Information for Professionals

A co-ordinating service for people with palliative care needs, or needing care at end of life in South West Essex.

01268 526 259
What is SAAS?

The Support, Assessment and Advice Service is an umbrella service for patients who are in the last year of life or have palliative care needs and has been promoted as ‘OneResponse’. It incorporates a single telephone number, a central electronic register (Co-ordinated Care Register) and a single point of referral; all signposting and accessing care for patients and families/carers.

OneResponse is for people over 16 years living in South West Essex, including Basildon, Billericay, Wickford, Thurrock and (from April 2015) Brentwood. The service supports anyone diagnosed with palliative end of life care needs or being in the last year of life, including people with advanced dementia. Support and advice is also available from diagnosis to end of life.

OneResponse is part of an integrated care model in which a number of organisations – St Luke’s Hospice, NELFT, Basildon & Brentwood and Thurrock Clinical Commissioning Groups, Marie Curie, Community Macmillan Team, Community End of Life Care team and St. Francis Hospice are working collaboratively to provide this service.

The service aims to enable more patients to be cared for and to die in their place of choice and reduce inappropriate hospital attendances and admissions, whilst improving the quality of care that patients and families receive.

OneResponse Support, Assessment & Advice Service (SAAS), comprises several elements:

1 The OneResponse Co-ordination Centre, (based at St Luke’s Hospice, Basildon)
The co-ordination centre acts as a central point of communication for professionals, patients and their carer for support and advice 24/7.

The Co-ordination Centre:
• Triages calls to ensure the most timely and appropriate response is undertaken
• Provides a clinical service with administrative support
• Is staffed by qualified professionals, including Clinical Nurse Specialists, Registered Palliative Care Nurses, End of Life Care Facilitators & trained Call Assistants.

2 Triaged responses
Any patients, carers, families and professionals can access OneResponse under the following three categories:

Rapid Response (visit within two hours)
OneResponse co-ordinates the rapid response element of the service through the single contact number at all times. This element of the service will be for patients and families who are identified as being in the last twelve months of life. Calls will be triaged and, if assessed as a crisis, the most appropriate professional will be identified to respond with a visit within two hours.

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Support Assessment & Advice Service
Urgent Response (visit within 24 hours)
Urgent visits will be made within 24 hours of receipt of referral. Calls will be triaged and if assessed as urgent, the most appropriate professional will be identified to respond.

Routine Response (visit within 5 days)
Routine visits will be made within 5 days of receipt of referral. Calls will be triaged and if assessed as routine, the most appropriate professional, ideally the keyworker, will be identified to respond.

3 Hospice at Home
Following an assessment OneResponse may liaise with Hospice at Home. Hospice at Home will deliver, or organise, care for patients during the last three months of life over the 24 hour care period. It aims to enhance the support offered to patients and carers by deploying staff with a range of palliative and end of life care skills to complement community nursing.

Hospice at Home is made up of qualified nurses who are trained in palliative care and Community Carers who provide personal care.

4 Co-ordinated Care Register
The Co-ordinated Care Register is a key tool in providing co-ordinated care to support patient care and choices. It can be viewed by many agencies, including out of hours, GPs’.
OneResponse will endeavour to keep the Register up-to-date. Please contact OneResponse for more details.

There is only . . .

OneResponse

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Who can access OneResponse?
Those in the last year of life or with palliative and/or end of life care needs can use the OneResponse telephone number for help, advice and support, as can the health and social care professionals involved in their care, their family, carer/s or friends. This includes people with any serious illness which may be life-limiting, including dementia.

There will also be support, advice and signposting for people from diagnosis to end of life and into survivorship.

OneResponse will communicate with a patient’s known keyworker. (The Key Worker is a person who, with the patient’s consent and agreement, takes a key role in co-ordinating the patient’s care and promoting continuity, ensuring the patient knows who to access for information and advice). Patients who do not have a nominated Keyworker may be allocated one appropriate to their needs through OneResponse.

OneResponse
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