

Alongside the Urgent Response Team, we have additional fully trained Crossroads staff to provide respite care across Sandwell and West Birmingham, enabling family carers to rest and have a break from their responsibilities during this difficult period in the knowledge that they can leave their loved one safely for a short while, trusting that the Crossroads Carer has expertise to care for them in their absence, and seek help from other professionals should they need to.

There are many tasks that our staff support with; befriending, personal care, signposting to other services, shopping, help with meals, plus additional items that can be discussed with our Care Coordinators, and built into a personalised care plan.

## More Information

For more information about our hospitals and services please see our website [www.swbh.nhs.uk](http://www.swbh.nhs.uk), follow us on Twitter [@SWBHnhs](https://twitter.com/SWBHnhs) and like us on Facebook [www.facebook.com/SWBHnhs](https://www.facebook.com/SWBHnhs).



If you would like to suggest any amendments or improvements to this leaflet please contact the communications department on 0121 507 5303 or email: [swb-tr.swbh-gm-patient-information@nhs.net](mailto:swb-tr.swbh-gm-patient-information@nhs.net)



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# Connected Palliative Care

*Information and advice for healthcare professionals*

## Palliative Care

Where  
**EVERYONE**  
Matters



## What is Connected Palliative Care?

Connected Palliative Care offers a range of help to patients, their carers and families whose lives are affected by a life-limiting illness. We at Connected Palliative Care aim to support them in the final phase of their lives.

We accept referrals for all patients diagnosed with a life-limiting illness considered likely to die within the next 12 months.

Patients must be adults and be registered with a GP within Sandwell and West Birmingham Clinical Commissioning Group (CCG).

Patients must agree to be referred, or if they lack capacity, the referral must be agreed to be in their best interests in line with Mental Capacity Act 2005.

Referrals are accepted from any healthcare professionals and each referral is considered according to individual needs.

## How can the service help you and your patients?

We will work alongside you to improve the care of patients in their last year of life by:

- Offering advice and support to primary care, care homes and secondary care, so that healthcare professionals are skilled and able to help patients cope with their life-limiting illness.
- Offer practical support and suggestions to help patients.
- Signposting patients, carers and professionals to services that provide care, advice and equipment.
- Providing social support for patients, their relatives and carers, including sitting services, befriending, domestic support and welfare rights advice.

needs. Our In-Patient Unit provides round-the-clock care with a dedicated ambulance service provided by John Taylor in partnership with St John Ambulance. We offer regular and one-off breaks of one or two weeks to support patients returning home from hospital, as a regular 'MOT' for patients and to provide families with a break from caring. At our Heart of the Hospice we have a place for your patients to relax, enjoy the company of others or spend a day learning skills to develop their confidence whilst having an opportunity to access our other services. Our specialist clinics include Pari Passu Pain Clinic and the FAB programme which supports patients experiencing breathing difficulties. Our nurse-led assessment clinics see people rapidly at the hospice and can set up or revise the patient's package of care on the day.

## Crossroads

Crossroads Care provides information, advice and services to local people caring for a family member or friend at home. We provide services to carers and people with care needs of all ages, supporting carers with a range of responsibilities. We provide services and support for people living with a long term chronic illness, supporting them to live their life in their home for as long as possible. Many patients benefit from our services right up to their final days of life, in their own home with their family.

Our role is to provide dedicated highly trained staff as part of the Urgent Response Team. The role of this team is to work alongside the clinical staff, providing support 24 hours a day, 7 days a week to patients at a time that is most critical, supporting patients to remain in their own home and reducing the need to be admitted to hospital or long term care.

**Birmingham St Mary's Hospice** Birmingham St Mary's Hospice provides vital care to patients living with terminal illness, offering a range of services in a wide number of settings. Most of our care is provided in patient's own homes in addition to progressive inpatient and day services at the hospice. As a teaching hospice we work alongside other health and social care professionals, delivering integrated care with prison services, care homes, hospitals, community and mental health services. This provides an ongoing educational; resource to a wide network of care providers, including GP's and District Nurses who also benefit from our course programmes.

The hospice has been providing this vital care to patients and support for their families across Birmingham and Sandwell for over 35 years. We are here when people need us most and offer care and support to help local families through difficult times. This care is free of charge to all patients and their loved ones and as an independent charity, we rely on the generosity of local people to help us reach more people each and every day.

**John Taylor Hospice** At John Taylor Hospice we are committed to providing the very best care for patients.

John Taylor Hospice has been supporting local families for more than 100 years and provide practical support, care and advice 24 hours a day, seven days a week. Each patient will receive their own personalised care package matched to their individual needs – and the needs of their families.

The Connected Palliative Care Hub means that any professional has 24/7 access to a conversation with a fellow professional at John Taylor Hospice, for advice, support and planning or arranging care. We provide care at home – our Community Palliative Care Team is on hand for your patients, with treatment and care, symptom management and help with practical

- Coordinating referral for specialist palliative care assessment if the patient's symptoms or needs are complex and difficult to manage.
- Ensuring people can access services providing support and advice in a crisis.
- Providing education and advice to healthcare professionals to maximise skills on all aspects of palliative and end of life care.
- Co-ordinating services to ensure care packages are in place when needed.
- After death we support the bereaved by signposting them to bereavement support services.

### **Our expectations from you**

- Patients must be on the Gold Standards Framework register, and be fully informed of being referred.
- Their Summary Care Record must be enriched.
- Consent must be gained from patients to share electronic records.
- Clear communication, and willingness to work alongside, avoiding gaps in service and duplication of provision.

### **How can I refer to and access the service?**

The Connected Palliative Care Hub is located at Sandwell General Hospital

Lyndon

West Bromwich

B71 4HJ

Our email address is:

[swb-tr.SWBH-GM-Connected-PC-Hub@nhs.net](mailto:swb-tr.SWBH-GM-Connected-PC-Hub@nhs.net)

We are available between 8am–8pm, seven days a week on 0121 507 3611 and overnight between the hours of 8pm and 8am on 0333 999 7083.

A member of the team will answer your call. We may ask you for more information in order to advise you better.

The team will access the patient's health record on SystmOne, so they are able to see the current situation. They will enter the details of your call or referral into SystmOne.

If necessary, the team will transfer your call to a nurse to provide you with extra advice and support and put you in touch with other services if needed. This may include involving a district nurse, a specialist nurse, a doctor or another health professional.

Overnight, between 8pm and 8am, a nurse from Connected Palliative Care will take urgent telephone calls and triage your call appropriately.

## End of Life Care Facilitators

Our End of Life Care Facilitators are a team of registered nurses who provide a range of education and training opportunities for acute and community healthcare professionals across Sandwell and West Birmingham. The aim is to equip healthcare professionals with the knowledge and skills to communicate effectively with patients and families about death, and bereavement.

The End of Life Care Facilitators will support the Connected Palliative Care Hub with triaging calls received from patients, relatives, carers and healthcare professionals to ascertain the nature of the call. They will offer advice and support and will facilitate referrals on to other specialist services where needed.

## Urgent Response Team

Our Urgent Response Team will carry out home visits to patients at times of crisis in order to help them achieve their preferred place of death by avoiding unnecessary hospital admissions. They will bridge the gap between specialist palliative care and district nursing and will carry out urgent visits before handing care back to the key team. The team operates 24/7 and consists of registered nurses and health care assistants.

## OUR PARTNERS

**Age Concern** Age Concern Birmingham offer a dedicated Welfare Advice Home Visiting Service and in partnership with Jubilee Citizens UK a Home Visiting Support Service from a team of support workers who are experienced in offering care and domestic support.

We can offer support in the following areas: Benefit entitlement, applications/appeals, housework, ironing and shopping. We are registered with the Care Quality Commission and tailor individual support packages to suit your needs, providing a quality service in the comfort of your own home, ensuring that dignity is maintained and that your wishes are respected at all times.

Assessments are based on need and service availability. We take the welfare and ultimately the peace of mind of all our clients extremely seriously. Not only do all our staff undergo a rigorous recruitment, selection and training process but they also have to successfully pass DBS [Disclosure and Barring Service] checks before they start working directly with you.