

Acquiring consent for care and sharing of information about your care



Because every day matters

www.hospiscare.co.uk

Registered charity no. 297798



Hospiscare

Caring in the heart of Devon

What consent means

‘Consent’ is your agreement for a health professional to provide care. You may indicate consent in a number of ways:

- **Verbal** – in discussion with one of our nurses or doctors you agree to a procedure or treatment

- **Written** – by signing a consent form

For the consent to be valid, you need to understand what we are going to do and why we’re going to do it. You need to have had any risks or consequences explained to you and you should feel that all your questions have been fully answered.

Consent to care and treatment

Consent can take different forms as discussed above.

In some cases, your health professional will suggest a particular form of treatment or investigation and after discussion, you may agree to accept it.

In others, there may be a number of ways of treating a condition, and your health professional will help you to decide between them.

People often are very well informed about their illness and may actively request particular treatments. In many cases, ‘seeking consent’ is better described as ‘joint decision-making’

You and your nurse or doctor will then try to come to an agreement on the best way forward, based on your values and preferences and the health professional’s clinical knowledge.

Consent to sharing your information

Under the Data Protection Act Hospiscare has a duty to protect the information we have about you and your care. We will keep your health record safe. We will only share information about you with other health and social care staff* when it is to your benefit, or we need to safeguard your interests.

The types of information we may wish to share include

- Your personal details and that of your next of kin or important people in your life.
- Decisions you have made about your future care including: an advance care plan; a resuscitation plan or wishes you have expressed about where you would prefer to be cared for if circumstances allow.
- Your personal, cultural or religious wishes or needs.

The people we may wish to share this information with include other appropriate Hospiscare staff, your GP, and other health and social care practitioners for the purposes of working together to provide you with the best healthcare possible.

Whenever you discuss your treatment, care needs or wishes with a member of Hospiscare's team, we record this information securely. This is so we can communicate accurately with those involved in planning your treatment and care. You can see this record at any time.

If you are uncertain about any of the above, or would like to know more, then please talk to a member of the Hospiscare team.

*By staff, Hospiscare means paid staff and trained volunteers.



What if I do not want to consent to a procedure?

On occasions you may choose to decline or refuse care and treatment.

If, after discussion of possible treatment options with your Hospiscare nurse or doctor you decline a pathway of care then this will be clearly documented in your notes.

If you change your mind at any stage regarding a treatment you have or have not consented to, then our nurse or doctor will have a discussion with you regarding this choice and document clearly the outcome of this discussion.

Having the capacity to consent can change overtime, some people prepare for this with advanced directives and appointment of people to act on their behalf.

If our staff feel capacity to consent is changing they will document and reassess this in line with the mental capacity act.

Regulatory requirements

From time to time Hospiscare may be asked to provide contact information for patients or their relatives and friends to regulatory organisations such as the Care Quality Commission (CQC), the Health Service Ombudsman or the Social Care Ombudsman. The CQC may survey users of Hospiscare services to understand what we do well and what we could do better.

Just for notes

Just for notes

Just for notes

Complete this form, tear it off, and give it to your Hospiscare nurse or doctor.

Keep the rest of the leaflet for your reference.

Patient Consent Document

Complete this form and give it to your Hospiscare nurse.

Keep this leaflet for your reference

Consent to care and treatment

I consent to Hospiscare providing care and treatment to myself when delivering palliative care interventions. In addition to this consent I will be asked for verbal consent at each treatment stage. This consent does not take away my ability to refuse or decline care or treatment at any point as I so wish.

Signed

Date

Consent to share information

I consent to Hospiscare sharing my health and/or clinical information with key people who will contribute to my pathway of care both within Hospiscare and external professionals who will be partners in my care (ie: Force, General Practitioner, NHS Community Nursing, Therapy teams, acute setting medical teams, please note this is not an exhaustive list.)

Signed

Date

Hospiscare is a charity

If you live in Exeter, Mid or East Devon, Hospiscare is your local adult hospice charity. Should you or a loved one need care for any type of terminal illness, our professional team of doctors and nurses are here to help. If you would like to make a contribution towards the charity, please visit the website to donate www.hospiscare.co.uk or contact us on 01392 688020. A gift to Hospiscare in your Will helps to ensure the future of the charity in Devon for years to come.

Tell us about your experience of Hospiscare

Hospiscare welcomes feedback, compliments and complaints and we use them to develop our staff and services.

We know the majority of people have a positive experience, but encourage all your feedback, positive or negative. We investigate complaints thoroughly and treat them as an opportunity to learn and improve our practice.

To tell us about your experience of Hospiscare, please contact:

Director of Care

Hospiscare, Searle House, Dryden Road, Exeter EX2 5JJ

Phone: 01392 688000

Should you make a complaint, we will send you a letter or email with details of any investigation with an expected timescale where possible. If you wish to see a copy of Hospiscare's Complaints Policy, please ask. If you are dissatisfied with our response you can contact:

The Parliamentary and Health Service Ombudsman

Millbank Tower, Millbank, London SW1P 4QP

Email: phso.enquiries@ombudsman.org.uk

Customer Helpline Tel: 0345 015 4033

Let us know if you would like the information in this leaflet in a different format; for example in large print or spoken word.

Hospiscare is registered by: Care Quality Commission, 151 Buckingham Palace Road, LONDON SW1W 9SZ www.cqc.org.uk

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