



# Specialist Palliative Care Home Service

The Specialist Palliative Care Home Team provide advice and support for adults who have a life limiting illness living in Cambridge, south and east Cambridgeshire to help ensure patient choice and quality of life. Our team includes clinical nurse specialists, doctors, occupational therapists, physiotherapists and administrative staff. Our service is available to you, your family and carers to help manage complex physical, emotional, social, spiritual and practical difficulties such as:

- Manage and control symptoms such as pain, sickness, fatigue, anxiety or breathlessness
- Make decisions about care
- Provide information and support for family, carers and children
- Maintain your dignity

We provide support at any time during your illness and liaise regularly with your community healthcare professionals including your GP and district nurse. This helps ensure that your care is as seamless as possible. If required, we can request advice and support from other specialist palliative care professionals, including Arthur Rank Hospice Charity Hospice at Home nurses (who provide 'hands-on' care to patients who are rapidly deteriorating and reaching the end of their life), chaplain, psychological therapists, complementary therapists and volunteers. We also refer to other NHS services as appropriate.

## How to access the Specialist Palliative Care Home Services

Any health or social care professional can refer you to our service, provided you agree, and you can also refer yourself. We will contact your GP to confirm that a referral is suitable and request your medical information. Following the referral, we will contact you to discuss your needs and if appropriate arrange an assessment with you, either at your home, as a Hospice outpatient or by video call. The assessment helps us to get to know you and understand your physical, psychological, social, and spiritual needs. We will then agree a plan with you. If you receive support from more than one member of our team, we will allocate you a 'key worker', a person who will be your primary contact.

## 111 Palliative Care Hub

This free phone service is available to patients, relatives, friends and all healthcare professionals. The service is available 24 hours a day, 7 days a week, providing specialist advice and support to those with life limiting illnesses. Dial 111 and select the 'Palliative and End of Life Care' option to speak to a clinical nurse specialist.

## Further Information

If you require further information, speak to your GP, District Nurse or contact **Arthur Rank Hospice Specialist Palliative Care Team 01223 675830**.

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.

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