



Hospice care at home

Specialist palliative care nurses

Who we are

We are a team of experienced Specialist Palliative Care Nurses and Palliative Care Support Workers based at Ashgate Hospice. We provide advice and support to patients and those important to them. Our team works closely with your GP and Community Nursing team to help manage your symptoms. We specialise in symptom management for palliative illnesses.

Who can access the service?

Our service is available to anyone who is:

- over the age of 18
- living with a life-limiting or palliative condition
- registered with a North Derbyshire GP surgery and living in the catchment area
- needing help managing symptoms such as pain, nausea and vomiting.

What happens next?

Usually, a healthcare professional, such as your GP, hospital doctor, or any nurse involved in your care, will refer you to our service. After we receive your referral, a member of our single point of access team will contact you to discuss your needs. Your care will then be directed to the team best suited to support you.

If your care needs are **routine**, we will contact you **within 10 days**.

If your care needs are **urgent**, we will contact you **within two days**.

What does the Palliative Care Specialist Nursing team do?

We'll carry out an initial assessment, either in person or over the phone, to discuss your health, review your symptoms, and identify your main concerns.

We can provide expert advice and support with the following matters:

- **Complex symptom management:** We will help you get the most relief from your symptoms.

- **Medications:** We can advise on medications to help with your symptoms; including guidance on how and when to take them. We can also advise other professionals involved in your care, such as your GP and community nursing team.

- **Advance care planning:** We will discuss what matters most to you, including your future care priorities. This could include advance care planning and documenting your wishes on a ReSPECT form. We can also talk about managing emergencies or deterioration in your health, including your thoughts about hospital admissions.

We can also talk about what to do in the case of emergencies or a deterioration in your health, including your wishes around hospital admission.

- **End of life care at home:** We can support and advise those who wish to stay at home for their last days of life. Our team will work closely with your GP, hospital team (if you have one), community nurses and others involved in your care.

- **Benefits:** We can refer you for benefits advice and complete an SR1 form if applicable. An SR1 form provides specific medical evidence to enable benefits to be accessed promptly.

We may offer to refer you to our other services, such as support from palliative care consultants, occupational therapy, physiotherapy, supportive care, complementary therapy and Day Services. In some cases, a referral to our Inpatient Unit may be required, which could involve a waiting list.

Your day-to-day care will continue to be provided by community nursing teams, your GP, and health and social care providers, including social services. We work in close partnerships with these teams, offering specialist support, advice and guidance. We do not take over from these services.

What is a ReSPECT form?

A ReSPECT (Recommended Summary Plan for Emergency Care and Treatment) form is used to record your care preferences and treatment plans in case of an emergency. It includes your wishes about resuscitation and other medical treatments, ensuring that healthcare professionals are aware of and can respect your preferences.

How often will I be seen?

Depending on your needs, you'll be reviewed, daily, weekly, or fortnightly through face-to-face visits or phone contact. Once your symptoms are controlled and your condition stabilises, we may discharge you from our service. Referrals back to our service can be made by a healthcare professional such as your GP.

What don't we do?

- We do not take over care from your GP Surgery. Your GP will continue to provide repeat prescriptions or routine medical reviews.
- We don't provide hands-on physical care or overnight sitting services. These services are usually provided by private care providers following an assessment from social services or health and social care providers. We can refer you to these services, as can your community nursing team.

Need some help?

Our friendly Advice Line is here for you. **Call us from 9am– 4.30pm on 01246 565 026.** If you hear our voicemail, leave your name, number, and a brief message. We'll get back to you as soon as we can. For urgent matters, please let us know so we can prioritise your call.

You can also contact Ashgate Hospice's main switchboard on 01246 568 801 and select option two for out-of-hours support.

Please note that:

- non-urgent calls may take up to a day for a response
- voicemails left after 4.30pm or overnight will be responded to the following day
- we run a reduced service on weekends and bank holidays.

For urgent support or emergencies, contact NHS services through your GP surgery, 111 or 999 as appropriate.

Other helpful contacts:

NHS 111: Call 111 for urgent advice and support, connecting you to out-of-hours services and community nursing.

Community Access Point for Derbyshire Community Nursing Teams: Call 01332 564 900, 7 days a week, 8am–6.30pm.

Blythe House Hospice, Roaming Car Service: Call 07946 028 127 for overnight services from 10pm–7am, 7 days a week, 365 days a year.

Call Derbyshire: 01629 533 190. Open 8am–6pm Monday to Friday and 9.30am–4pm on Saturdays. For adult social care.

Chesterfield Royal Hospital: 01246 277 271

Weston Park Hospital: 01142 265 300

Weston Park Hospital 24-hour treatment advice line:
01142 268 345

The Macmillan Support Line: Call 0808 808 00 00, 8am–8pm, freephone within the UK.

Macmillan Benefits Advice: 01629 531 531

Online information:

www.ashgatehospice.org.uk

www.derbyshire.eolcare.uk

www.hospiceuk.org

www.macmillan.org.uk

www.resus.org.uk/respect



www.ashgatehospice.org.uk

Registered Charity No. 700636

Contact

Ashgate Hospice, Ashgate Road,
Old Brampton, Chesterfield,
Derbyshire S42 7JD

01246 568 801

info@ashgatehospice.org.uk

www.ashgatehospice.org.uk



Tell us what you think

If you've experienced our services,
we'd love to hear about it.



If you require this document in an alternative format,
please contact the Marketing and Communications Team
at marcomms@ashgatehospice.org.uk

यदि आप यह जानकारी किसी अन्य भाषा या फॉर्मेट में चाहते/चाहती हैं, तो कृपया
marcomms@ashgatehospice.org.uk पर मार्केटिंग से संपर्क करें।

Jeśli chcieliby Państwo otrzymać te informacje w innym języku lub formie, prosimy o
kontakt z działem marketingu pod adresem marcomms@ashgatehospice.org.uk

اگر آپ یہ معلومات کسی دوسری زبان یا فارمیٹ میں حاصل کرنا چاہتے ہیں تو براہ کرم
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如果您需要该信息以其他语言或形式呈现，请通过 marcomms@ashgatehospice.org.uk 与营
销部门联系

如果您希望以其他语言或形式获得此资讯，请聯繫行銷部門：
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