

Connected Palliative Care

Information and advice for patients

Palliative Care

What is Connected Palliative Care?

Connected Palliative Care is a service for patients in Sandwell and West Birmingham who have a life-limiting illness, and their relatives and carers.

We work in partnership with other health professionals involved in your care such as your GP and community nurses to support you and coordinate the care you receive.

How you or your relative can access this service?

You need to be an adult and be registered with a GP within Sandwell and West Birmingham Clinical Commissioning Group. You need to be referred to us by a health professional. Once known to our service, you and your relative or carer can contact us directly.

What does the Connected Palliative Care Hub offer?

We recognise that emotional, spiritual, family and financial worries might be just as important to you as physical problems.

We offer the following services:

- Advice and support to help you cope with your illness.
- Offer practical suggestions to help you do the things that are important to you.
- Signposting you to services that provide care, advice and equipment.
- Support for your relatives and carers.
- Consider referral for specialist assessment if your symptoms or needs are difficult to manage.

You should continue to use your normal point of contact for nursing care and medication, for example, your District Nurse or GP.

How can I access the service?

We are available between 8am – 8pm, seven days a week on 0121 507 2664 (Option 2) and overnight between the hours of 8pm and 8am on 07896 793814.

Our email address is:

swb-tr.SWBH-GM-Connected-PC-Hub@nhs.net

A member of the team will answer your call. We may ask you for more information in order to advise you better. With your permission, the team will access your health record on the computer, so they are able to see your current situation. They will enter the details of your call into your health record so your usual health care team can see the details.

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 assist you with your call appropriately.

Our Partners

Age Concern Birmingham

Age Concern Birmingham offer a dedicated welfare information and advice service and in partnership with Jubilee Citizens UK, a home visiting domestic support service.

Welfare Advice Service – our experienced co-ordinator can discuss your individual circumstances and assist with navigating around entitlements for you. The co-ordinator can ensure and support in completing relevant applications for benefit entitlements, applications for grants and appeals.

Domestic Support Service – we are CQC registered with an overall rating of good. We have a team (DBS checked) who offer light housekeeping to support you and your family. A home assessment/consultation is undertaken to look at your requirements prior to service taking place. All assessments are based on person-centred needs and service availability.

Birmingham St Mary's Hospice

Birmingham St Mary's Hospice provides vital care to patients and their families living with incurable illnesses, 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 outpatient clinics, 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.

The hospice has been providing this vital care to patients and support for their families across Birmingham and Sandwell for over 40 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 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 patients requiring treatment and care, symptom management and help with practical needs. Our In-Patient Unit provides round-the-clock Consultant-led care, we have access to counselling services, complementary therapies and spiritual advisors. We have Nurse-led beds which are managed by an Advanced Nurse Practitioner and Nurse Consultant.

Our Living Well Centre at John Taylor Hospice hosts a variety of groups and activities in a relaxed and supportive environment. It provides an opportunity to meet both professionals who can provide holistic support and other individuals experiencing life-limiting illnesses. We offer a 12-week therapeutic programme specifically designed to help you address symptom control and support your physical, emotional, social and spiritual needs, emphasising the need for palliative rehabilitation, peer support, advance care planning and education. Visitors to the centre can also enjoy complementary therapies, which can help improve sleep, aid relaxation, reduce pain, relieve headaches and nausea, boost energy levels and increase overall wellbeing. We run a Fatigue and Anxiety management programme (FAB) to help people with lung conditions. We also have Wellbeing services available and offer support to families and children.

Crossroads

Crossroads are proud to be a partner of Connective Palliative Care providing dedicated staff to work alongside the Urgent Response Team, delivering 24 hour, 7 day a week services across Sandwell and West Birmingham. In addition we provide valuable day and night respite for carers of patients who are at the end of their life to take a break from their caring role, through the support of our highly trained staff; a critical time for carers to continue in their caring role, enabling patients to remain in their own home, reducing the need to be admitted to hospital or long term care.

Crossroads Care provides information, advice, training and community care to support carers and those they care for. Our services are holistic and person centred for both the carer and the person they care for. Supporting people of all ages and ethnic backgrounds, living with a short or long term physical disability, chronic illness, or a dementia, with the aim of enabling people to live in their own home for as long as possible. For more information on our services please visit www.sandwellcrossroads.org

If you would like to suggest any amendments or improvements to this leaflet please contact SWB Library Services on ext 3587 or email swbh.library@nhs.net.



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