



Hospice at Home Service

You have been assessed for Hospice at Home by

The contact number for your Hospice at Home Care Team is

The Hospice at Home Team provide hands-on care and support in people's own homes or usual place of residence when they are approaching the very end of their life. We support people in Cambridgeshire living with an advanced illness or other life-limiting condition, who need end of life care, and who are thought to be rapidly deteriorating. Sometimes when a patient is in a crisis related to their palliative illness and require short term care support the Hospice at Home Team can help. The Team work collaboratively with your doctor, district nursing team and other multidisciplinary professionals to meet the palliative needs of end-of-life patients.

Our Hospice at Home nurses assess each patient to ensure symptom control and palliative care is provided effectively. We will identify your care needs with you and your family, for most patients, this may result in up to three hourly care visits per day. The Team can also support with practical advice and psychological support. Occasionally, the Hospice at Home service help people for a very short period if they need support because of a health crisis related to their palliative illness and are deemed to be in their last year of life. Hospice at Home also provide some overnight care and support for patients approaching the very end of their lives. The patients with the greatest need, due to their clinical condition and circumstances, are prioritised by the Clinical Team for overnight support.

Services we provide

- Personal care
- Psychological and spiritual support
- Practical advice
- Help and advice with symptom management
- Overnight care when available for the most complex patients

To remain as flexible as possible to meet the changing needs of patients who are rapidly deteriorating, our Hospice at Home service does not offer fixed visiting times. We will agree when you can expect support, for instance mid-morning, late afternoon or early evening and we will always aim to keep you informed when staff are delayed. We cannot guarantee regular overnight care, we don't offer a regular respite or sitting service, live-in carers or 24-hour care or long-term care packages for people who are chronically ill.

Is there a cost involved?

The Hospice at Home service is commissioned and largely funded by Cambridgeshire and Peterborough Clinical Commissioning Group (CCG). However, donations from our community help support Hospice at Home, ensuring we can flexibly respond to the needs of our patients and their families, day and night. If you would like to donate, please visit arhc.org.uk/donate or call 01223 675888 (Monday- Friday 9.00am-5.00pm).

Contact Hospice at Home

Our Hospice at Home North Team are based at the Alan Hudson Day Treatment Centre and can be contacted Mon-Fri 8.00am to 4.30pm on 01945 669620 and Sat-Sun 8.30am to 5.30pm on 01223 675790. The North Team cover Huntingdonshire and Fenland.

Our Hospice at Home South Team are based at Arthur Rank Hospice and can be contacted 7 days a week 8.30am to 5.30pm on 01223 675790. The South Team cover East Cambridgeshire, Cambridge City and South Cambridgeshire.

If you are uncertain who to contact, telephone 01223 675790 and speak to the Administrative Team at Arthur Rank Hospice Charity who can direct you.

Important Information and Contact details

District Nursing Teams assess, plan, and provide nursing clinical care to people who are housebound due to ill health. District nurses support end of life care, post operative care, management of long-term conditions, wound and catheter care and medication management. The district nursing team work closely with GP's and acute hospitals. For District Nurses telephone 0330 726 0077 8.00am to 6.00pm.

The Palliative Care Hub operate a free out of hours telephone service available to patients, relatives, friends, and all healthcare professionals. They provide specialist advice and support to those with life limiting illnesses and can be accessed by telephoning 111 and selecting option 3.

If the patient requires immediate assessment and transfer into hospital, it may be more appropriate to call 111 for a medical problem or the out of hours district nurse. When you call the out of hours services, the person you speak to will ask you several questions which help the call handler to identify the urgency of the call and the most appropriate course of action. This may include questions about:

- The diagnosis and any current treatments
- The current symptoms of pain, breathlessness or vomiting
- Any information regarding medicines including injectable medications that are already in the home
- If a District Nurse has been visiting because there is a syringe pump in place
- Your telephone number in case someone needs to call you back

It may also be helpful to inform the call handler about:

- A 'ReSPECT' form (if the patient has one)
- A 'Do Not Attempt Cardio-Pulmonary Resuscitation'(DNACPR) form (if the patient has one)
- An Advance Decision to Refuse Treatment (if the patient has one)
- That Arthur Rank Hospice or Alan Hudson Day Treatment Centre are involved in the patients' care

You should telephone the Emergency Services 999 if there is a medical emergency or sudden unexpected change in condition, for example chest pain, extreme shortness of breath, severe pain, fits, uncontrolled bleeding, severe allergic reaction, or unconsciousness. Please be aware that unless specific written information is in the home (such as ReSPECT or DNACPR form) the ambulance staff have a duty to treat intensively. This may include attempting cardiopulmonary resuscitation and they may suggest a transfer to hospital, which might be against the wishes of the patient or family. Please do not call 999 in the event of an expected death, call 111 option 3 and speak to the Palliative Hub Team.

All information is correct at time of print and may be subject to change. Please visit our website for the most up-to-date information. If you have any feedback or would like this information in a different format or language, please contact us.