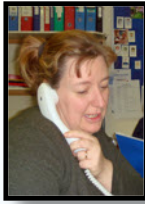


## What is St Luke's Hospice at Home?

Hospice at Home (H@H) is an additional palliative care service which works in collaboration with District Nurses and GP's (who retain key nursing and medical responsibility in the community). H@H also works closely with other members of the multi-disciplinary team including Macmillan nurses, Social Services, hospital staff and the inpatient and day hospice units of St Luke's Hospice. The service is based at St Luke's Hospice.



H@H is a local service managed as a partnership between St Luke's Hospice and SPDNS Nurse Care CIC, a Community Interest Company working across South Essex.

H@H offers an additional service to support choice about place of care and death. We aim to provide a flexible, supportive service to patients and those who matter to them.

The scheme operates throughout the communities of Basildon, Thurrock, Billericay and Wickford.

## Quality and Audit

The service aims to offer a high quality service:

- A robust complaints / compliments procedure is in place
- An annual service user questionnaire is in use which gives patients, families and referring professionals the opportunity to comment upon the service delivered by H@H.

Hospice @ Home works collaboratively with Marie Curie Cancer Care to provide night time support for people at home.

## Typical examples of care provided would be:-

- Weekly contact by telephone to and offer support as required
- One full night of care to allow an informal carer to sleep.
- Two afternoons of care a week so an informal carer has time to maintain personal, social, work and health commitments of their own.
- Up to 24 hour intensive nursing support for a dying patient and their informal carers, in collaboration with the family and multi-disciplinary team.
- Social care, once support has been commissioned by Social Services, can visit up to four times a day to help with personal care, meals, medication and toileting needs.
- A much needed night away for an informal carer and guest with hotel and overnight care provided from 6.00pm to 10.00am the next day.

For information, enquiries or concerns, please contact the Service Manager on: **01268 273226** or contact:-

Amanda Cherry CEO  
SPDNS Nurse Care CIC  
SPDNS House  
449 London Road  
Westcliff on Sea  
SS0 9LG

Tel: **01702 431300**



# St. Luke's Hospice at Home



## Information Leaflet

*Offering Hospice at Home care for adults with life-limiting and life-threatening illness, and support for their carers who are resident in South West Essex*

Contact Numbers  
Hospice at Home  
Ansaphone  
**01268 273226**

Direct mobile 24 hour line  
**07739 890140**

## About the Hospice at Home Team

All members of the team, both Registered Nurses and Community Carers, are employed and managed by SPDNS Nurse Care CIC. H@H Nurse Co-ordinators manage the service 24 hours a day. They are Registered Nurses with additional qualifications in palliative care. Their role is to:-



- Attend discharge planning meetings in the hospital or hospice.
- Liaise with other professionals as necessary to aid communication with the multi-disciplinary team.
- Assess patients and families at home to facilitate appropriate support to meet their needs.
- Plan care and manage the nurses who work for H@H.
- Maintain weekly contact with families; more frequently if needed.
- Plan ongoing care.
- Provide 24 hour telephone on call, 7 days a week for advice, support and visits if needed.
- Facilitate bereavement support or pre-bereavement counselling if required.
- Facilitate complementary therapy for patient and/or carer.

## Hospice at Home aims to:-

- Enable patients to remain at home, or return home, if that is their wish, even when care becomes more difficult for the informal carer
- Avoid unnecessary and unwanted admission to hospital, particularly during the last few days of life
- Provide planned support visits to enable informal carers to continue caring, or to enable those living alone to be supported in their own environment.

## Patients who may be referred include someone who is:-

- In need of planned support visits to enable the informal carers to continue to manage. Patients must have a recognised life-limiting or life threatening illness, although the illness does not have to be imminently terminal. This includes night care as appropriate.
- Close to death, if the informal carers need extra support, or if the patient lives alone
- Needing social care which is assessed and commissioned by Social Services. It is the only part of H@H which may be chargeable to the patient.
- Needing specialist palliative care consultant for home assessment and simple clinical procedures to try and avoid an admission if home is the preferred place of care.

All support from H@H is reviewed regularly with the patient, family and other healthcare professionals to ensure that the most appropriate care is provided. Care is subject to available resources.

## Who can refer

Any one can refer a patient to H@H; the majority of referrals come from health and social care professionals i.e. District Nurses, Macmillan Nurses, Hospital staff, GP's or Social Workers. Patients, relatives or representatives of voluntary services may also make referrals.



"Caring for a seriously ill loved one, though sad and difficult, can be a rewarding and special time. However, support may be needed to teach, encourage and give advice and practical hands on care which allows some relief from the responsibilities of caring. The aim of H@H is for patients and carers to feel supported and not alone. Being available 24/7 and in regular contact provides another layer of community support".

## St Luke's Hospice at Home Volunteer Service

H@H have a team of volunteers who provide non-nursing support to patients and those who matter to them by:-



- Befriending a family and offering planned support to enable them to have a break from caring.
- Befriending can include the support a good neighbour or relative / friend would give

For further information on becoming a volunteer please contact the Volunteer Co-ordinator at St. Luke's Hospice to discuss criteria and requirements to be a volunteer.

**Telephone: 01268 524973**

A comprehensive Service User Guide is left with each assessed patient which fully explains the service. Our Operational Policy is available on request from the office.

## Income

The H@H Service is provided free of charge. Only commissioned social care packages may incur a patient financial contribution.

To provide the service, H@H requires approximately £465,000 annually. Currently four-fifths of the service is funded by the local Primary Care Trust. Remaining funding comes from donations.

## Donations to H@H may be sent to: -

St Lukes Hospice,  
Nethermayne,  
Basildon SS16 5NJ