



To allow us to give you and your family the support and care that you may need, now and in the future, you will probably come into contact with a number of community services that will visit you in your own home.

By working together and assessing your needs we aim to provide the right care for you at the right time. The services involved in your care regularly communicate and share important information to ensure that those who are involved in your care are best placed to meet your needs. Doctors and nurses working in the evening and weekends and the ambulance service will also be kept informed in case they should need to be called. If you have any questions about this please ask your GP.

You may want to take the opportunity to think about and share what your preferences and wishes for your future care might be. One way of making people aware of your wishes is by a process called Advance Care Planning. The professionals you see will be able to provide more information.

GP Service

Name of key contact.....
Contact number

GPs, registered nurses and health care assistants provide routine health care, assessment and treatment for many different conditions including illnesses and injuries. Your GP oversees your care and is responsible for your medical needs at home. If your GP is unavailable to assist you he/she may request a different GP to contact you.

111

NHS service providing urgent telephone support for when it is not an emergency and guides the caller to relevant local services.

Out of Hours GP and nurses (IC24)

This service ensures that you can gain access, if you need to, to a GP and nurses when your GP surgery is closed such as during the night, the weekend and bank holidays. This service is usually accessed by calling NHS 111 who can arrange a visit.

* You will need a referral from your GP or health care professional into some of these services

*Community Rapid Response Service (CRRS)

A short term service comprising of nurses, therapists and care assistants who can support you at home within 12 hours of referral to help you remain at home and avoid going unnecessarily to hospital.

Care Agency

Providing hands on care and support in your home usually to assist with washing, dressing and preparing meals. This service may require a financial assessment.

*Integrated Primary Care Team (IPCT)

Name of key contact.....
Contact number

Previously known as the district nursing service, the Integrated Primary Care Team comprises many different health professionals including nurses, mental health nurses, therapists and social workers who visit you at home to assess your needs, provide skilled nursing care and arrange equipment in the home.

Palliative Care Partnership

Name of key contact.....
Contact number.....

The Palliative Care Partnership provides specialist support and hands on care for people facing serious illness. We recognise that emotional, spiritual, family and financial worries might be just as important to you as physical problems. We visit patients in their home and are able to provide 24 hour telephone support.



The meaning of some terms that you may hear

Palliative Care – is specialised medical care for people with serious illness. It focuses on providing patients with relief from the symptoms and stress of a progressive and life limiting illness. The goal is to improve quality of life for both the patient and family.

Palliative care may include radiotherapy, chemotherapy and regular review and monitoring by a multidisciplinary team.

Multidisciplinary – is a term meaning many different professionals e.g. doctors, nurses, social worker The teams work together to coordinate their visits in order to provide the best possible care to meet your needs.

Hands on care – help with practical matters such as washing, dressing, helping someone to eat.

Advance Care Planning – is a process of discussion between you and those who provide care for you, for example your nurses, doctors, care home manager or family members. During this discussion you may choose to express some views, preferences and wishes about your future care.

Do Not Attempt Cardio Pulmonary Resuscitation (DNACPR) – this is a red bordered document for you to keep at home. Before it is completed your doctor or nurse will discuss this with you. The purpose of this document is to enable you to have a natural death and die with dignity. If you would like more information you can ask your GP or someone from the multidisciplinary team.

We would like to acknowledge the following people for their support to develop the leaflet:
Mags Bunting, Karen Taylor, Nicky Daborn

