



## Support for Palliative Care Patients

Services from St Clare Hospice

Irene O'Dell  
Specialist Palliative Care Nurse

## Day Therapy



- Therapeutic groups
- Subtle work to address the deeper issues of facing death
- Advanced care planning
- Breathlessness group
- Neuro Group
- Carer support groups
- Provide rehabilitative palliative approach throughout hospice & community with Physio & OT

## In-Patient Unit



Our Inpatient Unit has eight single bedrooms, all with en-suite bathrooms.

- Patients can access the outdoors – even on their bed

Reasons for admission:

- Symptom management
- Assessment
- End of Life Care

We provide short term care - our average length of stay is 10 days.

All patients are Holistically assessed, and cared for by the whole Multi professional team.

## Patient and Family Support Team



- Social Worker
- Adult Counsellor
- Children and Young Persons Therapist
- Bereavement Support Volunteers
- Volunteer Bereavement Counsellors

## Patient and Family Support Team



- Practical Support
- Emotional Support
- Bereavement Support
- Children, Young People and Family bereavement support
- Carers Support
- Spiritual Support

## Compassionate Neighbours



Criteria – This project supports those in our catchment area who have a Life Limiting illness or Moderate Frailty

## Hospice at Home & Night Service

**St Clare Hospice at Home can...**

<p><b>Avoid unnecessary hospital admission in crisis situations and/or where a patient wishes to remain at home, even when their symptoms are difficult to manage</b></p>	<p><b>Provide transition support for planned rapid discharge when a patient can be discharged from hospital but the necessary care package is not yet in place</b></p>	<p><b>Provide hands-on palliative care and emotional support to patients in the last few weeks of life</b></p>	<p><b>Support families caring for someone at home</b></p>
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**When is Hospice at Home available?**  
 Day to 10am (day service), 10am - 7am (night service) - 7 days a week, 365 days a year

**Who is the service for?**  
 All adults over 16 years with a palliative care diagnosis and registered with a West Essex GP

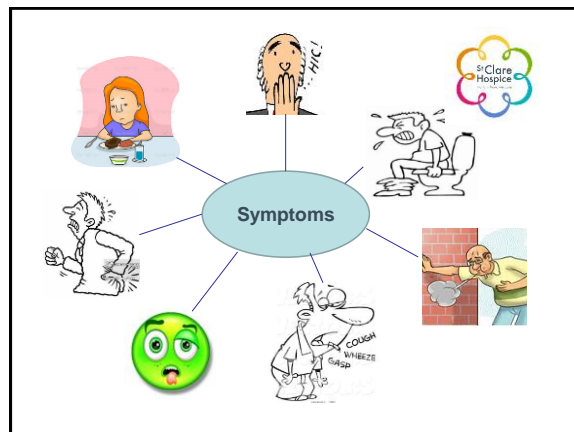
**How quickly will a referral be accepted?**  
 Our Hospice at Home Team leaders work from 9am to 6pm and will respond to any telephone or faxed referral within a maximum of two hours

**Tel: 01279 773716 Fax: 01279 773771**  
**Email to: [SCLHO.referrals@nhs.net](mailto:SCLHO.referrals@nhs.net)**  
 The referral form is available here: [www.stclarehospice.org.uk/show-to-refer.html](http://www.stclarehospice.org.uk/show-to-refer.html)

## Community Specialist Palliative Care Nurses

## What our Team Does

<p><b>Role</b></p> <ul style="list-style-type: none"> <li>• Symptom Management</li> <li>• Teaching</li> <li>• Research</li> <li>• Audit</li> </ul>	<p><b>Day to Day</b></p> <ul style="list-style-type: none"> <li>• Answer calls from families, patients, health professionals, staff within the hospice</li> <li>• Clinician of the day - nurse designated to cover these calls and deal with new referrals</li> <li>• Each call can take between 15-60 min to deal with</li> <li>• CNS has to have the skills to ask the right questions and deal promptly with any problems</li> </ul>
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## How can you help

- Utilise the skills and knowledge within the team
- Open communication – pick up the phone
- Understand the intensity and stress that we all work in day to day
- Come and spend the day shadowing a CNS or the Hospice at Home team

## Thank you

# Any questions?