

Leeds Dying Well in the Community project

Aim: to improve the transfer of patients between all providers to ensure continuity of care and the quality of end of life care experience

The objective of phase 1 of the project was to develop a shared understanding of the whole system for palliative and end of life care within the community in Leeds, including interface with hospital-based care. This document includes two maps produced to support this initial phase of work, a stakeholder map and a systems map. The maps were developed from analysis of two sources:

1. A series of eight virtual events with professionals during November and December 2020, to which over 100 people from different organisations attended, including: acute and community health care, social care, care homes and voluntary and independent organisations.
2. A commissioned piece of work by Healthwatch Leeds to gain the public's view and experience (especially carer's view). Thirty-one people responded to a survey about end of life care and fifteen in-depth interviews were undertaken about their experiences of end of life care when caring for a loved one.

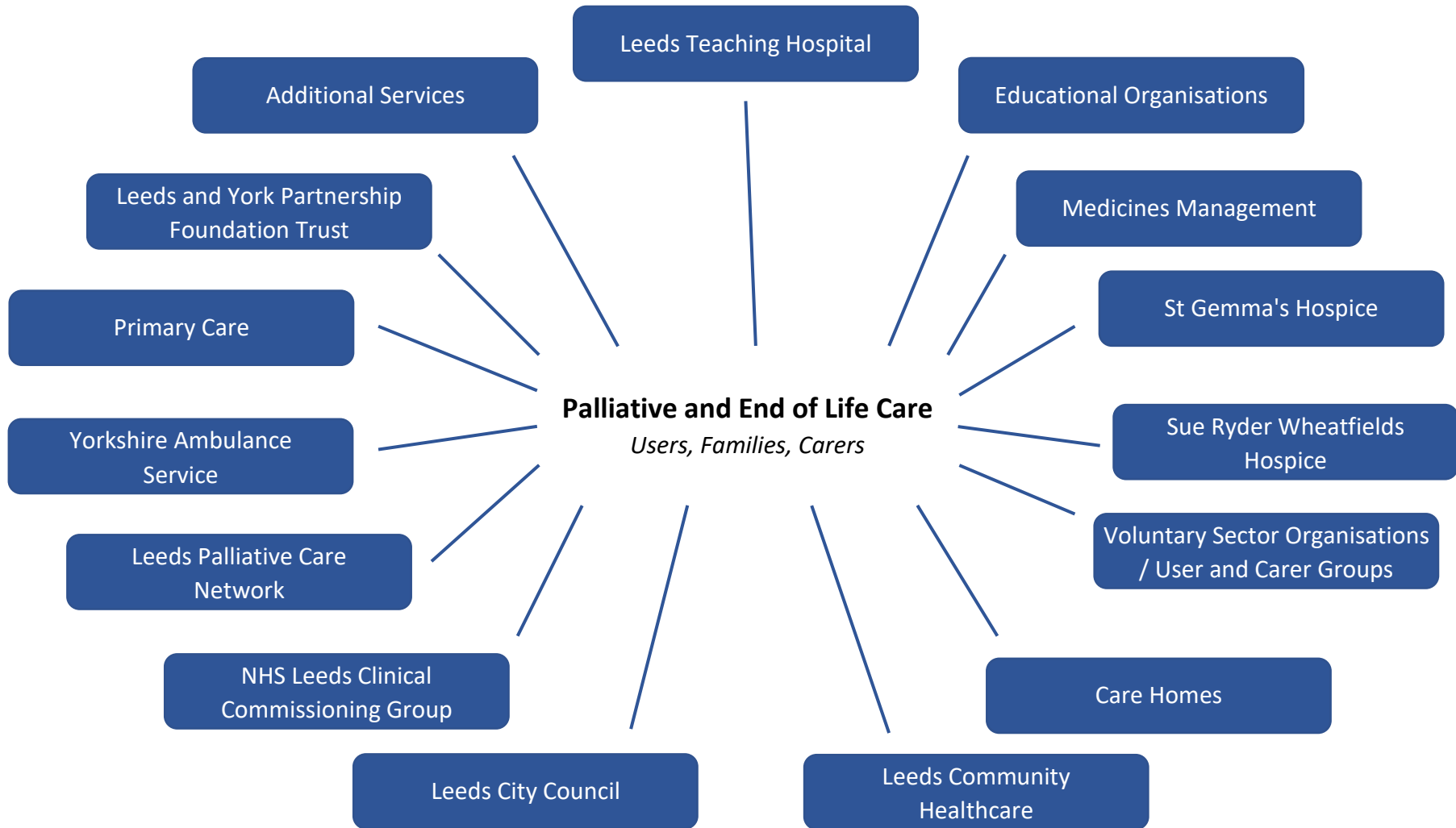
Stakeholder map

A stakeholder map is a visual depiction of the key departments and local organisations that make up a system, including those directly affected by the system, as well as those whose actions influence the system. The map on page 2 shows the identified key stakeholders and services involved in palliative and end of life care in Leeds, with the detail of what is delivered by these services outlined in pages 3-5. There are lots of services providing support for patients who are approaching their end of life or offer support after a death has occurred. To ensure we have the most comprehensive view, these services have been included in a box entitled "additional services".

Systems map

A systems map is a visual representation of the many local factors that make up the systems related to palliative and end of life care in Leeds. Its purpose is to obtain a deeper appreciation and understanding of all the inter-related component parts involved, thus allowing a more informed foundation to determine possible places for action. The high-level systems map on page 6 provides a simplified systems map, including only the key factors. The map on page 7 is the full map, which you will need to zoom into to be able to read.

Stakeholder map for Palliative and End of Life Care in Leeds



Leeds and York Partnership Foundation Trust

Learning Disability Team
The Mount
Health Facilitation
Community Mental Health Teams
Chaplaincy - Pastoral, Spiritual, Religious Care
Events Team

Primary care

Pharmacy
Social Prescribing
Memory Support Workers
Care Coordinators
General Practitioners
Leeds General Practitioner Confederation
- CCG Primary Care Team
Local Care Direct (out of hours GP service)
Allied Health Professionals
Advanced Care Practitioners
Advanced Nurse Practitioners
Community Matrons
Practice Nurses
Self-management and Personalised Care
Local Care Partnerships
Local Medical Council
Primary Care Networks

Yorkshire Ambulance Service

Palliative Care Ambulance
Emergency Ambulance Service
Patient Transport Service
Urgent Care

Leeds Palliative Care Network

LPCN Group Members
Network Team
Executive Team
Winter Pressure Group
Community Flows Improvement Group

NHS Leeds Clinical Commissioning Group

Palliative Care
Engagement Team
Leeds Care Records
Patient Advisory Group
Frailty Working Group
CCG Care Homes Team
Independent Domiciliary Care
Continuing Healthcare

Leeds City Council

Adult Social Care
- Learning Disability Team
- Social Workers
- Reablement Team
Public Health
Leeds Community Equipment
- Leeds Equipment Store
Dying Matters Leeds Public Campaign
Leeds Health and Care Plan
- Health Partnership Team
Housing

Medicines Management

Community Based Pharmacy Services
Primary Care Pharmacy Services
Secondary Care Hospital Pharmacy
Hospice Pharmacy Services

Leeds Community Healthcare

Inclusion Team
Health Case Managers
- incl. new Disch Facilitators / Assessors
Specialist Community Services
- Respiratory
- Cardiac
- Parkinson's
- MND
- Movement Disorders
- Renal
- Community Cancer
- Neurological
- Single Point of Urgent Referral
- Community Care Beds
- Prisons
Palliative Care Team
- Neighbourhood Palliative Care Leads
- End of Life Care Facilitators for Care Homes
Neighbourhood Night Service
- 121 Overnight Care - LCH / Marie Curie
- Registered Nurse Teams - Unplanned Care
- Nursing Assistant Team - Planned Care
- Senior Nurse Coordinators Day / Night
Community Nursing and Therapy Services
- Community Nursing
- Community Matrons
- Frailty Virtual Ward

Leeds Teaching Hospital

Emergency Department

Oncology CSU

- Acute Oncology inc. Assessment (JONA)
- Oncology
- Haematology
- Cancer Surgery
- Palliative Care

Neurology CSU

- MND
- Parkinson's Disease Services

LIDS: Discharge Team

Trauma and Related Services CSU

- Orthopaedic
- Vascular
- Elderly In-reach Services

Cardio-Respiratory CSU

- Cardiology inc. HF
- Respiratory

Other services

- Maggie's
- Chaplaincy and Spiritual Support
- LTHT Bereavement Services

Respiratory team

Emergency and Speciality CSU

- ED/CDU/ Primary Care Access Line
- Acute Medicine
- Frailty Unit
- Acute Elderly Medicine
- Medical Assessment

Leeds Teaching Hospital cont.

Elderly Medicine Team

Renal Team

Abdominal Medicine and Surgery CSU

- Acute Surgery/ Surgical Assessment
- Renal
- Gastroenterology
- Hepatology
- Acute Surgery/ Surgical Assessment

Heart Failure Service

Oncology Team

Palliative Care Team

- Discharge Facilitator
- Specialist Palliative Care
- End of Life Team
- Bereavement Care
- Pharmacy
- Out of Hours Consultant
- Education and Training

Educational organisations

Leeds Academic Health Partnership

Leeds Primary Care Network Education Group

Training for Staff

Health Education England Regional Rep

Leeds Teaching Hospital Trust

St Gemma's Academic Unit for Palliative Care

Leeds Community Healthcare

Support for Bereaved

Sue Ryder Wheatfields Hospice

Care Homes

Care Home Support Teams (see LCH)

Nursing Homes

Residential Homes

Leeds City Council Care Quality Team

Sheltered Accommodation

Specialist Units

Sue Ryder Wheatfields Hospice

Education and Training

Day Services

Family Support

Bereavement Support

Chaplaincy - Pastoral, Spiritual, Religious Care

Community Specialist Services

Pharmacy

Inpatient Unit

Rehab – AHPs

St Gemma's Hospice

Education and Research

Chaplaincy - Pastoral, Spiritual, Religious Care

Inpatient Unit

Community Specialist Services

Day Services

Rehab – AHPs

Bereavement Support

Pharmacy

Family Support

Young People Service

Voluntary Organisations, User/Carer Groups

Age UK Leeds

Simon on the Streets

Forum Central

Carers Leeds

Leeds Bereavement Forum

St George's Crypt

Neighbourhood Network Schemes

Care and Repair

- Home +

Healthwatch

Additional Services

The Prison Service and Prisons

Telecare

Forward Leeds (Alcohol and Drug Service)

Local Neighbourhood Network Schemes

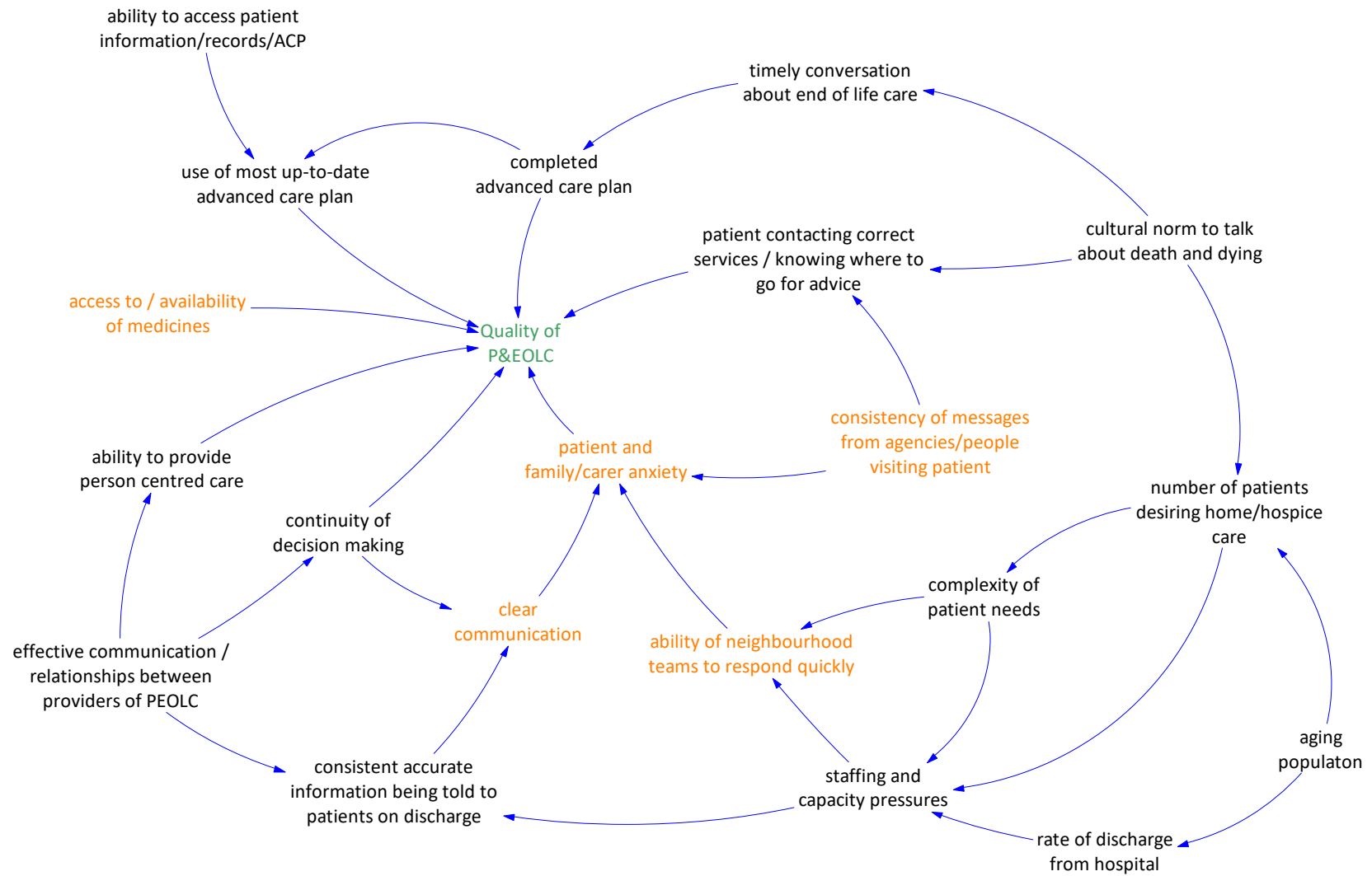
Homeless

Gypsy and Traveller Services

Funeral Directors

High-level systems map for Palliative and End of Life Care in Leeds

(note: factors highlighted in orange were raised during the family/carer survey and interviews)



Full systems map for Palliative and End of Life Care in Leeds

(note: factors highlighted in orange were raised during the family/carer survey and interviews)

