

What is palliative care?

Palliative care aims to improve quality of life. It helps people with advanced illness to make the most of their remaining days, weeks, months or years.

Who is palliative care for?

Anyone with a life-threatening illness may benefit from palliative care. This includes people with:

- cancer
- heart failure
- chronic lung diseases including COPD
- MND and other progressive neurological conditions.

The Poole Palliative Care Service

The Palliative Care Service is based at Forest Holme. It is a team of experienced professionals who are highly skilled in palliative care:

- doctors
- nurses
- physiotherapist
- occupational therapist
- counsellors

Our aim is to provide support for people living with an advanced, life threatening illness, and also for their carers. We work with GPs, district nurses, consultants and other hospital and community staff to make sure you receive the best possible care we can offer.

We can support you at home or in hospital.

Teams based at Forest Holme Hospice

• Community Palliative Care Team

There are seven Community Specialist Palliative Care Nurses, each linked to a number of GP Practices.

• Hospital Palliative Care Team

There are two Palliative Care Nurse Specialists who cover Poole Hospital.

• Forest Holme Ward

We can help with managing symptoms or for care in the last days or weeks of life.

• Outpatient clinic

The doctors run clinics every day.

• Counselling Service

• Lymphoedema Service

• Fundraising Team

How do the teams work together?

We meet regularly to make sure you receive the right care from the right people at the right time.

Who can put me in touch with the Palliative Care Service?

- Your GP or Consultant
- Community Nurses or ward staff
- You can self-refer

How can the Palliative Care Service help me?

- Improving your quality of life.
- Encouraging and enabling you to maintain your independence.
- Helping you to make choices about your care.

- Managing symptoms such as pain, shortness of breath, nausea and vomiting, constipation etc.
- Managing anxiety, uncertainty and concerns you may have over your illness and the future.
- Advice on social and financial problems and help with applying for benefits and grants.
- Liaising with other healthcare professionals.
- Support through palliative chemotherapy or radiotherapy.
- Nursing care at home in the last stages of life.
- Spiritual needs.
- Bereavement support.
- Advice about other services which may be available to you, including Day Care, counselling and short term sitting services.

The service is free of charge to people eligible for NHS treatment. It is funded jointly through the NHS and Forest Holme Hospice Charity.

How will my plan of care be decided?

We will involve you as much as possible in discussions about your plan of care, to ensure that you receive the best care we can offer and that your wishes are respected.

What information is available?

If you are at home, you will also be provided with a Single Assessment Profile (SAP) folder. This is a record of all face-to-face contacts with healthcare professionals taking place at home. You can refer to it whenever you need.

At your outpatient appointment, you can ask for a copy of the clinic letter to your GP.

Who should I contact if I am not happy with the care I'm receiving?

We will make every effort to meet your needs. However, if you should ever feel you have any reason to complain, please tell us and we will do our best to address your concerns. You can also contact the Patient Advice and Liaison Service (PALS) co-ordinator for independent advice and help on:

Poole Hospital 01202 448499

We can supply this information in larger print, on audiotape, or have it translated for you. A member of staff will be happy to discuss this with you. Please call PALS on 01202 448499 or the Health Information Centre on 01202 448003 for further advice.

Contacting the Palliative Care Service

Forest Holme has a 24 hour advice line. This advice is available to patients, carers and healthcare professionals. Your call will be answered by a Community Specialist Palliative Care Nurse or the ward staff. They will offer telephone advice and are supported by the medical team 24 hours a day, 7 days a week.

**24 Hour Advice Line:
01202 448115**

Your designated community Specialist Palliative Care Nurse can be contacted on the following number Monday-Friday 9am-5pm:

Telephone:

Community enquiries (for referrals, 24/7 advice & support): 01202 448115

Forest Holme inpatient ward enquiries, admission requests: 01202 448147

Consultant secretaries and general enquiries: 01202 448118 (Mon-Fri 8.30-4.30)

Poole Palliative Care Service
Medical Clinical Care Group
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FOREST HOLME HOSPICE

**5 Seldown Road
Poole, BH15 1TS**

Telephone:

**Community Team: 01202 448115
& 24 hour advice**

Inpatient Ward: 01202 448147

Outpatients: 01202 448118

Fax: 01202 448206

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Forest Holme Hospice Charity

