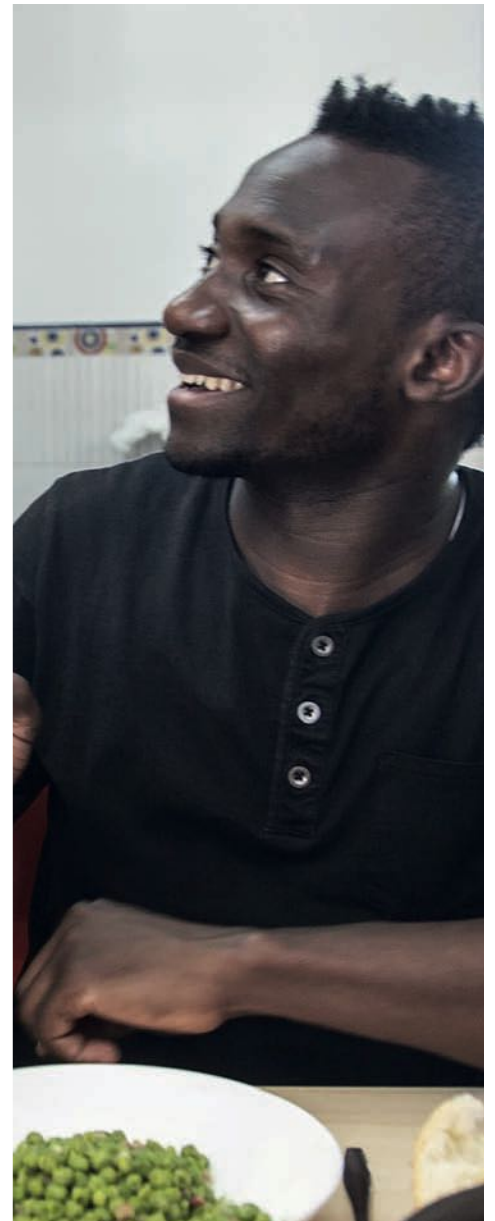


# 365 DAYS

PERSON BY PERSON



SOCIAL | POVERTY | COOPERATION

# 115 years with the most vulnerable groups

“la Caixa” Foundation works alongside hundreds of entities and thousands of volunteers to fight poverty and social exclusion, provide everyone with the same opportunities, ensure a healthy life and promote wellbeing in general.



ADVANCED DISEASES



# 10 years accompanying at end of life

10th anniversary of the Comprehensive Care for People with Advanced Diseases programme in 17 autonomous communities.

approaches (medical, psychological, social and spiritual), so that medical teams can deal with pain in tandem with psychosocial care teams, which treat the suffering of people with advanced diseases, as well as that of their families.

Volunteers, or *soul mates*, are a key element, given their commitment to the efforts of accompaniment and their ability to listen. The programme recently set up the Loneliness and End-of-Life programme to deal with extreme cases of absolute solitude of people lacking family or a social fabric to embrace them. The programme has 14 assistance networks throughout Spain.

The programme's aim is to ensure "no person should die alone, always accompanied".

**B**ecause health is the most precious good" and so that "no person dies alone, always accompanied". These two reasons are why "la Caixa" Foundation launched a pioneering programme 10 years ago: Comprehensive Care for People with Advanced Diseases, with the aim of improving the quality of life of these people in Spain's 17 autonomous communities and in Ceuta.

The programme exemplifies the founding mission of "la Caixa" 115 years ago to build a better, fairer society by accompanying people in situations of great vulnerability, in other words, at the end of their lives. Comprehensive care involves combining four



➔ ADVANCED DISEASES

52  
PSYCHOSOCIAL  
Care Teams  
(PCTs)

143  
HOSPITALS

133  
HOME TEAMS

184,553  
TOTAL PATIENTS

250,817  
TOTAL RELATIVES

The programme also has 5 EspaiCaixa spaces in various hospitals so that patients and their families can feel at home. Similarly, the School for Caregivers responds to the needs of family members caring for people at the end of their lives, providing them with support to make them feel more secure in their daily lives.

The programme has 52 psychosocial care teams (PCTs) distributed throughout Spain and Portugal, made up of more than 200 professionals (psychologists, social workers, spiritual agents, doctors and nurses), in addition to more than 1,000 volunteers. They work within a network of 143 hospitals and 133 home support teams. The programme has been extended to Mexico and Hong Kong.

This comprehensive networked care from "la Caixa" Foundation is managed by the Catalan Institute of Oncology and backed by the World Health Organisation and international scientific community. —

## Personally speaking

Patient

**"Their company gives you strength and makes you feel you are not alone. Sometimes I cry for joy at feeling so cared for."**

Relative

**"I was in a very intense emotional situation, including life-changing stress, and they helped me get my second wind and move on."**

Volunteer

**"You leave the room and think the world is a better place."**

Social worker

**"When you can't give more days to life, you have to give more life to your days."**

Doctor

**"Humanising assistance is going to see a sick person and their family, leaving your gown in the office and approaching them as we are: people."**

Psychologist

**"My job is to help channel all the anguish felt by the sick person at the moment of a threat of their own existence."**

Humaniza programme session in Portugal.



## Humaniza in Portugal

The Humaniza programme, an adaptation of the Comprehensive Care for People with Advanced Diseases programme, promoted in Portugal by "la Caixa" Foundation in collaboration with the Ministry of Health and General Secretaries of Health of the Azores and Madeira, completed its first year in 2019.

The work of 10 Psychosocial Care Teams distributed in various regions of Portugal was consolidated over the course of the year. They were selected in 2018 by a public competition to provide additional health care assistance to palliative medical teams, including accompaniment at an emotional, social and spiritual level during the process of illness and mourning, including support for professionals and the actions of volunteers. "la Caixa" Foundation assisted 4,473 patients and 5,445 family members in 2019.

Together with Ordem dos Médicos, a total of 13 fellowships were awarded for medical specialisation in palliative care. This initiative will increase the number of doctors with these skills in Portugal by 20%.

Within the framework of the call to support associative movements launched in 2018, 4 innovative projects from non-profit entities with recognised experience in the field of advanced diseases were selected: *Compassivas Comunidades: Laços que Cuidam*, from the Associação Portuguesa de Cuidados Paliativos; *(Des)cobrir a ELA: estar perto de quem está longe*, from the Associação Portuguesa de Esclerose Lateral Amiotrófica; *IntegrAçores, Cuidados Paliativos Integrais para Todos*, from the Grupo de Amigos dos Cuidados Paliativos do Hospital Divino Espírito Santo de Ponta Delgada, and *Caixa de Música*, from the Associação Portuguesa de Música nos Hospitais e Instituições de Solidariedade.