

## Palliative Care and End of Life Roles



We have many different teams that can help to support you and your loved ones, especially when providing end of life care. **Simply call the Single Point of Contact on 0333 405 3000, and they will ensure your concern or query is put to the right team.**

This information outlines the different roles of our teams, who to contact and who will be visiting.

### **Palliative Care – what does this mean?**

If you have an illness that cannot be cured, palliative care makes you as comfortable as possible by managing your pain and other distressing symptoms. It involves psychological, social, and spiritual support for you and your family or carers. This is called a 'holistic approach' because it deals with you as an individual not just your illness or symptoms. You may receive palliative care whilst you are still receiving other therapies to treat your condition but that ultimately will not cure your condition. End of life care is a form of palliative care you may receive when you're close to the end of your life.

### **End of life care – what does this mean?**

End of life care is support for people who are in the last days or weeks of life. It should help you to live as well as possible until you die and to die with dignity. The people providing your care should ask you and any important people about your wishes and preferences as they plan your care. This is often referred to as Advance Care Planning.

You have the right to express your wishes about where you would like to receive care and where you want to die. You can receive end of life care at home, in a care home or in hospital depending on your needs and preferences. You can receive care in a hospice too. A hospice describes a place that focuses on a patient's pain and symptoms. Hospice care attends to a patient's emotional and spiritual needs at the end of life too. During this time, we can also support your family, carers or other people who are important to you. There is more information on Advance Care Planning at:

- NHS - <https://bit.ly/3O9V1Mt>
- Macmillan - <https://bit.ly/3NKgUk8>

## **Who provides Palliative and End of Life Care?**

Different healthcare professionals may be involved in your care depending on your needs.

### **District Nurses (DN)**

Our district nurses will visit to offer support, advice and symptom management. Frequency of visits will depend on your needs at the time. As we are a large team you may see a few different faces. We refer, liaise and work alongside the palliative care and rapid response teams.

### **Specialist Palliative Care Team**

Our specialist palliative care team provide a supportive service for patients with a life limiting illness and support patients at the end of life. This includes specialist support with symptom management, such as pain and nausea, and psychological, spiritual, and social support.

The team assess and refer patients to local hospices for inpatient care and wellbeing centres. We can also refer to the MacMillan welfare and benefits team for any financial support or signposting.

### **Rapid Response**

Rapid response provide urgent symptom management during the day and out of hours. This includes administering medications in the home for pain. We address problems concerning anxiety and agitation, nausea, vomiting and respiratory secretions (bubbly chest).

**PLEASE NOTE THAT ALL OF THE ABOVE SERVICES CAN BE REACHED BY CONTACTING THE SINGLE POINT OF CONTACT ON 0333 405 3000.**

### **MyCare**

This is a 24 hour helpline run by Keech Hospice for patients, carers, families, and healthcare professionals. They can be contacted on 0808 180 7788.

For further information about this service contact:

**0333 405 3000**

### **Useful Links**

This guidance covers how to manage common symptoms as well as dignity and respect for the dying person, relatives, and carers.

[www.nice.org.uk/guidance/ng31/ifp/chapter/About-this-information](http://www.nice.org.uk/guidance/ng31/ifp/chapter/About-this-information)

NHS – What End of Life Care Involves

[www.nhs.uk/conditions/end-of-life-care/what-it-involves-and-when-it-starts/](http://www.nhs.uk/conditions/end-of-life-care/what-it-involves-and-when-it-starts/)

NHS

If you require this information in a different format such as in large print or on audio tape, or in a different language please contact the service on the details above.

If you have any compliments about this service or suggestions for improvements, contact our Patient Advice and Liaison Service on 0300 131 1000 (charges may apply depending on your network) or email: [ccs-tr.pals@nhs.net](mailto:ccs-tr.pals@nhs.net).

For free, confidential health advice and information 24 hours a day, 365 days a year please contact NHS 111.