Saint Francis Hospice

Caring for you

# Hospice Community Team

## Information leaflet



## Welcome to our Hospice Community Team

### What we do

We are a team of clinical specialists who oversee expert palliative care in the community covering Barking & Dagenham, Havering and Brentwood 24 hours a day 7 days a week, 365 days a year. We do not visit out of hours but provide telephone support in a crisis or urgent need.

We also provide expert telephone support to the Redbridge area out of hours 5.00pm-9.00am 7 days a week, 365 days a year.

We are employed by Saint Francis Hospice and are an integral part of the hospice charitable services.

For Barking and Dagenham, Havering and Brentwood residents a referral to the hospice may be made if the district nurse and GP (generalist key workers) are finding difficulty with the management of your symptoms or if they feel you may benefit from hospice input by a multi-professional approach.

We will assess, advise, manage symptoms and offer support through a crisis and then any ongoing care will be given according to expert palliative care need.

Once symptoms are more controlled and the crisis has settled, ongoing care will be managed by your generalist key worker, this may be your GP or District Nurse Team. The Hospice Community Team may be contacted for advice and a re-referral made at any time.

We are skilled in symptom management, but also provide emotional support and practical advice at any stage of illness to individuals and loved ones in the community, ensuring appropriate symptom management for people with palliative care needs.

We do not provide hands on care, but work closely with other healthcare professionals who provide these services.

**Our service in Barking and Dagenham, Havering and Brentwood provides:**

- Initial contact by telephone for triage followed by an expert assessment
- Consultancy one off home visit
- Home visit to manage complex symptom management or a crisis requiring face to face at home
- On site appointment at Saint Francis Hospice
- Virtual face to face appointment

## How to contact us

Please contact us through our 24/7 Specialist Advice Line on **01708 758643** for advice and support on clinical issues or concerns.

If you contact us and the line is busy, a message service will be activated. Please leave a message with your name, contact details, a short message and the name of person you are calling about and we will call you back at the earliest opportunity.

## Out of hours contact for Barking and Dagenham, Havering and Brentwood?

**We have limited resources out of hours**, but please telephone us if you have a crisis or urgent need. Our specialist clinician on call out of hours is based at home 5.00pm-9.00am and will offer telephone contact to advise and support you. There will be an option to leave non urgent messages by selecting Option 1 if you do not necessarily require support of the specialist clinician overnight. Between the hours of 23:00pm to 7:00am your call will be triaged by our Hospice Ward team.

Occasionally there may be a delay in answering the phone due to the clinician being busy with other calls or driving.



Your call will be diverted to the clinical specialist on-call mobile. Please leave a message with your name, contact details, a short message and the name of person you are calling about and we will call you back at the earliest opportunity. You will be prompted to leave a message for non-urgent calls.

If you do have a crisis or urgent call out of hours it is advisable to initially make contact with your district nurse team/GP as they remain your generalist key workers.

## Out of hours contact for Redbridge

Please note that for the Redbridge area we offer telephone support only, out of hours, 5.00pm-9.00am 7 days a week.

Clinical nurse specialists in the Redbridge Macmillan palliative care service employed by North East London Foundation Trust (NELFT) are available to support people in Redbridge 9.00am-5.00pm 7 days a week and can be contacted on **0300 300 1901.**

## Other contact numbers available during office hours Monday-Friday 9.00am-5.00pm

| | |
|---|---|
| General enquires via reception | 01708 753319 |
| Referrals co-ordinator | 01708 758606 |
| Need to talk, lonely or isolated? Call OrangeLine | 01708 758649 |





## Who we work with

Saint Francis Hospice community clinical specialists work very closely with your GP, district nurse team and other healthcare professionals and are available to provide expert advice and support when needed.

Your GP and district nurse team will provide your regular care and ongoing support when you are at home and your GP remains responsible for your medical care.

Your district nurse team are extremely knowledgeable and experienced in caring for people at home. The district nurse team provide your nursing care and co-ordinate other services you may need to support you and your loved ones 24/7.

## How we make contact

Initial contact for any referral to the service is a triage call followed by a comprehensive telephone assessment. Any ongoing support, or follow up, will be either by telephone, video calls, onsite appointment at the hospice or a visit to the home. This may be with your GP or district nurse team to encourage joint working and support the generalist key worker with ongoing symptom management, advice regarding medication and support for individuals and loved ones.

Referral to the Hospice Community Team does not automatically indicate you will be visited at home. We offer short episodes of care according to the specialist palliative care need to supplement the care given by your generalist key workers.

## Where we are based

The Hall, Havering-atte-Bower, Romford, Essex, RM4 1QH




Main hospice number: **01708 753319**
Please see our website **www.sfh.org.uk** for further location details and any other information.

## Other Saint Francis Hospice services available here at the hospice and to support you in your own home

Please let us know if you would like an information leaflet on any of our other services.

- Hospice ward
- Physiotherapy
- Occupational therapy
- Hospice at home
- Family and individual support service
- Pastoral care team
- Complementary therapy

## Useful telephone numbers for you to record

| | |
|---|---|
| GP | |
| Out of hours District Nurse | |
| In hours District Nurse | |
| Hospital | |
| Pharmacy | |
| Care Agency | |

**It may be necessary for essential personal information to pass between Saint Francis Hospice and the NHS, Social Services and other agencies where these agencies are involved in the programme of care. This exchange of information is managed by the Medical Director and follows the conditions for processing as laid down in the Data Protection Act 2018.**

**To understand more about how Saint Francis Hospice uses your information we advise that you read the information leaflet titled 'How we use your information'.**

**There is the potential for clinical information, pertinent to an individual's care to be shared between clinical teams eg GP/DN/ Hospital. Anonymized information may also be used for reporting externally, for example to CCGs. For more details, please refer to our privacy policy on our website, a hard copy is available on request.**

## About Saint Francis Hospice

Saint Francis Hospice, rated outstanding by the CQC, is an expert in providing care for people in our community with palliative and end of life care needs.

We provide support and care for any person from any faith or cultural background diagnosed with a serious life-limiting illness and living in Havering, Barking and Dagenham, Redbridge, Brentwood or parts of West Essex. Saint Francis Hospice has been offering expert, compassionate advice and support for over 40 years.

## Confidentiality

At Saint Francis Hospice we are committed to upholding your rights to confidentiality and protecting your privacy. We will treat your information with respect. Keep it secure and comply with the requirements of the Data Protection Act 2018 including GDPR. Our privacy notice is available on request or by visiting our website www.sfh.org.uk

The Hall
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**Call:** 01708 753319
**Email:** mail@sfh.org.uk
**Visit:** www.sfh.org.uk

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