

LOROS

Hospice Care for Leicester, Leicestershire & Rutland

NHS

Leicestershire Partnership
NHS Trust

Integrated community specialist palliative care (ICSPC)

Information for patients, their families and carers



Illustration by Mandy Mitchell

ICSPC can be
called via single
point of access for
community services
(SPA) Tel: 0300 300 7777

Service hours: 8am - 10pm daily

Nurse specialist advice: 8am - 6pm daily

www.leicspart.nhs.uk

Email: lpt.feedback@nhs.net

This leaflet is intended to help you understand more about the integrated community specialist palliative care (ICSPC). The team includes members from Leicestershire Partnership NHS Trust (LPT) and LOROS and we work closely with all services in the wider community who may be involved in caring for a palliative patient.

Our co-ordination hub (accessed via SPA) is staffed by a nurse specialist from 8am - 6pm, 7 days a week. You can ring for advice during these hours. The hub can be very busy and calls are triaged and prioritised accordingly.

Please be aware that if you have new health concerns which may be unrelated to your palliative diagnosis, you will be guided to contact your GP/111 for urgent advice.

Please do not contact the co-ordination hub for prescription requests - contact your GP/pharmacy.

A range of services are available, each offering support specific to your needs. Currently there are no Macmillan nurses within Leicester, Leicestershire and Rutland - so we offer similar services to those provided by Macmillan nurses elsewhere in the UK. Macmillan do provide support nationally via their website and advice line (details on page 6 of this leaflet).

If there is anything you are unclear about, please ask your nurse.

What is palliative care?

Palliative care describes the physical, psychological and social care and support given to people who have an illness or disease that cannot be cured.

Who provides palliative care in the community?

Your GP, community nursing team and/or other members of health and social care teams will care for you during your illness.

Our main aim is to provide a holistic assessment (assessing you as a whole person) of what support you may need. We will assess what physical and emotional support you may need from all services, from advice on your symptoms to practical nursing care. Sometimes you may require more specialist help during your illness.

What is specialist palliative care?

It is the care provided to individuals when usual treatments are not effective or other services cannot manage the support required at the time.

Reasons for referral to the team may include:

- the assessment and management of any complex symptoms you may have
- to help and support you with any complex emotional, psychological and spiritual issues
- to give you information about your treatment and any care that you may need
- to help facilitate end of life care at home – liaising and coordinating with other community services
- to facilitate rapid discharge from hospital for those in the last days of life who want to die at home.

Who we are

The ICSPC is comprised of nurse specialists and healthcare assistants that are specially trained to deliver palliative care in people's own homes. We are also supported by two community consultants who work for LOROS.

ICSPC review and care for complex symptoms. We share our specialist nurse knowledge and skills and act as a resource to the community nurses, including GPs and other services.

We work closely in partnership with other health professionals as part of the co-ordinated community healthcare service within Leicester, Leicestershire and Rutland.

Regular visits from ICSPC may not be needed when your symptoms have been resolved. You may be discharged back into the care of your GP or a key worker who can support you. You will be able to re-refer yourself to the service.

During your illness, you may meet different types of professionals, one of whom may become your key worker. This could include:

- Community nursing team, for example the district nurse who is part of your local community nursing service that provides general nursing care and will support you with palliative/end of care in your home setting
- your GP
- hospital consultant and team
- physiotherapist/occupational therapist
- dietician
- speech and language therapy (communication and swallowing)
- social services
- voluntary services

You may also meet some of the following teams:

- **Marie Curie nurses** - funded by the cancer charity. They can be requested by a community nurse if appropriate and can stay in your home for several hours, including overnight (10pm - 7am) if needed.
- **Cancer site specific nurses** - have specific expertise in a particular illness, for example, lung cancer or breast cancer. They are all based in hospital.

- **Complex care or long-term condition nurses** - a team of highly skilled nurses who co-ordinate care and services for people with complex needs due to long-term conditions such as respiratory disease, heart disease and diabetes.
- **LOROS hospice** - provides free care and support to terminally ill patients and their families in Leicester, Leicestershire and Rutland. Visit their website: www.loros.co.uk
Services at the hospice include:
 - inpatient unit
 - day therapy service
 - outpatients clinics
 - lymphoedema service
 - palliative care doctor domiciliary visits
 - volunteer visiting
 - counselling and bereavement care and
 - complementary therapies.

If you are discharged from our service...

- You (or a family member) can self-refer back at any time and your needs will be reassessed.
- **Please contact us should you experience any further distressing symptoms or need advice regarding changes due to your disease.**
- For on-going medication queries please contact your GP.
- If you experience any further symptoms or need advice with regard to your illness you can contact your specialist palliative care on the number given on the front of this leaflet.

Other useful contacts

Sue Young Cancer Support

A local voluntary organisation that offers support, counselling, befrienders and complimentary therapies.

Tel: 0116 223 0055

Macmillan Information and Support Centre, Osborne building, Leicester Royal Infirmary)

A range of information on and support with all aspects of cancer. No need to make appointment.

Tel: 0116 258 6189

Macmillan advice and support on finances and benefits

Local support and advice.

Tel: 0300 456 8400

Macmillan Cancer Support

Tel: 0808 808 0000

www.macmillan.org.uk

Department for Work and Pensions

Personal Independence Payments - Tel: 0800 917 2222

Attendance Allowance - Tel: 0845 712 3456

Age UK (Leicester branch) Tel: 0116 299 2233

Adult Social Care (Leicester City) Tel: 0116 454 1004

Adult Social Care (Leicestershire County) Tel: 0116 305 0004

Rutland Social Care (Rutland) Tel: 01572 722 577

ReSPECT- Resuscitation Council UK

www.resus.org.uk

Laura Centre (support for children pre and post bereavement)

Tel: 0116 254 4341

LOROS

10pm till 8am advice available for professionals, patients and carers. Tel: 0116 2313771

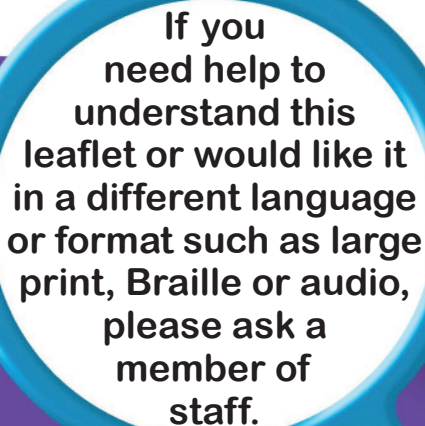
Improving services

We are looking at ways to improve our service, so would welcome any comments, compliments or complaints.

Please speak to any member of the team or contact:

0300 300 7777.

At some point during your care, you may receive a questionnaire about the service. We would appreciate it if you would take the time to complete this.



**If you
need help to
understand this
leaflet or would like it
in a different language
or format such as large
print, Braille or audio,
please ask a
member of
staff.**

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