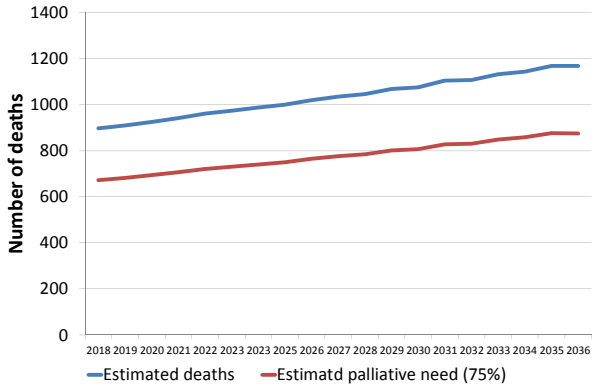

Figure 3. Estimated palliative care need

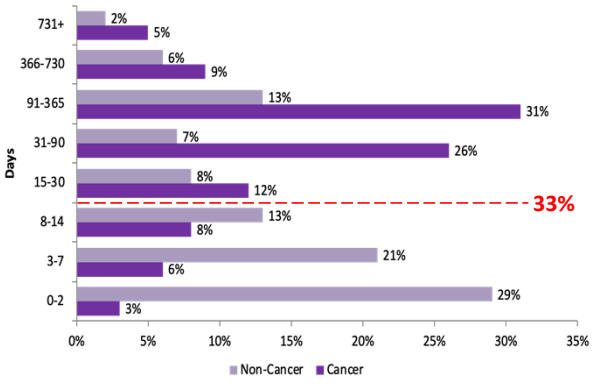

Figure 4. Hospice length of care from referral to death

- Hospice IOM opened up it's referral criteria in 2016 to include any condition requiring palliative care.
- See poster number 30 for more information on population and mortality data.

Conclusions

- This needs assessment provided an evidence-base for the development of a person-centred palliative and end of life care strategy.
- Professionals need to have better understanding of services and referral criteria need to be clearer.
- The main issues were raised consistently from various sources, including the population data, patients and professionals.

References:

[1]Isle of Man Government Economic Affairs. 2016 Isle of Man Census Report: Isle of Man Government; 2017. Available from: https://www.gov.im/media/1355784/2016-isle-of-man-census-report.pdf [2019 Sept 9]

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