

The Hospice at Home Service

Information and advice for patients

Sandwell Community Palliative Care Team

What is the Hospice at Home Service?

This is a specialist palliative care service for people in Sandwell who have a life-limiting illness, and their relatives and carers.

The Hospice at Home team

We are a team of Clinical Nurse Specialists offering care and support to people with a life-limiting illness. We will focus on relieving your symptoms and providing comfort.

We are qualified nurses who have a specialised knowledge of cancer and palliative care including cardiac, respiratory and neurological conditions.

We work together in partnership with other health professionals involved in your care such as your GP and community nurses.

What does the service offer?

We offer the following services:

- Advice and management to help reduce the effects of any symptoms you may experience from your illness.
- Psychological and emotional support.
- The opportunity to discuss your care and what is important to you.
- Referring you to other health professionals.
- Signpost you to services that provide care, advice and equipment.
- Support for your relatives and carers.

What will happen after I am referred?

When you are first referred to the service, one of our nurses will visit you to look at what support you currently receive and talk about how the Hospice at Home team can help. They will then arrange for you to have further support if you need it.

How can I access the service?

A doctor or nurse can refer you to the Hospice at Home Service. You can also be referred by other health professionals.

A member of the Hospice at Home team will then contact you by phone to arrange to come and assess you at your home.

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How can I contact the hospice at home service?

You can contact the Hospice at Home team on the following numbers:

Monday – Friday

- 8am-4pm 0121 612 2928 or
0121 612 3971
- 4pm-8am 0333 999 7083

Saturday and Sunday

- 8am-4pm 07896 793 814
- 4pm-8am 0333 999 7083

Please note there is a reduced service outside of normal office hours.

If you would like to suggest any amendments or improvements to this leaflet please contact the communications department on 0121 507 5495 or email: swb-tr.swbh-gm-patient-information@nhs.net



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