

We welcome your feedback

We hope you are happy with the care we have provided. To share your comment, compliment or suggestion on our service, phone 01472 350 383.



Care Plus is a social business that provides adult health and social care services to people across North East Lincolnshire to help improve people's health and wellbeing and enrich their lives.
careplusgroup.org



St Andrew's Hospice cares for people of all ages with any life-limiting illnesses in North East Lincolnshire. Our hospice also offers help and support to patients' families.
standreshospice.com
Charity reg no. 1011117 (England)



Marie Curie Cancer Care gives people with all terminal illnesses the choice to die at home. Our nurses provide them and their families with free hands-on care and emotional support, in their own homes, right until the end.
mariecurie.org.uk
Charity reg no. 207994 (England & Wales), SC038731 (Scotland)

October 2013 S357d

Palliative care at home by The Haven Service

Information for referrers



The Haven Service offers health and social care support and respite care for patients who wish to be cared for at home.

Our service is available for patients with palliative and end of life care needs in North East Lincolnshire.

The Haven Service Partners in palliative care at home



How we can help

The Haven Service works closely with the local hospice, community nursing teams, GPs, hospital teams and other care providers to ensure patients at the end of life can remain in their preferred place of care – at home.

The service is available 24 hours a day, seven days a week, providing day and evening care from 8am to 10pm, and overnight care from 10pm to 8am.

What our service provides

Our service is delivered by a team of care workers and healthcare assistants who can provide:

- social and personal care including washing, dressing and meal preparation
- nursing care to make sure patients are comfortable at home
- practical advice, and emotional and psychological support
- a short break for carers

The length and number of visits, as well as the professional who will deliver the care, will depend on the assessed needs of the patient and their carer.

The Haven Service team

Our team consists of registered nurses, senior care workers, care support workers, healthcare assistants and an administrative support team based at St Andrew's Hospice.

The team's senior nurse manages the caseload of all patients who are referred to our service. This is done in collaboration with the patient's **community nurse key worker**.

The role of the senior nurse

Our senior nurse will:

- visit each patient within 24 hours of referral to our service
- provide ongoing review and reassessment of referred patients
- be involved in the planning of patients' discharge from a hospital, hospice or nursing home
- act as a training resource for end of life care provision

Making a referral

Who can make a referral?

- community nursing teams
- hospital discharge team (home team)
- rapid response team
- clinical staff at St Andrew's Hospice
- Macmillan Palliative Care Nurses

Referral criteria

The patient meets the referral criteria if they are:

- aged 18 or over
- in the last year of life
- registered with a GP in North East Lincolnshire
- on the GP palliative care register and
 - a) meet the NHS fast-track continuing care criteria
 - b) **or** meet the criteria of one of the following Gold Standards Framework categories:
 - **amber** (prognosis of weeks, deteriorating condition)
 - **red** (final days, terminal care)

The patient must also meet at least one of the following criteria:

- They have urgent and complex palliative care needs – nursing care, social care and physical or psychological symptom management (eg pain, confusion, nausea, vomiting, breathlessness, restlessness or anxiety).
- They have end of life care needs (any diagnosis) and are experiencing a sudden deterioration in their condition.
- They are in crisis and in need of support to prevent an avoidable admission to hospital or a nursing home.
- They need support to be discharged from a hospital, hospice or care home.
- Their carer is in crisis and needs support.

How to make a referral

Services can be booked in advance through The Haven Service coordinator based at St Andrew's Hospice.

Monday to Friday, 8am – 5pm

Phone: 01472 350 383

Out of hours (5pm – 10pm, Monday to Friday and 8am – 10pm, weekends and bank holidays)

Phone: 07770 657 737