



# 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), paramedics, registered nurses, physiotherapists, occupational therapists, counsellors and volunteers will 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. We 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 life-limiting illness and need help managing pain or other symptoms at home.

You could 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 life-limiting or progressive condition is, from the age of 14, we are here for you.

You may be referred by your GP, district nurse, a 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 support and spiritual care

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 healthcare team - including your GP, district nurse and social care. 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 contact you by telephone and then arrange to see you at our Community Care Unit or in your home to assess your needs and agree with you the care and treatment plan.

Our aim is to help you make informed decisions about your care and treatment. Every CNS has 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 see you in our Community Care Unit or at home and, alongside 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 care will be taken over by the other services in the community.

This may include support from one of our Healthcare Assistants or other healthcare 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.

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 and need additional care, 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 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.

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

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

## OneCall 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. 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.

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.

## Community volunteer service

### Practical support

To complement the work of our community team, we have a community volunteer service to support you with practical tasks around the home. We have volunteers who are able to be in the home to give 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. They can assist with shopping, medical collection, as well as light household and garden tasks.

If you prefer, they can simply stay and sit with you, join you for a walk, or read to you or provide simple companionship. However, they are not allowed to provide you with nursing or personal care.

If your need is for emotional support in the home, our short-term emotional support volunteers provide a listening ear. They can visit or phone up to nine times to support you with the stresses and strains of your situation.

## What is 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.

### Some useful information

During a visit by our hospice staff or volunteers, your home is considered their place of work. This means they are 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.

## How much 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 70 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.

Discover how to support us by visiting our website:  
[www.stelizabethhospice.org.uk](http://www.stelizabethhospice.org.uk)

# 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 have done well, please write to us or visit [stelizabethhospice.org.uk](http://stelizabethhospice.org.uk)

# Contact us

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