

MISSION STATEMENT

“Working with health and care professionals to provide specialist, individualised care to the dying person and those important to them in their own home.”

FEEDBACK

We welcome any suggestions that you have. You will be asked to submit your feedback of the service using iWantGreatCare. You can rate and review your care at <http://nhft.iwgc.net> and enter code 0960 or complete the paper version. We will use your feedback to ensure the continued development and improvement of our service.

Patient Advice and Liaison Service (PALS)

☎ 0800 917 8504
✉ pals@nhft.nhs.uk



Hospice at Home Team
Cynthia Spencer Hospice
Manfield Health Campus
Kettering Road
Northampton
NN3 6NP
Telephone: 01604 678051
www.nhft.nhs.uk/spc



If you require this leaflet in other formats or languages please contact PALS: 0800 917 8504

এই লিফ্লেটটি যদি আপনার অন্য কোনো ফরম্যাটে বা ভাষায় প্রয়োজন হয়, তবে অনুগ্রহ করুন 0800 917 8504 নম্বরে পালস এর সাথে যোগাযোগ করুন
Jei šią skrajutę norite gauti kitu formatu ar kalba, kreipkitės į PALS: 0800 917 8504

Jeżeli są Państwo zainteresowani otrzymaniem tych informacji w innym formacie lub języku, prosimy o kontakt z PALS pod numerem telefonu 0800 917 8504.

Dacă aveți nevoie de acest prospect în alte formate sau limbi, vă rugăm să contactați PALS: 0800 917 8504

Если Вы хотели бы получить данную брошюру на другом языке или в другом формате, просим обращаться в PALS (Информационная служба для пациентов) по 0800 917 8504.

© 2018 Northamptonshire Healthcare NHS Foundation Trust
All Rights Reserved

#weareNHFT

NHS
Northamptonshire Healthcare
NHS Foundation Trust

**HOSPICE AT
HOME TEAM**
NORTHAMPTONSHIRE



☎ 01604 678051
🌐 nhft.nhs.uk/spc



**MAKING A
DIFFERENCE
FOR YOU,
WITH YOU**

We hope the following information will be helpful to you. If you have any questions, please ask a member of the nursing staff.

WHAT IS HOSPICE AT HOME?

The Northamptonshire Hospice at Home service is a countywide service covering the whole of Northamptonshire. The team works in partnership and collaboration with all health professionals involved in providing patient care and is based at Cynthia Spencer Hospice in Northampton.

As a team we want to involve patients and their loved ones with decisions relating to their care. For many patients, having the choice of deciding where they spend their final days is very important. Our Hospice at Home service enables patients who wish to remain in the comfort of their own home to die with dignity, surrounded by their loved ones.

WHAT DOES A HOSPICE AT HOME NURSE DO?

A trained nurse will visit at agreed times and spend time with the patient and their family. We try our hardest to meet patient and family needs, either during the day or at night, and for varying lengths of time. All of these decisions are agreed when patients are referred to our service.

Our Hospice at Home team comprises trained nurses and healthcare professionals who specialise in end of life care, and one administrator. The team provides care and support which includes patient assessment, supportive 'hands on' nursing care for patients, as well as family and carer support.

They collaborate with other primary care health and social care providers.

The team also has the support of the wider hospice services and inpatient unit. The hospice at home service is provided when:

- There is increased nursing need
- End of life support is needed
- The patient is experiencing uncontrolled symptoms
- The illness suddenly gets much worse
- A carer is in a crisis and needs support.
- The needs and choice of the patient could not be more appropriately covered by another service.

DO THE NURSES HAVE ANY REQUIREMENTS?

This can be discussed at the beginning of the shift with the Hospice at Home nurse as times of shifts/patterns will vary.

WHAT DOES IT COST?

Northamptonshire Hospice at Home is an NHS service, provided free of charge.

HOW TO REFER TO HOSPICE AT HOME

Patients are referred primarily by a palliative care clinical nurse specialist, district nurse or GP. An introduction to the Hospice at Home team will be undertaken jointly between the district nurse and the Hospice at Home nurse, who work closely together. The district nurse will remain the key person responsible for co-ordinating patient care.

Professionals will communicate regularly to discuss individualised nursing needs.

OUR CONTACT DETAILS

Our contact details are as followed:

Northamptonshire Hospice at Home Team
Cynthia Spencer Hospice
Manfield Health Campus
Kettering Road
Northampton
NN3 6NP

Telephone number (Monday to Friday 8.30am - 4.30pm only or non urgent messages out side of this time): 01604 678051
Out of Hours - Cynthia Spencer Hospice: 01604 678031

A Hospice at Home nurse will respond as soon as able.

How we contact you:

After assessment we will telephone and offer shifts as available. The nurse will always telephone prior to commencing their shift. However if the nurse does not arrive within half an hour, please contact us.

