



Our Ref: PW/KJJ/FOI/0125/1139

Stafford Education & Enterprise Park
Weston Road
Stafford
ST18 0BF

29th January 2025

Sent by email

Telephone: 0300 123 1461

Dear Team

FOI-0125/1139

Your request for information under the Freedom of Information Act 2000

Thank you for your request for information received on 7th January 2025. We can confirm that the Staffordshire and Stoke-on-Trent Integrated Care Board can provide the following information.

An anonymised copy of this response will be made publicly available on the ICB website.

Please see our responses in blue below:

I would be grateful if you could provide details in line with the questions outlined below relating to **a)** dedicated palliative and end of life care single point of access telephone advice lines, and **b)** urgent community response services, within your Integrated Care System (ICS).

a) 24/7 dedicated palliative and end of life care single point of access telephone advice/support/help line¹

1. As of 07 January 2025, does your ICS have a dedicated palliative and end of life care (PEoLC) single point of access (SPoA) telephone advice/support/help line? (Yes/No)

No

Patients in Staffordshire and Stoke on Trent, requiring Palliative and end of life care can access support from one of the following 4 hospices:

Katharine House Hospice, Douglas Macmillan Hospice, Compton Care Hospice and St Giles Hospice.

Outside of the core hours, between 9pm – and 9am three of the Hospices (Katharine House, Douglas Macmillan, Compton Care) are currently providing a dedicated out of hours advice line.

Further details regarding operational delivery should be directed to the Hospices.

2. If yes to question 1, is there more than one service provided? (Yes/No)
 - If yes to question 1, please complete the following table as completely as you can.

- *If yes to question 2, please complete the table for each separate service. A Word document with additional tables is attached if helpful, or you can just copy and paste the table below.*

3. Who is the contracted lead provider of the service?	<i>Free text</i>
4. When was the service established?	<i>Free text</i>
5. Is it available to patients and carers?	<ul style="list-style-type: none"> • Yes • No
6. Is it available for people not previously known to palliative care services (eg not on the supportive palliative care register)?	<ul style="list-style-type: none"> • Yes • No
7. Is it available to all health and care professionals (ie GPs/district nurses, care home staff, ambulance staff)?	<ul style="list-style-type: none"> • Yes • No • Partial – <i>Free text</i>
8. What is the makeup of the team involved in responding to the telephone calls? Please select all that apply.	<ul style="list-style-type: none"> • Healthcare Assistant • Registered Nurse • Clinical Nurse Specialist • Doctor • Other – <i>Free text</i>
9. Are any members of the team involved in responding to the telephone calls trained prescribers?	<ul style="list-style-type: none"> • Yes • No • Sometimes – <i>Free text</i>
10. What type of access to patient health records do the team responding to the telephone calls have? Please select all that apply.	<ul style="list-style-type: none"> • Advance care planning information • Summary patient record • Full patient record • Other – <i>Free text</i>
11. What age range is covered by the service?	<ul style="list-style-type: none"> • All ages • Adults only • Children and young people only
12. What % (estimate) of the ICS's geography does it cover?	%
12a. If answer to question 12 is less than 100%, please provide detail on what areas are not covered.	<i>Free text</i>
13. What are the hours of operation?	<i>Free text</i>
14. What are the days of operation? Please select all that apply.	<ul style="list-style-type: none"> • Weekdays • Weekends • Bank holidays • Other – <i>Free text</i>

15. How is the service funded? Please select all that apply.	<ul style="list-style-type: none"> • ICB • Local Authority • Charity • Other – <i>Free text</i>
16. What type of support can the service provide to callers (eg advice, emotional support, psychological support, signposting, triaging, organising home visits, prescribing, referral to other services, follow-up, bereavement support)?	<i>Free text</i>
17. Please share any relevant links for more information, if available.	<i>Free text</i>

b) Urgent community response

1. As of 07 January 2025, is your ICS operating a 2-hour urgent community response (UCR) service across the ICS meeting the minimum required operating hours (8:00am-8:00pm, 7 days/week)? (Yes/No)

Yes

- a. If yes to question 1, does the UCR service operate extended hours (ie outside of 8:00am-8:00pm)? (Yes/No)

No

- i. If yes to question 1a, please provide details on the hours of operation. (*Free text*)
- ii. If no to question 1a, has the ICB commissioned a separate service to provide out-of-hours UCR services (eg wrap around) for people with palliative and end of life care needs? (Yes/No)

No

1. If yes to question 1aii, please provide the name(s) of the providers operating the separate service(s). (*Free text*)

2hr Community Response is led by UHNM across the system; however, some of the core conditions are supported within the Core District Nursing teams and Community Intervention services, which is provided by MPFT. In the OOH's periods, the District Nursing elements provided by MPFT are still operational for EOL/Palliative patients. Although not dedicated and isolated to EOL/Palliative Care response in its operational scope, the GP Ooh's service provides support to EOL and Palliative patients from 18:30-08.00 Monday-Friday and complete coverage over the weekends.

Should you require any further information or clarification regarding this response please do not hesitate to contact us. If you are dissatisfied with the response, you are entitled to request an internal review which should be formally requested in writing and must be within two calendar months from the date this response was issued.

To request an internal review

Chair: David Pearson MBE

Chief Executive Officer: Peter Axon



**Staffordshire and
Stoke-on-Trent**
Integrated Care Board

You can request an internal review by contacting the Staffordshire and Stoke-on-Trent ICB FOI team by emailing; staffsstokeFOI@staffsstoke.icb.nhs.uk or by post to the address at the top of this letter within 40 working days of the initial response.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the Staffordshire and Stoke-on-Trent Integrated Care Board's FOI complaints procedure.

The ICO can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

www.ico.gov.uk

Yours sincerely

Paul Winter
Associate Director of Corporate Governance