



## **WIGAN & LEIGH HOSPICE PALLIATIVE AND END OF LIFE CARE SERVICES REFERRAL GUIDELINES**

WIGAN & LEIGH HOSPICE, Kildare Street, Hindley, Wigan WN2 3HZ. Tel: 01942 525566 Fax: 01942 525577

### **WHICH PATIENTS CAN BE REFERRED TO THE HOSPICE?**

The Hospice offers services to improve the quality of life of patients and their families facing the problems associated with a palliative condition. The aim is to prevent and relieve suffering by early identification, impeccable assessment and treatment of physical, psychological, social and spiritual problems associated with that illness.

Wigan & Leigh Hospice is committed to widening access and valuing diversity and welcomes people from any culture, background or sexual orientation. A variety of services are available according to the nature and complexity of a patient's needs.

Patients should usually live within Wigan Borough and/or be having input from Wigan District Nurses. Patients who live slightly outside of Wigan Borough but are registered with a Wigan GP may also be able to access some services. Other patients may be able to access services in exceptional circumstances e.g. if they need inpatient care and they wish to be near to close family living in the Wigan area.

Patients with any palliative diagnosis may be referred if they have problems related to that condition for which they may benefit from hospice services. This includes pain and other symptoms, emotional/ psychological support, assistance with advance care planning or carer support.

The patient, if competent, must agree to the referral.

**Patients will be discharged from Hospice services if they no longer have problems requiring the support of that service, or if they relocate outside of the area covered by the Hospice.**

### **HOW CAN PATIENTS BE REFERRED TO THE HOSPICE?**

Referral using the Wigan & Leigh Hospice referral form is preferable. However, a letter detailing full information will be accepted. We are happy to discuss potential referrals by telephone, particularly if the patient's problems are complex or the referral requires a response within 24 hours.

**Please ensure that you provide us with adequate information when you refer a patient. If we have to contact you for further details, there will be a delay in processing the referral.**

### **WHAT SERVICES ARE AVAILABLE?**

<b>Service</b>	<b>Referrals accepted from:</b>
Hospice Nurse Specialists	GPs, Hospital Consultants, Specialist Registrars, Senior SAS Drs and Specialist Nurses District nurses (with the agreement of the GP &/or DN Team Leader)
Hospice in your Home	Any registered health professional involved in the patient's care
Hospice in Your Care Home	Care Home staff only
Medical Outpatient Clinic	GPs, Hospital Consultants, Specialist Registrars, Senior SAS Drs and Specialist Nurses only
Admission	Specialist Palliative Care Doctors and Nurse Specialists. Referrals from other professionals may be accepted following a telephone discussion between the referrer and the hospice medical team

**Please refer to the information overleaf  
or to the hospice website [www.wlh.org.uk](http://www.wlh.org.uk) for more details of our services**

<p><b>Hospice Nurse Specialists</b> The team have specialist knowledge and skills in palliative care and support patients in the community (including care homes) at an advanced stage of their illness. They assess a patient's symptoms, offer psychological support and support patients with advance care planning. Many of the team are Nurse Independent Prescribers.</p> <p>The service is provided through outpatient clinics at the Hospice's Woodview Centre or home visits for patients who are housebound.</p> <p>If appropriate, please refer to district nurses at the same time as referring to the Hospice Nurse Specialist Team.</p>	<p><b>Oak Centre* This service closed in December 2020</b> Provides health and wellbeing strategies and therapeutic interventions in a social environment to promote, protect and preserve the wellbeing of the people accessing the service.</p> <p>The centre is available to residents of the borough living with a progressive life limiting condition. The team consists of a physiotherapist, occupational therapists, creative therapies coordinator, rehabilitation assistants and volunteers. Whilst there are no registered nurses in the centre, staff are able to support basic care needs but are not able to administer medications.</p>
<p><b>Hospice in Your Home</b> This service is provided by a team of nurses, healthcare assistants and volunteers. The team offers one-to-one time with patients and gives practical and emotional support alongside hands-on nursing care, including daytime visits and overnight stays. The aim of the service is to enable more people to stay in their own homes as they come towards the end of their lives.</p> <p>The patient must be known to the District Nurses.</p>	<p><b>Medical Outpatient Clinics</b> These are held in the Hospice's Woodview Centre and offer assessments and reviews for patients with complex or rapidly changing symptoms who need specialist medical assessment. Patients may also be seen for follow-up after discharge from the inpatient unit. One clinic per month is specifically for patients with progressive neurological conditions and is conducted jointly by one of the hospice doctors and the Community Matron for Neurosciences.</p>
<p><b>Hospice in Your Care Home</b> This education service is provided by a team of trained nurses and a healthcare assistant, who support care home staff to understand the principles of palliative and end of life care so they can integrate these into their everyday routine. Referrals are accepted from care home staff involved in the programme for patients in the last days of life, when there is an education or training need which is affecting the management of a resident at the end of their life.</p>	<p><b>Additional services</b></p> <ul style="list-style-type: none"> <li>• Complementary therapy</li> <li>• Counselling</li> <li>• Bereavement service</li> </ul> <p>Please note that direct referrals cannot be accepted for these services. Patients should be referred to either the Community Nurse Specialist Team, Medical Outpatient Clinic, Hospice in your Home or Oak Centre, depending on their needs. Referrals to these additional services can be made by members of these teams following this initial assessment.</p>
<p><b>Admission</b> Admission to Wigan &amp; Leigh Hospice may be required for one or more of the following reasons:</p> <ul style="list-style-type: none"> <li>• Patient has symptoms or distress relating to their palliative diagnosis that cannot be managed effectively in their current location.</li> <li>• Patient is reaching the last days of their life and has expressed a wish to die in the hospice.</li> <li>• Patient requires a short period of transitional care to facilitate transfer from hospital to home or care home.</li> <li>• Primary carers have reached a crisis and are not currently able to continue caring for the patient, but would be able to resume this responsibility if the patient was admitted for a short period, usually a maximum of a week. <i>(In this situation the length of the admission and planned discharge date will be agreed with the primary carers before the patient is admitted.)</i></li> </ul> <p>Priority for admission will be given to patients with complex symptoms who require input from the full multidisciplinary team.</p> <p>Patients will not usually be accepted for admission without an assessment of their needs having been made by a Specialist Palliative Care professional. However, exceptions may be made following a telephone discussion between the referrer and the hospice medical team, as long as sufficient information is available to be sure that the admission request is appropriate</p> <p><b>Please note:</b></p> <ul style="list-style-type: none"> <li>• Admissions usually take place on a planned basis, Monday to Friday. Patients may be admitted on Saturdays, Sundays and Bank Holidays if there is an urgent need and bed availability allows.</li> <li>• The hospice is unable to offer pre-booked planned respite care.</li> <li>• The hospice is also unable to provide long-term care and patients will be discharged if their condition stabilises and their needs could be met in another care setting.</li> </ul>	