

Information for Health and Social Care professionals

Referral

Hospiscare provides specialist palliative care for people living with advanced, incurable progressive illnesses and for those close to them.

Reasons for referral

Hospiscare accepts referral on the basis of a patient's need irrespective of diagnosis. Although the majority of referrals are for people with cancer, Hospiscare continues to encourage non cancer referrals whenever palliative care is needed.

Referral may be for:

- Management of difficult symptoms
- Emotional support
- Discussion of treatment options
- Difficult communication issues
- Practical advice and information
- Spiritual care
- Discussion about future care needs

When to refer

Referral to the service may be at the time of diagnosis for some patients, at the time of recurrence or relapse, or towards the end of their life.

Who can refer?

Referrals can be made by Medical Staff, Specialist Nurses and District Nurse Team Leaders and senior Care Home Staff.

How to refer

- The Hospiscare referral form is available:
 - On all wards at the RD&E Hospital
 - On ComEx Hospiscare site
 - To download from the Hospiscare website
- Once completed, send or fax to the Hospice (fax no. 01392 495981) or to the local Community Palliative Care Team. See the Hospiscare website for details.
- Telephone referrals are accepted on the understanding that they are followed by a completed referral form
- The patient's GP should be informed of all referrals.

Discharge

Although most episodes of care will end in the death of the patient, a significant minority will be discharged from Hospiscare, when palliative care needs have been met.

Hospiscare staff are very willing to assess all patients thought to have palliative or supportive care needs even if not thought to be in the last months of life.

Hospiscare provides a rapidly responsive service and recognises that re-referral will be appropriate for some patients - sometimes soon after discharge.

How and where care is provided

Multi-professional team

Patients referred to Hospiscare will be cared for by a multi-professional team that includes nurses, care managers, a chaplain and doctors, supported by trained volunteers.

Settings in which care is provided

Once a patient has been referred to Hospiscare they can access the full range of Hospiscare's services in a variety of settings, including;

- Primary Care setting
- RD&E Hospitals
- Hospice day care
- Hospice in-patient unit
- Hospice out-patients

Services

Hospiscare's 24-hour advice line

A 24-hour advisory service for professionals and patient/carers. Advice Line tel; 01392 688044

Royal Devon and Exeter Hospital Team

Hospiscare provides Specialist Palliative Care for all RD& E in-patients regardless of their home address

The Hospiscare RD& E Team includes:

Wendy Sturt, Senior Specialist Palliative Care Nurse
Rosemary Webster, Specialist Palliative Care Nurse
Sue Homewood, Specialist Palliative Care Nurse
(tel. Ext 2578 or 01392 688028, bleep 606 urgent requests)

- Available for support and advice on all the above aspects of specialist palliative care
- The nurse specialists are available to visit patients Monday to Friday, 8.30am – 5.00pm
- If clinically indicated patients may be seen at the weekend by contacting the on call doctor at the hospice
- Advice can be sought 24 hours a day by contacting the hospice inpatient unit or the Hospiscare doctor on call on 01392 688044
- Patients will be seen within two working days unless urgent, when they will be seen on the same day
- On discharge from the hospital the Specialist Palliative Care Team will liaise with the relevant Hospiscare service i.e. Community Palliative Care Team, Inpatient Team, or Day Care Team, or the local Specialist Palliative Care providers if out of our area

Hospiscare in-patient care

Hospiscare provides a twelve-bedded in-patient unit for acute, often urgent, treatment and care. Average length of stay as an in-patient is a little over one week and the following are common reasons for admission:

- Optimal control of physical symptoms not amenable to satisfactory treatment elsewhere
- Social or emotional crisis of care including in the last week or so of life

- Specific medical in-patient treatments such as drainage of ascitic or pleural fluid, transfusion of blood or blood products, intravenous treatment of hypercalcaemia.

Doctors for the unit, who are also part of the RD&E Hospital team:

Dr Jim Gilbert, Consultant
 Dr Becky Baines, Consultant
 Dr Tim Harlow, Consultant
 (tel. Ext 2564 or 01392 688024)

Community Palliative Care Teams

Hospiscare employs teams of clinical nurse specialists throughout Exeter, mid and East Devon. Team members are based in:

Exeter

Hospiscare, Dryden Road,
 Exeter EX2 5JJ
 Fax: 01392 495981
 Tel: 01392 688000

Axminster/Seaton

Scott Rowe Centre,
 Axminster Hospital, EX13
 5DU
 Tel: 01297 32408

Budleigh Salterton

The Health Centre, 1 The
 Lawn, Budleigh Salterton,
 EX9 6LS
 Tel: 01395 443629

Crediton

Crediton Hospital, Western
 Road, Crediton, EX17 3NH
 Tel: 01363 775588
 Fax: 01363 777919

Exmouth

Exmouth and Lympstone
 Hospiscare Centre, Highview
 Gardens, Exmouth, EX8 2JR
 Tel: 01395 224089
 Fax: 01395 224362

Honiton

Honiton Hospital, Marlpits
 Road, Honiton, EX14 8DD
 Tel: 01404 540558

Okehampton

Community Hospital, Cavell
 Way, Okehampton, EX20 1PN
 Tel: 01837 55430

Ottery St Mary

Ottery St Mary Hospital,
 Keegan Close, Ottery St
 Mary, EX11 1DN
 Tel: 01404 816015
 Fax: 01404 816015

Sidmouth

5 May Terrace, Sidmouth,
 EX10 8EN
 Tel: 01395 578706

Tiverton

John Heathcoat Factory,
 Leat Street, Tiverton, EX16 5LL
 Tel: 01884 242777
 Fax: 01884 242771

The Community Palliative Care Teams offer a specialist nurse home visiting service providing: -

- Advice on control of symptoms
- Emotional support – this may be needed for short periods around the time of primary treatment even when the prognosis is relatively good
- Practical guidance and help
- Individualised information
- Liaising with other involved professional services
- 7 day a week visiting service 8.30am – 5.00pm

The patient's GP should be informed when Hospiscare community support and follow up has been requested.

Hospiscare medical out-patients service:

The Consultants in Palliative Medicine offer out-patient consultation in the community or at the Hospice in Dryden Road at the request of patients GP or Consultant. Common reasons for using this service include:

- Medical advice on optimum symptom control
- Opportunity to discuss stage and nature of illness
- Opportunities to discuss likely prognosis with patient and carer
- Help with decision making about appropriate mode or type of treatment e.g. chemotherapy, surgery, best supportive care

Day care for patients at the hospice

The day care unit can accommodate up to 15 patients a day, Tuesday to Friday and can be arranged by the Hospiscare team.

- Opportunity for patients to build up a therapeutic relationship between patients and staff
- Mutual support and company with other people in a similar position
- Access to therapeutic services for patients and carers including massage, aromatherapy, reflexology, hairdressing, handcare and relaxation
- Diversional and creative activities
- An introduction to the hospice
- Respite for carers

Bereavement support

All carers are offered support in their bereavement by the Hospiscare team including the Hospiscare chaplain, trained bereavement visitors and nurses. Pre-bereavement support is also offered.

- Bereaved carers of Hospiscare patients are contacted as soon as possible after the patients' death
- Telephone contact and/or a visit is made approximately six weeks and twelve weeks after death, either by the Homecare nurse or a trained Hospiscare bereavement visitor
- There are Hospiscare bereavement support groups in each area. Each bereaved person is given details of these
- All bereaved carers are given a Hospiscare contact telephone number so that they can seek help and advice
- Carers who appear to be experiencing extreme difficulties related to their bereavement are recommended to seek the professional guidance of their GPs

Spiritual care

Hospiscare employs a Chaplain who enables caring for the whole person by providing spiritual care. He identifies, together with patients, visitors, staff and volunteers what spiritual and/or religious needs there are and considers how best to meet these needs. He liaises with representatives of different local faith communities in order to ensure that people have the support they need.

Support for healthcare professionals:

- Advice and support with the above
- Liaison with all Hospiscare resources and other Specialist Palliative Care providers out of the Exeter, Mid and East Devon area
- Liaison with all healthcare professionals, statutory and voluntary staff within the RD&E Trust and PCTs
- Education in all aspects of palliative care

Hospiscare, Dryden Road, Exeter EX2 5JJ Tel:01392 688000 Fax:01392 688050
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