



Support in *your* home and community



services

How the hospice community team can help at home

Our team of clinical nurse specialists (CNS), community healthcare assistants (CHCA) and volunteers work in your home to help you manage the symptoms of your illness and look after your wider care needs.

They are our own hospice staff, employed by St Elizabeth Hospice, and are not Macmillan nurses, as some people may think. Macmillan do not provide a community nursing service in our area as the hospice were asked to take over that responsibility from them some years ago.

Referrals

You may be referred to our community team if you have a progressive or terminal illness and need help managing pain or other symptoms at home. You may also be referred if you are being discharged from hospital and wish to receive care at home, or if you are nearing the end of your life and your wish is to die at home. No matter what your situation, or what your terminal or progressive condition is, from the age of 14, we are here for you.

You may be referred by your GP, district nurse, the Ipswich Hospital discharge team or another hospice team.

The community team works closely with other services in the hospice to which you may be referred as part of your treatment plan including:

- physiotherapy
- occupational therapy

- emotional wellbeing
- complementary therapy
- day services

As well as receiving support from the hospice, you may come into contact with a number of other organisations. We work in partnership with your usual health care team including your GP and district nurse, social care and with other local organisations which may be able to support you.

We can also liaise with social care agencies, the benefits team, and hospital specialists.

Specialist clinical support

Following your referral to the service, one of our clinical nurse specialists (CNS) will visit you at home, or see you at a clinic or other care setting to assess your needs and agree with you the care and treatment which is best for you.

Our aim is to help you make informed decisions about your care and treatment.

CNS have specialist knowledge in managing pain and helping you cope with other symptoms of your illness including emotional distress.

They provide specialist care when you need it, whether that is to prevent unwanted admission to hospital or the hospice, or to support you in the latter stages of illness. Our nurses can visit you at home and, working closely with GPs and district nurses, they can administer pain relief and symptom control to alleviate distress.

Once they have supported you, monitored your needs and provided any necessary treatment to control your symptoms, your usual care routine will resume.

This may include support from one of our healthcare assistants or other professionals such as your GP or district nurse. Sometimes it may be appropriate for us to refer you, with your agreement, to other organisations which offer different services that we cannot provide. These may be other charities, or health services.

If your needs change and you need to see a CNS again, they will arrange to reassess your situation and work with you again to provide the support that is best for you.

Our CNS team are available seven days a week and can be contacted on 01473 707044 (answerphone available).

If you need out of hours support from a CNS, call our OneCall number: 0800 56 70 111.

Personal care [at home](#)

If you have been discharged home from hospital or the hospice inpatient unit, our community healthcare assistants (CHCAs) can provide personal care at home.

They will visit you on their own or in pairs. They can help you have a bath or wash, use the toilet, get dressed, or change position and provide support and advice. They will tell you when they are coming and for how long they will be with you each time.

What's not covered by this [service](#)?

Healthcare assistants are not registered nurses, so they cannot be responsible for giving you medication, however they can assist you to take your medication.

Contact with the CHCA team during the day is via the team leader on 01473 707046 (answerphone also available).

Support for people to get home from hospital at the [end of life](#)

We work closely with Ipswich Hospital and other organisations to help patients known to be nearing the end of their life, to leave hospital and go home to die, if that is their wish.

We understand the worry and distress that family and friends may have in trying to make sure that the right care is in place for a loved one who wishes to be at home to die.

We can react quickly to coordinate a care plan to make sure that you have the quickest possible discharge home, and good quality care in place. Our community team can be ready to give personal care, and provide nursing support to manage pain and other symptoms at home, and arrange emotional or spiritual support for you and your family and friends. We may also work with other organisations such as Marie Curie to help support you at this time.

One call clinical and medical advice line

In addition we offer a telephone line for clinical or medical advice about your illness. The service called OneCall, is available 24 hours a day, seven days a week.

We are able to advise you regarding the sudden and unexpected onset of symptoms or difficulties relating to your illness. We can give advice over the telephone, or liaise with other healthcare professionals such as your GP, district nurse or out of hours service. If required, we may come and visit you at home.

The number is 0800 56 70 111. This phone number is for enquiries relating to your illness, it is not a general information line. For general hospice enquiries please contact the main hospice reception on 01473 727776.

Home-sitting service

Companionship

To complement the work of our community team we have a volunteer-led home-sitting service to give you and your family a break from routine. Volunteers can come to your home to chat and help with day-to-day practicalities.

Not everyone wants or needs the home-sitting service, but in some cases, it can help by giving carers some time for themselves. These rest periods allow carers to enjoy some time off, and then return feeling energised and better able to look after you.

Our volunteers can visit you for up to four hours at a time. Times and frequency of visits depend on your individual needs and your agreement with them.

They can help you with things like making drinks and snacks. If you prefer, they can simply stay and chat, join you for a walk, or read to you or provide simple companionship. However, they're not allowed to provide you with nursing or personal care.

Some useful information

During a visit by our hospice staff or volunteers, your home is considered their place of work. This means they're not allowed to stay in the same room if someone is smoking. If this happens, they may be unable to complete their tasks in the time allowed.

If you need to cancel a visit, please call the hospice as soon as you can on 01473 707006 during work hours.

For out of office hours please call 0800 56 70 111.

What do our services cost?

Our services are currently free of charge, wherever and whenever you need us. The hospice is an independent charity and is not part of the NHS. Around 75 per cent of our income is generated from fundraising and donations from the local community. Without this generous support we could not continue to care for local people.

Your views

Hearing about your experience of St Elizabeth Hospice can help us to improve our services and provide better care and support for those who need it.

To make a comment or complaint, or to compliment us on something we've done well, please write to us or visit stelizabethhospice.org.uk

Contact us

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