



The Palliative Care Team

Information for patients and carers

This information tells you about:

- The service provided by the Palliative Care Team.
- How the team works with community partners providing support with health and social care outside of the hospital.
- The range of services available, each offering support specific to your needs.
- Who to contact if you have any questions or concerns.
- Where to obtain more information.

What is palliative care?

- Palliative care describes the physical, psychological and social care and support for people who have an illness or disease that cannot be cured.

Who provides palliative care?

- All health professionals provide palliative care to patients.
- **In the Community** palliative care is led by your GP and community nursing team; these professionals can arrange additional practical care and support you may need from other health and social care agencies.
- **In the Hospital** palliative care is led by your responsible consultant supported by the multi-professional team of doctors, nurses and therapists.

If there is anything you are unclear about, please ask your ward nurse or



Patient Information

your Macmillan palliative care clinical nurse specialist for this hospital stay.

Your Palliative Care Clinical Nurse Specialist for this hospital stay is:

Contact number: 02476 965 498

What is the aim of palliative care?

- The main aim is to provide a holistic assessment (assessing the whole person) to identify the support you may need.
- This includes physical, emotional, psychological, spiritual and social support.
- Your team will address any symptoms you may have and consider your practical nursing care.
- Sometimes you may require more specialist help during your illness.

What is specialist palliative care?

- Specialist palliative care is provided by nurses, doctors and other health professionals with specialist experience and training in palliative care.
- At UHCW NHS Trust these professionals work as the Palliative Care Team.
- Macmillan palliative care nurses
 - Are specially trained to deliver palliative care for complex symptoms.
 - Share their specialist knowledge and skills.
 - Act as a resource to the teams they work with in hospital or community.
 - Work alongside and are supported by specialist doctors trained in palliative medicine.

Why may someone be referred to specialist palliative care?

- You may be referred to the Palliative Care Team if your needs cannot be met by your current caring team on the ward.

Patient Information

- The Palliative Care Team:-
 - Supports with assessment and treatment of symptoms.
 - Helps patients with complex emotional, psychological or spiritual issues.
 - Assists with discussions around current and future care options.
 - Supports patients who are in the last hours and days of their life.
 - Supports the families and carers of patients who are in the last hours and days of their life.

Who are we?

The Palliative Care Team at UHCW NHS Trust:

- A team of Nurses, Doctors and a Pharmacist.
- Available Monday to Friday from 8.30am to 4.30pm excluding Bank Holidays for in-patients at UHCW NHS Trust.
- Work with other professionals to support inpatients during their time in hospital.
- Are invited to be involved in the care of a patient during their stay in hospital by referral from the patient's responsible consultant or a member of the ward team.
- Will liaise with the ward nurses and doctors about a patient's care.
- Advice ward staff about a patient in person or over the telephone and/or
- A member of the Palliative Care Team will meet you to assess your individual needs and recommend changes to your care and treatment to the ward team.

Members of the Palliative Care Team:

- Aim to provide continuity from within their team during your stay in hospital.
- Will involve other members of the Palliative Care Team if they feel you would also benefit from their additional input.
- Will continue to visit you in hospital until:-
 - your symptoms have been resolved,

Patient Information

- your concerns have been addressed,
- your care can be handed over to another professional.
- Work in close partnership with other health and social care professionals locally aiming to ensure coordinated care for you and support for your family and carers when you leave the hospital.

Professionals who may be involved with your care

During your illness, you may meet different types of professionals, one of whom may become your key worker.

Your key worker is your first point of contact for further information and support and could be your:-

- GP
- Community nurse, for example the
 - District Nurse (who provides general nursing and palliative care support in your home setting)
 - Palliative Care Support Nurse or Hospice at Home Nurse (trained nurses and healthcare assistants who provide specialised nursing care to patients in their own homes and support families to care for people at home in their last days and weeks of life)
- Specialist Palliative Care Nurse
- Physiotherapist or Occupational Therapist
- Dietician
- Social services professional
- Voluntary services professional

In the community your care will be led by your GP or your key worker.

- If your GP or Community Nurses require support to manage your symptoms, psychological or emotional needs, with your consent, they can refer you to the Community Specialist Palliative Care Team.
- The Community Specialist Palliative Care Team works alongside your GP and Community Nurses in a similar way as the Hospital Palliative Care Team works alongside your Hospital ward team.

Other professionals who may be involved with your care

- Marie Curie Nurses funded by the charity who
 - May be requested by your community nurse
 - Can stay in your home for several hours in the day or sometimes overnight if needed.
- Disease specific Macmillan nurses who
 - Have specific expertise in a particular illness, for example, lung cancer or breast cancer who Are all based in hospital.
- Community matrons
 - A team of highly skilled Nurses who co-ordinate care and services for people with complex needs due to long term conditions, such as respiratory disease, heart disease and diabetes.

The Palliative Care Team at UHCW NHS Trust works in close collaboration with the **community specialist palliative care teams** based in:-

- Coventry
 - Rugby
 - North Warwickshire
 - South Warwickshire
- and with the **local hospice teams** based at:-
- Myton Hospice based in Warwick, Coventry and Rugby
www.mytonhospice.org
 - Mary Ann Evans Hospice in Nuneaton
www.maryannevans.org.uk
 - Shakespeare Hospice in Stratford upon Avon
www.theshakespearehospice.org.uk
 - Shipston Home Nursing, Shipston, Wellesbourne, Kineton
<http://www.shipstonhomenursing.co.uk/>

Who provide free care and support to terminally ill patients and their families in Coventry and Warwickshire. Please ask your Palliative Care

Patient Information

Clinical Nurse Specialist if you would prefer written information about these services.

Who to call for advice when you are at home

During office hours you should contact your keyworker.

Out of hours patients and carers are requested to contact their community nursing Hub:

- Coventry 0300 200 0011
- Warwickshire 01926 600 818

If you have a complaint, concern, comment or compliment please let us know by speaking to a member of our staff. We learn from your feedback and use the information to improve and develop our services.

If you would like to talk to someone outside the service contact the Patient Advice and Liaison Service (PALS) on 0800 028 4203 or email your queries on feedback@uhcw.nhs.uk

The Trust has access to interpreting and translation services. If you need this information in another language or format please contact the Palliative Care Team Coordinator on 02476 965498 and we will do our best to meet your needs.

The Trust operates a smoke free policy.

Document History

Department:	Palliative Care
Contact:	25498
Updated:	May 2020
Review:	May 2022
Version:	8.1
Reference:	HIC/LFT/032/06