



Value Through Collaboration

Through the collaborative partnership of End of Life Care Together we are delivering better value and better care for our population. By working together, increasing identification of those needing palliative care, coordinating care and providing rapid response to Hospice care at home, we are **reducing admissions to hospital and reducing delayed discharges.**

Issues

- Most people would prefer to be cared for at home towards the end of their lives.
- However, 70% of us will experience an emergency admission to hospital in our last three months of life and 72% of these admissions in the last month of life will result in a hospital death.
- 42% of people in Highland referred for care at home package in the last six months of life did not receive the care before they died.
- Only 10% of us would choose to die in hospital but the diagram below shows the reality.

Patients in their last year of life account for:

1 in 5 emergency ambulance conveyances



1 in 4 unscheduled care attendances in hospital



1 in 3 occupied unscheduled beds in hospital



What are we doing in Highland?

We have

- Constructed partnerships and information sharing with primary care, the Scottish Ambulance Service, care homes, hospitals and families, taking a whole population and whole system approach.
- Delivered a 24/7 helpline for people with palliative and end-of-life care needs.
- Reinvented delivery of social care to respond to end-of-life care needs.
- Developed a trusted model of change led by Highland Hospice on behalf of nearly 20 partners, and proven we can deliver better care in collaboration.

Is it working?

The **24/7 Palliative Care Helpline** supports the public, primary care, ambulance service and care homes. Between its May 2023 launch and September 2024, people who died having used the helpline spent on average **four fewer days in hospital** in their last year of life following an emergency admission than would have been expected for this patient cohort. **The 970 people who died having accessed the Helpline spent a total of 4,105 fewer days in hospital. This is the financial equivalent of £3,817,650** (based on published NHS Highland bed day rates).

The **Palliative Care Response Service** provides rapid access to Hospice care at home, utilising the social care tariff. This results in an average of 20 fewer hospital bed days per client, delivers **net savings of £18,600 for every individual supported** and provides the care people want.

By working with GP practices across Highland we are better able to identify people who may need palliative support at an earlier stage. In 2025 identification of people with palliative needs increased to **0.6 people per 100 patients in Highland** according to data from Public Health Scotland. This contrasts with a **national average of just 0.3 people per 100**.