

Supporting People with Learning Disabilities

Information about Palliative Care Referrals and Support





All people with learning disabilities have the same rights to dignity, respect and high-quality care as anyone else.



National information tells us that people with learning disabilities often receive poor or late palliative care.



Palliative care is special care. It helps people feel comfortable when they have a serious illness and are very poorly.





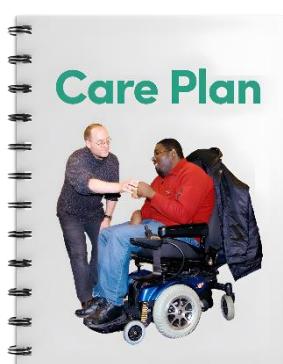
Saint Francis Hospice want to help and support people with learning disabilities who need palliative care.



Saint Francis Hospice want to ensure that the team provides palliative care, advice and support quickly.



Saint Francis Hospice understand that extra care is needed for people with learning disabilities and that it's good to start helping early.





A named Clinical Nurse Specialist (CNS) is assigned to each person with a learning disability.



Saint Francis Hospice mostly visit people in their own homes.



We help people to live as well as possible, working with the person who is poorly, and with their families, friends and carers.



Sometimes we need to ask people to come into our hospice.

This is to help them with more difficult symptoms or care needs.



We hope that we can help them to be discharged, which means, to go back home.



If they are very poorly and dying they can stay in the hospice. They have a choice.



It is ok if some people might want to stay at home and then go to the Hospice. We help with this.





How we help

We support people with learning disabilities and their families to help with serious illnesses and with end of life care.



We are:

Proactive (think ahead)

We welcome early referrals to build relationships and check what is needed.



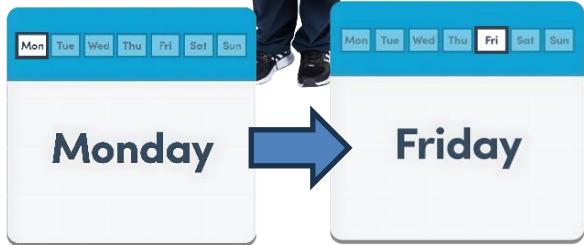
Person-centred

Our care is different for each person. We treat you as an individual and listen. We understand that your communication, preferences and support networks is different from others.



Consistent

A Clinical Nurse Specialist (CNS) will see you within **5 working days of your referral.**



Making a Referral

Making a referral means asking another service or team to help and get the care you need.

You or your family or someone in your care team can make a referral. We will need the names of the doctors looking after you so we can get up-to-date clinical information about you.



A referral can be made by filling out a form

online (on the computer): Click this link:

[Saint Francis Hospice - Make a referral](#)

Or by **telephone**: Saint Francis Hospice
Referrals Hub on 01708 758606



If you need help or are not sure about something, you can ring the referrals hub on 01708 758606



Our team will gather information about your health, communication needs, support and your preferences (wishes).

This is to ensure you get the best possible care.



We want to get early referrals to be able to have earlier conversations about illness and dying, and to be ready to help prepare for when someone dies.



This will help us to make a plan early that helps everyone to understand and to respect your wishes.



Working Together

Saint Francis Hospice is building stronger connections with learning disability support groups, community nursing and hospital palliative care teams.



We also support carers and professionals with training, resources and bereavement care.



Resources and Reading

Mencap – Treat Me Well Campaign:
<https://www.mencap.org.uk/get-involved/campaign-mencap/treat-me-well/treat-me-well-campaign-resources>



LeDeR Programme: <https://leder.nhs.uk>
PCPLD Network: <http://www.pcpld.org>