

# Community Services

For more information or to make a referral, please contact our Community Service Liaison Nurse at [nehgm.liaison@nhs.net](mailto:nehgm.liaison@nhs.net)

## Springhill Hospice

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[www.springhill.org.uk](http://www.springhill.org.uk)

**Complaints** – if you have a problem or complaint, please contact Sam Wells, Chief Executive at [sam.wells@springhill.org.uk](mailto:sam.wells@springhill.org.uk) or call the number above.

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# SPECIALIST PALLIATIVE CARE COMMUNITY SERVICE

The service delivers an integrated multidisciplinary community-based specialist amenity, providing specialist palliative and end-of-life care for patients aged 18 years and over; requiring complex symptom management, psychological support and assessment of their changing condition and/or disease progression. Springhill Hospice's Specialist Palliative Care Community Service will work in collaboration with General Practitioners, District Nurses and other Health and Social Care providers, to care for patients at the end-of-life and support their families. The service is designed to reduce hospital admissions, offering support and treatment in the patient's preferred place of care.

## **This service consists of:**

### **MEDICAL SERVICES**

Specialist Palliative Care Medical services are provided by experienced Hospice Doctors inclusive of the Medical Director, the Community Specialist Palliative Care Doctor and Clinical Lead. Patients referred for a medical review can be seen as an outpatient, or if required domiciliary visits can be arranged. The medical team are available as a specialist resource to other health care professionals caring for patients in the community.

### **SPECIALIST PALLIATIVE CARE NURSING SERVICES**

Referred patients will be allocated their own Specialist Palliative Care Nurse, who will support the patient and family at appropriate stages of their illness. Our team of Specialist Nurses will be available to respond to patient and family need 7 days a week, 8am – 8pm Monday to Friday and 8am - 4pm weekends and bank Holidays. A 'duty' Specialist Palliative Care Nurse will be available during these times to respond appropriately to urgent referrals.

### **HOSPICE AT HOME**

The Hospice at Home service provides flexible and responsive palliative nursing care to patients at the end of life, who have indicated that they would like to spend their last days in their own home. The service is designed to work alongside, and in addition to, current services provided by the Hospice Specialist Palliative Care Nursing service, District Nursing team and Home Care providers. The main aim of the Hospice at Home service is to provide patients and families with the appropriate level of additional care required, to ensure the patient has the support they need to remain in their own home, and to prevent any unnecessary admissions to hospital.

### **NIGHT SITTING SERVICE**

Springhill Hospice offers a night sitting service which is an additional element of support to the families of patients with a life limiting-illness; enabling them to have a well-deserved break overnight in the knowledge that an experienced, trained night sitter is caring for their loved one.

### **EDUCATION**

The Education Team will deliver programmes of Specialist Palliative Care and End of Life Care training to Health and Social Care professionals across Heywood, Middleton and Rochdale.

### **DEMENTIA SERVICES**

The service aims to provide education for hospice staff, patients and families living with dementia; identifying and supporting complex end of life care challenges and raising awareness of dementia being a life-limiting illness. Advice and support is also available for other healthcare professionals.

The Dementia Specialist Nurse aims to work alongside the Specialist Palliative Care team, supporting patients to be cared for in their preferred place of care.

### **PHYSIOTHERAPY**

The primary aim of our physiotherapy service is to support the patient to achieve their maximum potential function within their own limits, in turn, promoting independence and dignity and improving the patient's quality of life.

### **COUNSELLING AND SPIRITUAL SUPPORT**

Psychological, emotional and spiritual support will be available to patients and families from the Hospice Counselling team and Spiritual Care Co-ordinator. Counselling services will be available via an outpatient clinic and, where appropriate, home visits will be available. The counselling team also offer bereavement counselling and support to bereaved families.

### **24 HOUR SPECIALIST PALLIATIVE CARE ADVICE LINE**

The Advice line is available to patients, families and Health and Social Care professionals. The Hospice nurses who take Advice Line calls can offer advice and support on a variety of palliative care and end of life issues, and can take out-of-hours referrals to Hospice services.

### **VOLUNTEER SUPPORT SERVICE**

Patients and families can be further supported by our volunteer service who can offer additional services to patients and families i.e., companion service, volunteer drivers, gardeners and even dog-walking!