



healthcare
at home



**One-to-one cancer
care, helping our
patients have their
best day, every day**

hah.co.uk

Transforming home cancer care for clinicians and patients

Find out how we can help you provide specialised treatment and one-to-one nursing for cancer patients at home.

We believe providing systemic anti-cancer therapy (SACT) at home has a wide range of benefits for both clinicians and patients. With the use of SACT rising each year, it's important to have the support of a healthcare provider with the expertise to coordinate and deliver this specialised treatment safely in a home environment.

As the UK's leading provider of anti-cancer treatments at home, we have experience in a wide range of treatment regimens and are committed to providing a personal, one-to-one service. We've been working closely with clinicians, private medical insurers and patients since 1992, when we treated our first-ever patient with systemic anti-cancer therapy.

"Being treated at home should reduce your stress levels and help you get the most out of your treatment. However, you'll still want to know you're getting the very best care. We've been treating cancer patients in their own homes for over 25 years and our specialist cancer nurses deliver the same standard of care you would get in hospital."

Professor Sir Jonathan Asbridge
Clinical Director, Healthcare at Home

Working with Healthcare at Home

A dedicated cancer team

Our service has grown rapidly. Today we have a specialist team of over 150 cancer nurses, clinical nurse specialists and practice development nurses, carrying out more than 4,000 visits each month. We also have dedicated processes and support networks in place.

Consultant-led care

Sharing responsibility for patient care is an important decision. Our role is to deliver cancer treatment of the highest standard in the home environment, if that's what the patient chooses.

While the patient will remain under your supervision, we will liaise with you and your team to provide live clinical assessments, allowing you to focus on providing the very best medical advice.

A clinical environment at home

All our staff are highly trained in delivering cancer care. This allows us to expertly administer specialised cancer treatments outside of the traditional hospital setting – and constantly improve patient choice.

Setting industry standards

We've established industry-leading clinical governance to make sure we continually achieve the highest standards.

We are regularly audited and inspected by private medical insurance and pharmaceutical organisations, as well as leading regulatory bodies such as the Royal Pharmaceutical Society of Great Britain and the Care Quality Commission. Every three months we host a Medical Advisory Committee, which ensures we continue to maintain our excellent safety record and look for new ways to improve our service.

We were also the first healthcare organisation to achieve gold accreditation in Aseptic Non-Touch Technique (ANTT), which ensures that we meet the highest clinical standards during every single visit.

Patient Safety and Clinical Governance

CQC Registered	ISO9002 Compliant
Gold Accreditation ANTT	Care Inspectorate (Scotland)
RQIA (Ireland)	Investors in People (Silver)
Medical Advisory Committee for Private Practice	Outstanding score by GPHC pharmacy inspectorate



Why is clinical homecare beneficial to your patients?

The benefits for patients choosing to have cancer treatment at home are substantial. Care delivered in the right place, at the right time can improve a patient's quality of life and experience of cancer treatment. It offers patient choice and ensures services are patient-centred.



Healthcare at Home

Key benefits include:

Physical wellbeing

+ Comfort and convenience

Cancer treatment can often be an exhausting process. On top of having to travel to and from hospitals, there is the impact of the therapies themselves, which often cause fatigue and other significant side effects. Having treatment at home helps the patients we care for live a more normal life.

+ Reduced risk of cross infection

During cancer treatment when a patient's immunity is weak, travelling to and from hospital or entering a hospital environment increases their risk of infection. Homecare helps reduce that risk.

Continuity of care

- + We strive for continuity of care and always provide one-to-one nursing that gives patients emotional and practical support in their own home.

Exceptional cancer care

- + Homecare patients benefit from specialist cancer nurses trained in maintaining an industry-leading clinical environment throughout treatment. Patients also have access to a wider range of drugs.

Emotional wellbeing

+ A dedicated on-call service

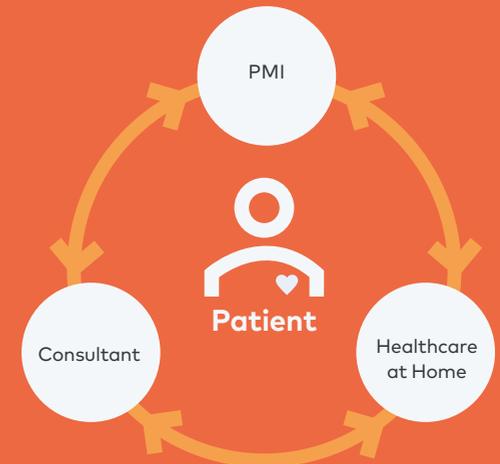
Patients with any questions or concerns can call our Care Bureau, which is a 24-hour telephone advice service operated by experienced nurses.

+ Access to a support network

Nurses also help patients access the right local support networks, and can help with everything from phone calls to filling out forms.

+ The support of a Clinical Nurse Specialist

Researchers found that having the support of a Clinical Nurse Specialist was the biggest factor in providing a positive patient experience.



Benefits of homecare to oncology clinicians

Every day we work with private medical insurers, consultants and patients to provide a service that's cohesive and beneficial to everyone. By integrating homecare into the treatment pathway, we can also drive efficiencies for you.



Key benefits include:

Improved efficiencies and administrative support

+ Reduced patient calls

A dedicated 24-hour Care Bureau and UKONS triage to identify and channel patient symptoms.

+ PMI relationship management

Direct liaison with private medical insurers to secure funding for homecare treatment. We also ensure clear and open communication between all parties, including the patient.

+ Patient case management

A dedicated cancer patient pathway and coordinators that manage the patient's case with PMIs and clinic, working towards an integrated service.

+ Dedicated Consultant Engagement Managers

Our team of highly experienced Consultant Engagement Managers is there to support you and your private practice. They provide education and training on how to refer patients to Healthcare at Home and keep you up to date with market developments, ensuring we take every opportunity to enhance the service we provide to you and your patients.

+ Alleviate capacity pressures

Giving more patients the option to have treatment at home can play a vital role in a capacity management strategy.

Patient-centric care

+ One-to-one nursing

Highly trained cancer homecare nurses who tailor the treatment to each patient.

+ Improved patient choice

Access to multiple treatment pathways and a wider range of drugs.

+ Support of a CNS and PDN

UK-wide support for patients and their families. Our practice development nurses also help maintain the highest standard of care.

Our services



An integrated approach

We understand that homecare is only part of the patient's treatment pathway, and that everybody responsible for the care of the patient works as part of an integrated team. Our role is to liaise with all parties, help coordinate treatment, and always provide exceptional patient-centric care.



Highly trained specialist nursing team

We employ our own team of highly experienced, specially trained nurses. They operate in regional teams throughout the UK, meaning we provide a truly nationwide service and can accept patients from even the most rural areas. Once qualified, our cancer nurses undergo annual mandatory SACT reaccreditation to ensure their knowledge and skills are gold standard.



End-to-end cold chain delivery

Chemotherapy drugs must be stored in the correct conditions before reaching the patient at home, which is why we have a temperature-controlled fleet and use end-to-end tracking.

We work with a nationally licensed compounding partner to offer national cold-chain delivery and secure medicines storage. We also have our own in-house dispensing facility, plus a team of BOPA-compliant cancer pharmacists whose work is underpinned by best practice and governance.



Rapid access to treatment

We respond to private patient referrals within 24 hours and patients can expect to be on treatment within three days of a referral.

The day before the first treatment the nurse will make contact with the patient to introduce themselves, provide reassurance and answer any questions.



Live comprehensive reports

After every patient visit a Clinical Evaluation Form (CEF) is completed and securely emailed. This ensures the treatment pathway is carried out as efficiently as possible and the referring consultant remains in overall clinical control.



Care Bureau

Our 24-hour Care Bureau uses the UKONS triage tool to best advise and channel patient calls.

“We respond to private patient referrals in 24 hours and patients can expect to be on treatment within 3 days of a referral.”

Unparalleled clinical expertise and specialist care

We have the largest at-home nurse resource in the UK. Thanks to an accredited SACT nurse programme with Birmingham City University, we train our own nurses and have CNS support across the country.



Our nurses do much more than administer chemotherapy. We provide support that make sure patients maintain their treatment plan, and our first-class nurses are always ready to go the extra mile for patients.

Home-grown talent

Having competent and knowledgeable chemotherapy nurses on hand to care for cancer patients is considered best practice. However, there is a national shortage of chemotherapy nurses and a growing demand for systemic anti-cancer therapies (SACT).

Developed with Birmingham City University, our internal SACT education programme allows us to meet the needs of our patients and means we have the largest at-home nurse resource in the UK.

The course trains nurses to undergraduate or masters degree level in the delivery of holistic care. Students learn the skills to identify and manage the common side effects of cancer treatment, including a patient's physical, psychological and psychosocial wellbeing. Course assessment includes a viva presentation, National SACT Passport, clinical placement and practical based competencies.

27
pharmacists
including
6 BOPA



Approx.
50% of
our staff are
clinically
qualified

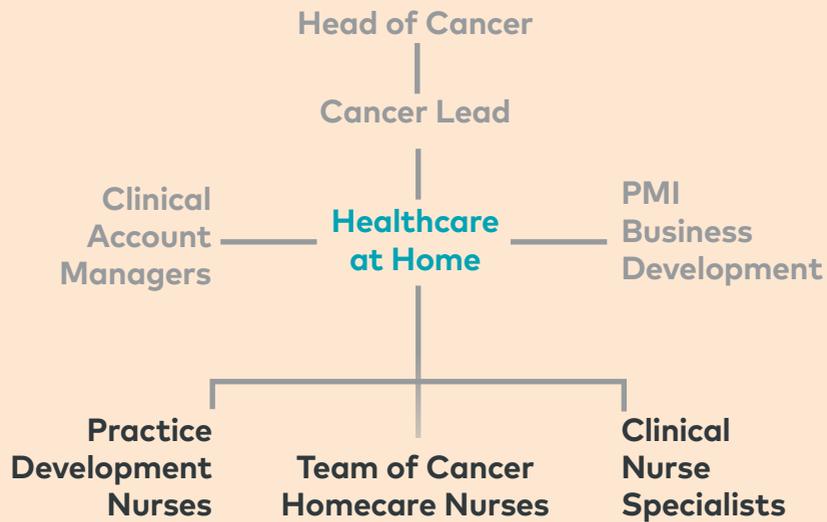
30 oncology
nurses
trained to degree
level annually

Knowledge and
experience of over
50
conditions

500
specially trained nurses

Our cancer nurses undergo annual reaccreditation to ensure their knowledge and service levels are Gold standard.

Our specialist cancer team



The role of our clinical nurse specialists

We have a growing team of clinical nurse specialists, each supporting 50-60 cancer patients and their families with a range of emotional, psychological, physical and financial issues. A key part of the role is using a holistic needs assessment or 'distress thermometer' to make a plan with the patient and their family, which covers:

Alleviating anxieties

Providing emotional support

Helping to develop coping strategies

Providing information

Coordinating services

Signposting

The role of our practice development nurses

Our SACT practice development nurses drive service improvement by encouraging innovation and change. They support the implementation of new products and continually seek out improvement processes. Their role is to support clinical staff regionally and across the UK, driving our national standard in cancer care delivery.

The role of our cancer homecare nurses

Our homecare nurses provide emotional and practical support to patients during every treatment. Unless there's a good reason, patients will see the same nurse every time.

Patient pathway

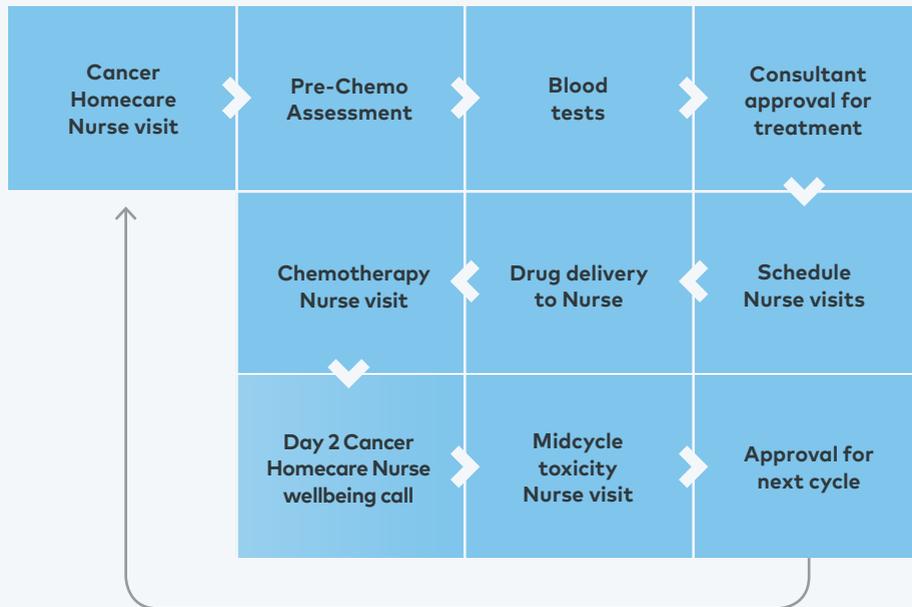
Registration

1-3 days



Treatment

24 hours + (dependent on Consultant approval of tests)



Support

Ongoing



Contact us

To chat with our commercial team
or to refer a patient, **email us at:**
consultantengagementmanagers@hah.co.uk

Care Bureau: 01283 504 122

Cancer Customer Services: 01283 501 359



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