

# Benefits of a Home Therapies Clinical Nurse Specialist

Katie Naylor – Home Therapies Clinical Nurse Specialist  
Evelina London Children's Hospital



# Current caseload

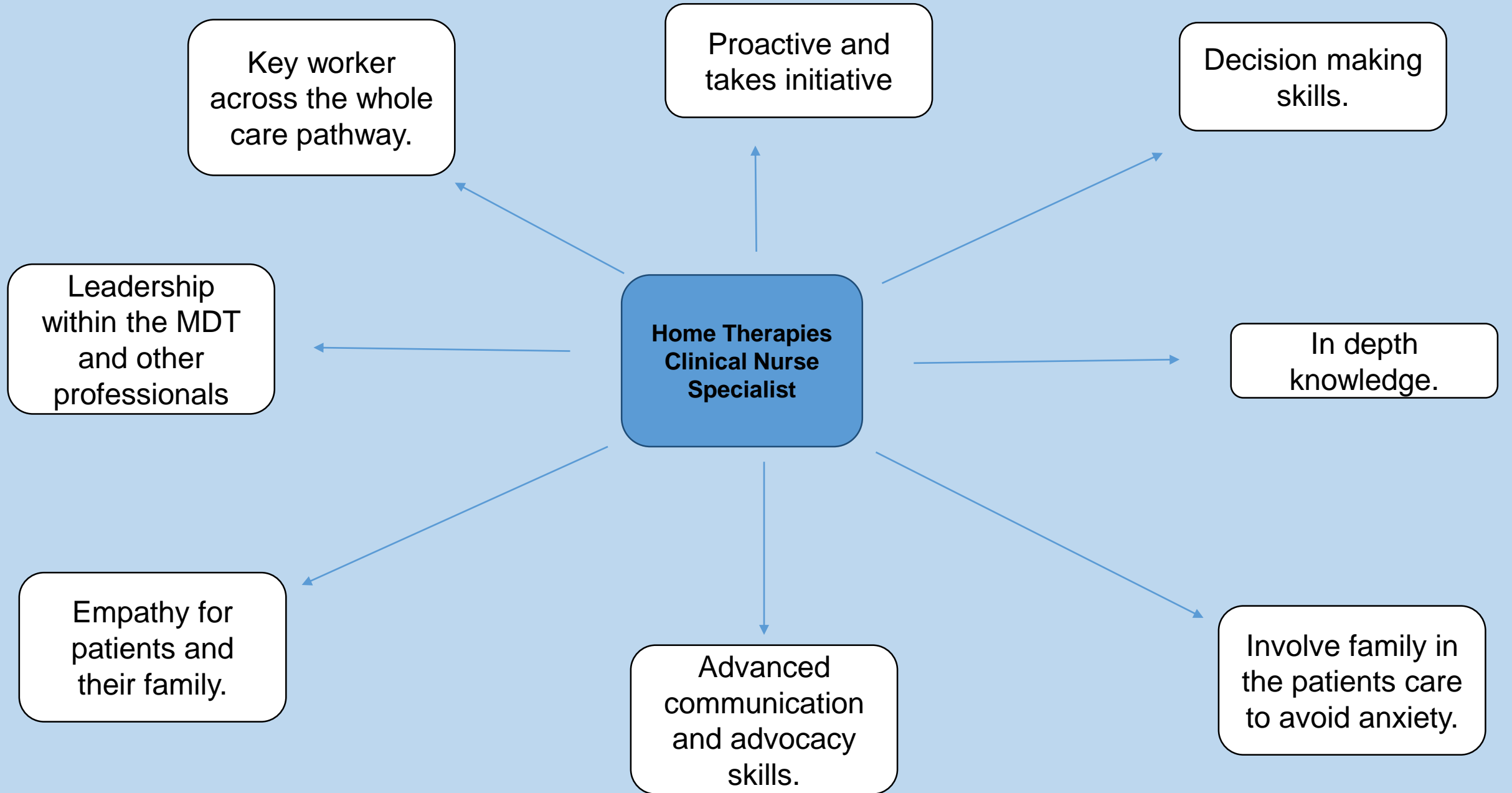
- 13 peritoneal dialysis patient, aged 9 months - 16 years.
- 2 home haemodialysis patients aged 4 and 17 years old.
- Large geographical spread of patients, located from 5 miles to 100 miles from the Evelina.

# Background to the Home Therapies service

- There was a reliance on the haemodialysis unit nursing team with no consistent named contact.
- Home visits to assess if home therapies was feasible were made by ward Matron.
- Peritoneal dialysis patients were trained by several nursing staff.
- Doctor led clinic appointments held on the dialysis unit, with no set days for clinics.
- Lack of continuity for patients and family.

# Role of Home Therapies Clinical Nurse Specialist

- October 2016 - Home Therapies Clinical Nurse Specialist (CNS) was appointed, providing patients and their families with a single point of contact.
- This has provided a more patient focused approach to care, in terms of
  - planning,
  - treatment provision,
  - follow up,
  - on-going management between visits, and most importantly
  - providing a continuity to care.



# Expectations of the Home Therapies CNS role

- Shortened hospital admissions, as education is tailored to the individual.
- All families are trained to complete their dialysis, change dressings, obtain and record observations by the Home Therapies CNS.
- The Home Therapies CNS builds a network of professions within the patients community to reduce additional hospital visits .

# The key elements

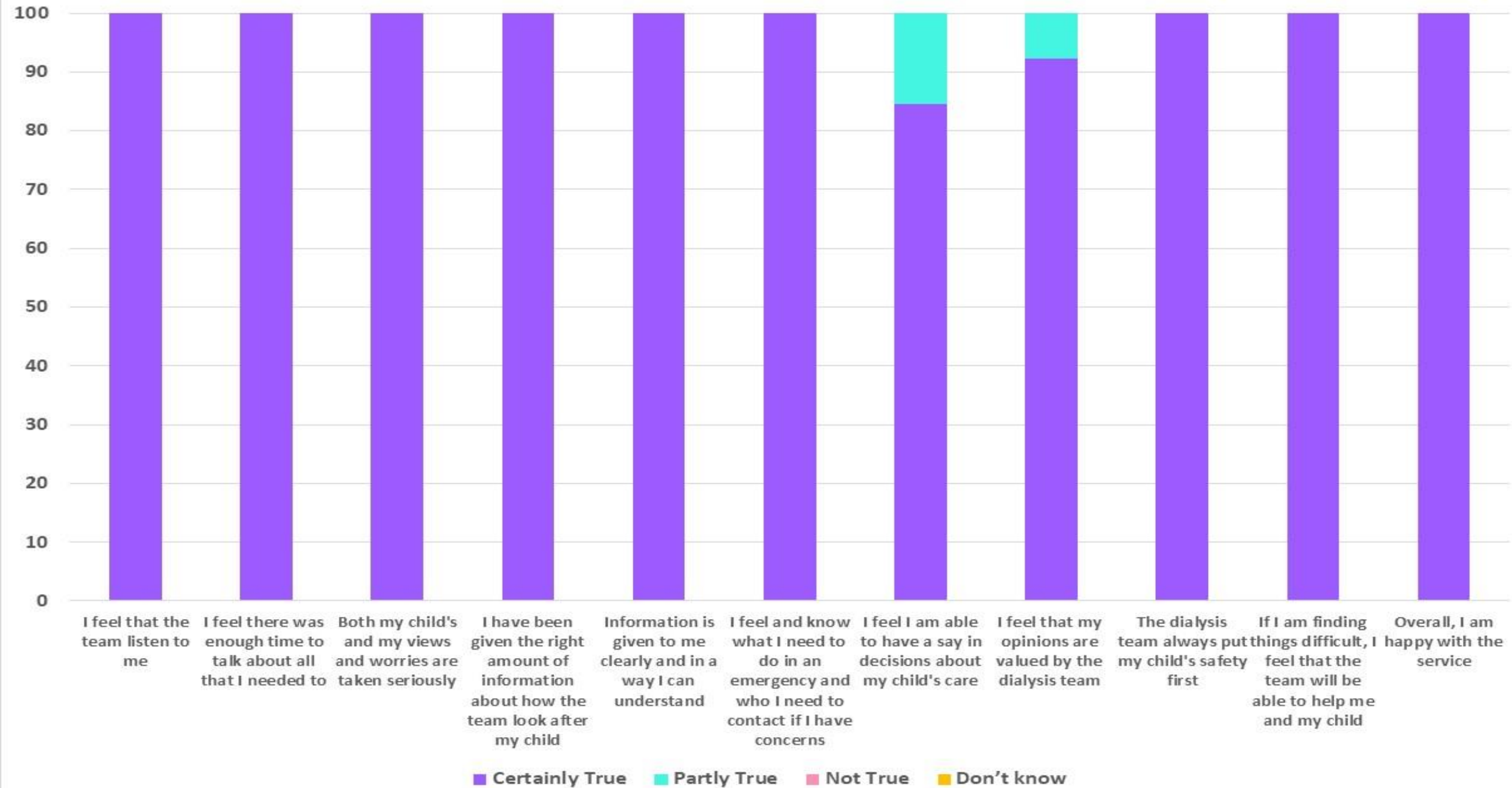
- A high level of communication skills and provision of information within the team and between the families.
- Developing a supportive nurse–patient relationships, this is a complex process, one that involves of getting to “know the patient and family”.
- Developing a close, holistic relationship with patients and their families.

# Evaluation of the impact of the Home Therapies CNS Role

- A patient experience questionnaire was completed by all home therapies patients, the following slide includes the information we received.
- This tool allows patients and families to express their views.
- Which in turn helps improve the quality of the service and ensure all patients needs and preferences and responded too.



## Responses\_Hometherapies



# Feedback from patients

## Communication

- Clear vision on future plans outlined
- Easily contactable
- Always call at arranged times with results

## Support

- Great team who are always helpful and trustful
- Ensuring patient and family are ok
- Caring and professional

## Clinics

- More efficient
- Friendlier service
- Previous results are always discussed in clinic

easier visits  
great  
helpful  
thankful  
helpful  
caring  
professional  
hospital  
home team  
efficient  
provides consultant  
therapies  
child know routine staff dialysis  
friendly  
vision  
service extremely  
Clear  
Love  
contact  
cns  
trust

# Summary

- Having a Home Therapies nurse in the renal team has provided the patients and their families with a consistent point of contact.
- Appointments are now carried out in the renal outpatients department.
- Managed locally with the help of the community network where appropriate.
- There has been a noticeable reduction in re-admissions.
- Families have noted the benefits of this new role – as shown in the previous slide.

# Thank you all for listening.

But most importantly, I would like to  
thank the team at the Evelina for  
giving me the opportunity to develop  
this wonderful service.

