

Specialist Palliative Care Services for Primary Care Teams in Southern Derbyshire

The majority of patients with palliative care needs are being cared for at home by their GP and primary care team. The intention of this sheet is to provide information about the specialist palliative care services that can support them.

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Specialist Palliative Care Service Referral Criteria:

- Adults (usually aged 18 and over)
- Whose GP is based in Southern Derbyshire (hospital in-patients are seen regardless of GP)
- With a diagnosis of an advanced, progressive and life-shortening illness
- Whose problems cannot be addressed by the skills of their usual health care provider
- Can be made by any health care professional providing
 - a) Patient agrees
 - b) Responsible consultant/GP agrees

Note

All areas of the service triage referrals in order to prioritise assessment for those most in need and will advise if patient's needs can better addressed by other professionals.

Patients will be discharged when problems have been managed and can be re-referred when needed.

Palliative Medicine Consultant (or senior grade doctor) telephone advice, 24 hours a day:

9am to 5pm	Palliative Medicine secretaries	01332 788794	secretary will locate a consultant
9am to 5pm	Nightingale Macmillan Unit	01332 786060	ask for the doctor taking calls for admission
Out of hours	RDH switchboard	01332 340131	ask for the consultant on call for palliative medicine

Nightingale Macmillan Unit (NMU) in-patient admission, 7 days a week:

NMU is a specialist palliative care in-patient unit staffed and equipped to care for those patients whose symptoms cannot be adequately managed in other settings.

Telephone **01332 786060** and ask for the doctor nominated to take calls for advice and admission to NMU; Monday to Friday, 9am to 5pm.

Outside of these hours contact the consultant on-call for palliative medicine.

- Patients are admitted 7 days a week and can be admitted urgently directly when a bed is available; admission at night (10pm to 8am) is not possible
- Advice can be given to support a patient's management whilst awaiting a bed
- Plans for admissions/discharges are reviewed regularly throughout every day; patients requiring admission are prioritised according to need; average wait for admission is 1.5 days
- Length of stay varies according to patient need; on average is 2 weeks; future care is planned during the in-patient stay when problems have stabilised

Enhanced Nursing Home Beds for Palliative Care (Enhanced Beds), weekdays:

This nurse led service provides short stay urgent admissions for care, including care in the last days of life, close to home, preventing crises for patients and carers and avoiding unnecessary hospital admission. A small team of palliative care nurses assess and triage referrals for suitability during weekdays, then coordinate and support the admission and care plan.

Telephone **01332 258031 or 07799337704**, messages are retrieved regularly Monday to Friday, 9am to 5pm, and contact is made with referrer within 4 hours.

- Referrals can be made by health and social care professionals; a member of the team will discuss with referrer the patient's needs and agree a plan of action
- Patients are prioritised according to need; expected length of stay is up to 2 weeks

- Friday afternoon transfers are avoided and same day transfers are more likely to be achieved if the referral is made as early as possible during the day.
- At present this service is not available to patients with a GP in Erewash as Erewash CCG have not commissioned this service.

Palliative Medicine out-patient clinics and home visits, weekdays

Palliative Medicine consultants provide out-patient clinics and home visits to support the patient's primary care team. Early consultant review often means challenging symptoms can be managed without the need for hospitalisation.

Clinics are held at:

- Royal Derby Hospital (weekly)
- Treetops Hospice in Risley (weekly)
- Ilkeston Community Hospital (twice per month)
- Ripley Community Hospital (twice per month)

Send referral letters via email to: dhft.pallmedsecs@nhs.net

Or by post: Palliative Medicine Secretaries Office
M&G Block, Level 3, Suite B
Royal Derby Hospital
Uttoxeter Road
Derby
DE22 3NE

- Patients are usually seen in clinic within 2 weeks of receiving referral, depending on patient preference – if an earlier assessment is required please call 01332 788794
- Home visits can be provided if needed
- Patients with MND or Parkinson's Disease can be seen by a Palliative Medicine consultant in the respective MDT clinic

After initial assessment, follow-up will be arranged according to need and in liaison with the GP team. This may include further Palliative Medicine clinic appointments, Community Palliative Care CNSs visits at home, GP team follow-up or a combination of these.

Community Palliative Care CNS assessment, 7 days a week:

The Community Palliative Care CNSs support the palliative care of patients in the community by providing direct patient assessment and indirectly through attendance at palliative care register meetings and training.

Patients are assessed in their own homes, care homes and community hospitals, in collaboration with the patient's primary care team, to optimise symptom control, facilitate adjustment to changes in well-being and support patients to express and achieve their preferences for their care.

Telephone **01332 787582**; calls are taken by CPCT secretary Monday to Friday, 9am to 4pm, or email dhft.CPCTreferrals@nhs.net.

- On receipt of referral the case will be triaged by a CNS according to need
- For accepted referrals, initial telephone contact will be made with patient or nominated person and appropriate follow-up arranged according to patient's needs and preferences

One CNS is on duty Saturday and Sunday, 9am to 5pm, to respond to urgent problems: **01332 786040**

Nightingale Macmillan Day Unit (NMDU), weekdays:

NMDU is a specialist palliative care day therapy unit providing physical, social, spiritual and psychological care together with respite for carers. It allows access to the wider multi-disciplinary team in order to support the patients' continued independence and preventing carer breakdown.

Telephone 01332 786041 and leave a message; calls are returned Monday, Wednesday and Friday, 8.30 to 4.30pm; NMDU Sister will assess your patient's needs with you over the phone.

- Patients accepted for NMDU attendance are prioritised according to need; there may be a waiting list
- Patients will have an initial assessment and plan the goals of day therapy; progress is regularly reviewed
- Attendance is usually one day per week, 10am to 3pm, transport is arranged
- NMDU is a non-smoking area; patients attending need to be able to refrain from smoking for the duration of their stay, including transport

The Nightingale Macmillan Unit out of hours symptom advice line:

Providing symptom management and medication telephone advice to patients and carers outside of normal working hours. It is carried by a Nightingale Macmillan Unit inpatient nurse overnight (4pm to 9am) and Palliative Care CNS at weekends/bank holidays (9am to 4pm) who can provide information and advice, facilitate onward referrals and access the palliative medicine consultant on-call. Telephone: **01332 786040**.

Other clinical services

Treetops Hospice Care, Risley

Treetops Hospice Care provides nursing care and emotional support for adults and their families in Derbyshire and Nottinghamshire. All services are provided free of charge and can be referred to on **0115 949 1264**, Monday to Friday 8.30am to 4.30pm (4pm Fridays).

The service includes:

- Support and Information Service – for anyone affected by a life-limiting illness, from diagnosis onwards
- Day Therapies – physical, emotional, spiritual and social care to people who have been diagnosed with a life-limiting illness.
- Hospice at Home – a team of qualified nurses and experienced health care assistants offer nursing and emotional support for patients in their own homes, mostly overnight.
- Counselling and Emotional Support Service – for adults dealing with a life-limiting illness, and affected children, young people and families
- Art Therapy – a confidential service where art materials are used to express thoughts, feelings and experiences, for adults and children
- Complementary Therapy – aromatherapy, reflexology, reiki and massage for adults with life-limiting illnesses and their carers

Marie Curie Nurses

Marie Curie Nurses and Healthcare Assistants give hands-on care and emotional support, helping people to remain at home.

Make a referral to the Marie Curie Nursing Services coordinated by the Marie Curie Referral Centre by phoning **0845 056 7899** (8am to 10pm, every day of the year).

Other resources

The Derbyshire End of Life Care Toolkit contains a wide range of resources and tools: <http://derbyshire.eolcare.uk>

eLearning for Healthcare has an End of Life Care section: <https://www.e-lfh.org.uk/programmes/end-of-life-care>

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