

Wigan & Leigh hospice



*Community
Palliative Care Nurse
Specialist Team*
Information



Wigan & Leigh hospice

Welcome to Wigan and Leigh Hospice. This booklet has been compiled to provide patients and their families with information about the Community Palliative Care Nurse Specialist Team.

The Hospice is a charitable organisation and care is provided free of charge to all patients.



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Who are we?

We are a small team of nurses, employed by Wigan and Leigh Hospice with specialist knowledge and skills in palliative care.

Where do we work?

We are based at Wigan and Leigh Hospice and provide the service for patients and their carers living in the Wigan Borough, either in their own home, residential home or nursing home.

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What do we do?

We work as part of a wider team of professionals at the Hospice, alongside GPs, District Nurses and the Primary Care Team to optimise the quality of life of people living with life-limiting illnesses.

We do this by:

- providing specialist assessment of symptoms, such as pain, nausea and breathlessness and advising patients, GPs and District Nurses on the best management.
- providing emotional and psychological support for patients and for their carers in relation to their illness.
- providing relevant information relating to the illness, care options available and support services, with the aim of aiding informed choice.
- liaising closely with other health professionals involved in the patient's care and referring on to other services available within the Hospice.

The Community Palliative Care Nurse Specialist Team **do not** offer 'hands on' nursing care, this is provided by the District Nurses or Social Services.



What is this ‘wider team of professionals’?

In order to ensure that all our patients receive the best possible standards of care, our Team meet every week with other professionals at the Hospice to discuss the patients in our care. These professionals include a Palliative Medicine Consultant, Occupational Therapist, Physiotherapist and Counsellor. If you do not wish your care to be discussed in this meeting, please inform your Nurse Specialist.

How are patients referred to our service?

We accept referrals from GPs, District Nurse Team Leaders, Hospital Consultants and Specialist Nurses.

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How can we be contacted?

Team members can be contacted at Wigan and Leigh Hospice on 01942 525566. We work between the hours of 08.30 and 16.30, but are not always available to take calls. We will be available to take phone calls between 09.30 and 10.30. At other times we have clinical secretaries who will take messages for the Team, these will be collected by the Nurses at the earliest opportunity. We always try to respond to calls on the same day, but this is not always possible if your call is received late in the day. If your problem is urgent, you should contact your GP or District Nurse.

What if advice is needed out of these hours?

Your District Nursing Team and Out of Hours Medical Service are available 24 hours a day for help and advice. Alternatively, you may wish to contact the Hospice for advice. However, please note that the Hospice service is not able to respond to situations requiring urgent assessment.



When are Patients discharged from this service?

We would consider discharge when:

- the patient's palliative care needs are stable and can be met by their GP, District Nurses or Hospital Team.
- the patient is attending another Hospice service such as Day Hospice, Outpatient Clinic or receiving Complementary Therapies.
- the patient moves out of the Wigan Borough.

If, following a patient's discharge, our services are required again, the patient can either contact us directly (if it is within 3 months of discharge) or discuss a re-referral with their GP, District Nurse or Hospital Team.

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Smoking Policy

The Hospice is required to provide a safe and healthy working environment for all its staff and volunteers. This is reflected in the new legislation around smoking.

We have a duty to protect staff and volunteers who, as part of their job, visit patients and their families at home.

We would, therefore, ask that you and members of your family do not smoke during our visit.

Staff cannot visit a family home where they may be exposed to second hand smoke.

Thank you for your help and co-operation in this matter.



User views

We welcome the views of patients, family members or carers on this leaflet and on any aspect of the Hospice or its services.

This can be done in several ways:

- there are suggestion boxes and leaflets at the Hospice. These are situated in Reception, on the In-Patient Unit and in the Day Hospice.
- if patients are being visited at home a leaflet can be provided upon request. This can be completed and posted to the Hospice (freepost NAT4619) or given to the staff member visiting.
- patients, family members or carers can call the Hospice on 01942 525566 and ask to speak to one of the clinical secretaries who will be pleased to receive your comments.

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Complaints

If you feel you have reason for complaint please speak to a member of staff or a member of the Management Team who will be happy to discuss this with you and hopefully resolve the issue.

If the matter is not resolved to your satisfaction you can instigate the Complaints Procedure.

The Complaints Procedure is displayed around the Hospice or alternatively you can ask a member of staff for a copy.

Formal written complaints should be addressed to:

The Chief Executive
Wigan & Leigh Hospice
Kildare Street
Hindley
Wigan
WN2 3HZ

Telephone 01942 525566

Fax 01942 525577



Wigan and Leigh Hospice

The Hospice is a registered charity and all the services are provided free of charge. It relies heavily on public contributions to maintain these services. You can help to safeguard the future of the Hospice in one or more of the following ways:

- become a volunteer
- organise or participate in a fundraising event
- make a regular donation
- join the Hospice Lottery
- sponsor a bed
- leave a gift to the Hospice in your will
- join the Business Support Group

General information on ways you can support the Hospice may be sent to you or your family from time to time. If you do not wish to receive this information please let the Hospice know and your details will be removed from our mailing list.

We are indebted to the people of Wigan, Leigh and surrounding districts for their unstinting support.



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Kildare Street, Hindley, Wigan, WN2 3HZ

Telephone 01942 525566

Fax 01942 525577

Registered Charity Number 513400

Company Number 1677155 Limited by Guarantee

Registered Office as above

1st Edition August 2007