

Community Specialist Palliative Care Team

Information for Patients and Carers

Telephone number: 01484 343814

Palliative Care

Palliative Care is a holistic approach that aims to improve quality of life and reduce suffering when a patient's illness can no longer be cured or helped by usual treatments. The team can support those with illnesses such as cancer, heart disease, lung disease and some neurological conditions including Dementia, Motor Neurone disease, Parkinsons disease and Muscular Sclerosis.

The Community Specialist Palliative Care Team provides support and advice to patients who are aged 18 and over and registered with a Calderdale GP. The team is a small group of professionals that become involved when the patient's needs cannot be fully met by the treating team. They support the treating team with the management of complex symptoms and/or psychological needs as well as complex decision-making.

Once a referral has been received, a member of the team will offer initial advice. This is usually done by phone call, followed by a face-to-face assessment if the patient consents and if deemed clinically appropriate. If it is not clinically appropriate for our involvement, we will signpost the team to the most appropriate source of support.

Community Specialist Palliative Care Team works as part of a multidisciplinary team which includes you, your family or carer, your Doctor, Occupational Therapists and Physiotherapists, Podiatrists, Adult Social Care services, general and community hospitals, local hospices, and voluntary agencies. This list is not exhaustive and other services may support the multidisciplinary approach to your care.

Who is in the Community Specialist Palliative Care Team?

The Specialist Palliative Care Team is a multi-disciplinary team consisting of Consultants in Palliative Medicine, Nurse Consultant, Macmillan Palliative Clinical Nurse Specialists, and a Palliative Care Co-ordinator. We work closely with the Out of Hours Palliative Care Team.

The Palliative Social Work team and Pharmacists are not based with the main team but have close contact to ensure care is coordinated and delivered safely.

We accept referrals from patients and their family or carer, and health or social care professionals, with patients consent. We do not replace the other services like your GP or District Nurse as they remain vital to a patient's total care.

What kinds of things does the team do?

- We provide support and advice about diagnosis.
- We offer help and advice for complex symptoms.
- We may arrange or prescribe a different medication to use, however, we do not replace the GP, they will still be responsible for your long-term medications and prescriptions.
- We offer emotional, psychological, and spiritual support to both patients and carers.
- We give advice about some benefits including help obtaining grants and other social support.
- We signpost and refer to other supportive teams like Social Workers, Physiotherapy and Occupational therapists.
- We arrange hospice care if this is appropriate to the patient's needs and wishes.
- We can provide resources, books etc. to support children and teenagers who are affected by someone they care about being ill.

What will happen after the team has seen me?

We will assess your needs and agree a plan of care for how best to help. Sometimes we only need to see a patient once, but for others we may see them several times over a longer period. When you no longer need our service, we will advise the other teams looking after you. You may need us in the future, so we will leave our contact numbers.

The Community Specialist Palliative Care Team provides a 9am to 5pm 7-day service, 365 days a year, with a reduced service on weekends and Bank Holidays. Due to the nature of the work, it may not be possible to give timed visits as the work needs to be prioritised. Visits during the day will be performed between 9am – 5pm.

If there is an urgent problem or concern, it may be useful to contact the Community District Nursing Service to help.

The Community District Nursing Service provides:

- Nursing procedures including wound dressings, administration of injections and management of syringe driver devices.
- Supporting and advising on health care and preventing ill health
- Providing palliative support and end of life care.
- Providing equipment to help patients be independent.
- Providing emotional support to family and carers.
- Helping patients to contact other community, social and voluntary services.

What you can expect from us:

Your care will be delivered by anyone within the team. If you have any concerns, please ask to discuss this with the Community Specialist Palliative Care team leader.

What we expect from you

- We would be grateful for facilities to wash our hands and paper towels to dry them; such as kitchen roll.
- We may need to request that pets are not present in the room on visits for safety and hygiene purposes.
- A smoke free environment, the nurse may ask you to stop smoking during their visit or ask you to move to another smoke free room.
- That you respect that we are required to adhere to Health and Safety protocols whilst undertaking your care. NHS staff will treat everyone fairly and consistently with dignity and respect. In return staff expect that you will treat them in the same way, which will ensure we are all free from undue stress and anxiety. We have a zero-tolerance policy and any incidents of violence and/or aggression will be dealt with in line with Trust Policy.

Ask questions about your care and treatment. Tell us if you do not understand and need support.

How to contact the Community Specialist Palliative Care Team

The service is available everyday 9am to 5pm – however on weekends and Bank Holidays there is a limited service for urgent intervention which cannot wait until the usual working week.

Non-urgent messages can be left on the answerphone if staff are out of the office. The Community Nursing service can also be contacted to provide help and support.

Please note we are not an alternative to contacting your own Doctor – we may redirect you to contacting your GP directly.

Useful contact numbers for palliative care patients

Community Specialist Palliative Care Team (Calderdale) 01484 343814

Out of Hours Palliative Care Team (Calderdale) 01422 652291 (same number as District Nurses)

Hospital Specialist Palliative Care Team (HRI & CRH) 01484 346070

Community District Nurses (Calderdale) 01422 652291

Overgate Hospice (for Calderdale GP residents) 01422 379151

Gateway to Care: Calderdale residents 0845 111 1103

Gateway to Care: Kirklees residents 01484 414933

Electronic Health Records

The Specialist Palliative Care Team uses a secure computerised records system, which allows doctors, nurses and other clinical staff to share information in your record, so that you receive the best care. We will ask you if agree to make your record shareable with other staff whose care you are under; this will include your GP, community nurse, or other professionals such as hospice staff. More information is available on: www.nhscarerecords.nhs.uk/carerecords.

If you have any comments about this leaflet or the service you have received you can contact :

Brighthouse Health Centre,
Lawson Road,
Brighthouse, HD6 1NY.

Telephone: 01484 343814

www.cht.nhs.uk

If you would like this information in another format or language contact the above.

Potřebujete-li tyto informace v jiném formátu nebo jazyce, obraťte se prosím na výše uvedené oddělení

Jeżeli są Państwo zainteresowani otrzymaniem tych informacji w innym formacie lub wersji językowej, prosimy skontaktować się z nami, korzystając z ww. danych kontaktowych

ਚ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਪ੍ਰਾਚੂਪ ਜਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ,
ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਉਪਰੋਕਤ ਵਿਭਾਗ ਵਿੱਚ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

اگر آپ کو یہ معلومات کسی اور فارمیٹ یا زبان میں درکار ہوں، تو
برائے مہربانی مندرجہ بالا شعبے میں ہم سے رابطہ کریں۔

"إذا احتجت الحصول على هذه المعلومة بشكل مغاير أو مترجمة إلى لغة مختلفة فيرجى منك الاتصال بالقسم
المذكور أعلاه"