



## Specialist Palliative Care Home Service

### Introduction

Our seven day a week Specialist Palliative Care Home Service provides support to adults living in Cambridge and South and East Cambridgeshire who are in the palliative phase of a life-limiting illness.

We work closely with GPs, District Nurses and other community-based agencies as well as liaising with hospital specialists. Your GP maintains primary responsibility for your care in the community. We do not replace other services but work together to ensure care remains coordinated and as seamless as possible.

Our team includes Clinical Nurse Specialists (CNS), Doctors, Physiotherapists, Occupational Therapists (OT's) and Administrators.

### Role of the Specialist Palliative Care Home Team

Many patients who need palliative care at home, or in their usual place of residence, have needs that can be effectively addressed by GPs working together with District Nurses and other local Health and Social Care agencies.

However, some patients have more complex needs that require additional expertise. This is described as 'Specialist' palliative care.

Our team provides specialist palliative care to patients and those closest to them to address more complex physical, emotional, spiritual

and practical needs. We aim to help patients to stay as well as possible for as long as possible. We also offer guidance and support to make plans for future care.

Our service is tailored to individual needs and free of charge to everyone.

### A Referral to Specialist Palliative Care Home Team

With your consent, any health professional involved in your care can refer you to our team if they identify that you may have specialist palliative care needs.

### What happens next

Following your referral, we will contact you to assess and discuss your needs and decide if you would benefit from our team's support.

If you don't currently need or don't wish to receive specialist palliative care, you may be signposted and/or referred to other services or sources of support in the community. Some patients are referred on to other hospice services including the Living Well Service.

If you would benefit from our support you will be offered an initial appointment. Depending on your needs we will either visit you at home or offer you an Outpatient Clinic appointment.

## Your First Appointment

You are welcome to bring someone with you. You will be seen by either a Clinical Nurse Specialist (CNS) or one of our doctors. The initial consultation is comprehensive; exploring your needs, listening to your concerns and beginning to address the issues that matter most to you. This may include referring you to other hospice services and/or services in the community. We allow up to an hour and a half for this appointment.

## Ongoing Support

For some patients one appointment may be sufficient. In this case you would still have access to telephone support from an experienced specialist nurse at the Palliative Hub via 111, option 4.

For others we may recommend patient-led contact. This would enable you to contact us for support as and when necessary.

Others need ongoing review and support; some for a few weeks, others more long term. This is provided through a combination of telephone or video consultations and face-to-face appointments as needed. Your named CNS or Doctor will be your primary contact, but other team members will also be involved in supporting you.

The Arthur Rank Hospice Charity website also has a lot of useful information and some helpful resources

## Future care planning

An important part of our role is to support you and those closest to you to discuss your wishes and preferences, especially when it

comes to end of life care. We can explain the options and help you make plans for your future care.

## Do we provide hands-on personal care?

Our service does not extend to providing hands-on personal care. When needed we will provide guidance and support to help you access appropriate care.

## Who do I call for advice or assistance?

You can call us any day 9am – 5pm on 01223 675830. Our Duty CNS will aim to respond the same day. If we receive a high volume of calls we may respond to non-urgent enquiries the following day.

You can also call the Palliative Hub via 111 option 4, to speak to a specialist palliative care nurse. This service operates 24 hours a day including weekends and Bank Holidays

If you have an urgent medical need, please contact your GP during surgery hours or 111 option 1 for the Out of Hours GP service.

Call 999 if you need immediate assistance in a medical emergency.

The District Nurses can be contacted 24 hours a day on 0330 726 0077.

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.